



# INSTALLATION & TROUBLE SHOOTING GUIDE

This document has been generated to assist you with installing and setting up the myDRIVESCHOOL® platform. Covered in this guide are:

- Minimum Computer Specifications
- Testing Hardware instructions
- Trouble-shooting and FAQ's

## MINIMUM COMPUTER SPECIFICATIONS:

We recommend using myDRIVESCHOOL® on a PC (NOT MAC COMPATIBLE) with the following minimum specs:

- GRAPHICS: Direct3D®10, Direct3D®11 or Direct3D®12 adapter. Nvidia GTS 860 or Radeon 530 or above
  - Laptops must have a dedicated graphics card (adapter) to be supported
  - Laptops with 'integrated graphics' only are not guaranteed to work
- Quad core CPU eg: Core i5, Core i7
  - Dual core CPU's may also run the program eg: Core2 Duo, Core i3
- CPU: Dual core CUP (e.g: Core2 Duo, Core i3, Core i5, Core i7)
- 2GB system memory (RAM)
- 512MB available hard drive space
- 64-bit Windows 10, 64-bit Windows 8, 64-bit Windows 7, 64-bit Windows Vista Service Pack 2

NB: myDRIVESCHOOL® may run fine on machines with lower specs than this, though frame rate may be affected. If this is the case, try and close as many programs running in the background as possible.

## INTERNET CONNECTION:

Each user requires internet connection in order to log in and use myDRIVESCHOOL®.

User launches the simulation via a link to an exercise on [www.mydriveschool.com](http://www.mydriveschool.com) and progress is sent to the server during play, therefore an internet connection is required at all times.



If facilitating the program with multiple students, please ensure you add the following domain to your network's white list : <https://mydriveschool.com/> and ensure sufficient bandwidth is available.

## DOWNLOAD EXE: SIMULATION PROGRAM/HARDWARE DRIVERS:

To download and install please use this exe: myDRIVESCHOOL version: 1.7

[https://www.dropbox.com/s/8o0fguylibdqecz/SetupMyDRIVESCHOOL\\_v1.7.4.exe?dl=0](https://www.dropbox.com/s/8o0fguylibdqecz/SetupMyDRIVESCHOOL_v1.7.4.exe?dl=0)

## THRUSTMASTER T80 DRIVER INSTALLATION:

It is important to install the steering wheel/pedal sets driver, they will not work unless you do.

1. Plug in the Thrustmaster T80
2. Download the Thrustmaster Driver from <https://support.thrustmaster.com/en/product/t80rw-en/>
3. Install the 2018\_FFD\_2.exe
4. Open Thrustmaster Folder on your computer and click Control Panel
5. This will take you to the Game Controllers
6. Make sure the Thrustmaster T80 is selected

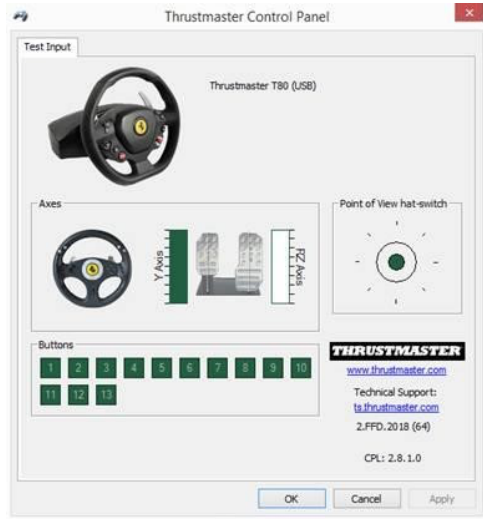


If you are using a different steering wheel and pedal set please find the suitable drivers. Be aware myDRIVESCHOOL currently only supports Thrustmaster T80, TMX and Logitech 27, 29,920, 923.

<https://support.thrustmaster.com/en/cat-wheels-en/>



7. Click Properties and make sure the wheel and pedals are operational, they will be highlighted in this window.



8. Once confirmed launch myDRIVESCHOOL.

## LAUNCHING MYDRIVESCHOOL

To launch myDRIVESCHOOL go to the folder on your desktop and click **myDRIVESCHOOL Website**. Navigate to the top right corner of the homepage and click login.

Otherwise navigate to,

<https://lms.mydriveschool.com/login/index.php>

Login via your username and password

Select Pre-Learning Driving Course (Stage 1)

Launch the module you wish to undertake.

If you are starting out launch **Module 01, Accelerate/Brake**

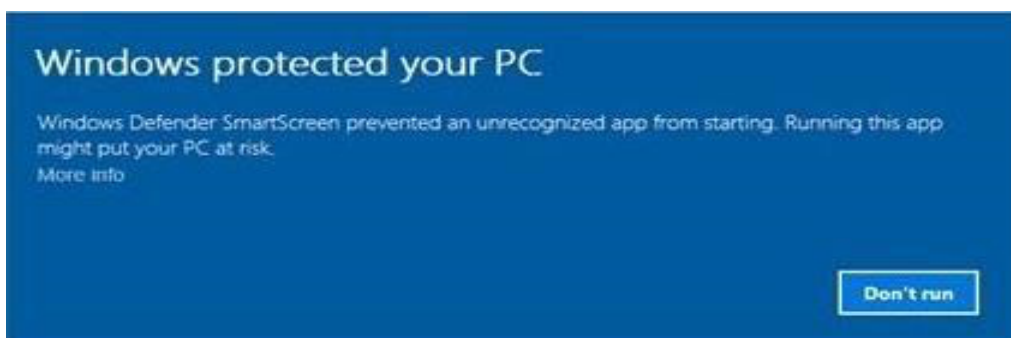


## TROUBLE-SHOOTING / FAQ's:

**TIP: If when you log on to myDRIVESCHOOL® via [www.mydriveschool.com](http://www.mydriveschool.com) using your login details, and the myDRIVESCHOOL® program launches, ie: you get the 'loading page' the software is working!**

**After that any issues are hardware related, and should be directed to the appropriate manufacturers.**

**Q: *Windows stopped the installation* – click 'more info' and select 'run anyway'**



**Q: *The steering wheel isn't working:***

Any problems with the steering wheel will be due to either:

- a. Power to steering wheel
- b. Hardware faults
- c. Cables and USB faults
- d. Drivers

Power:           - check the power is connected. Adapter is plugged in and power point on  
                      - check with a different adapter  
                      - wheels will work without power, steering wheel won't. So if the pedals are working but the wheel is not, the problem is likely to do with power

Hardware Faults:   Check with a different steering wheel and pedal set

Cables & USB Faults: Check cables are firmly plugged into base of wheel and PC.



Drivers: Check the manufacturers properties page, look for common issues (Google if need), refer to set-up instructions.

## **FREQUENTLY ASKED QUESTIONS:**

### ***Q: Frame rate is slow:***

Check computer against our recommended specs. Restart computer – this can clear up memory being used/held by previous programs. Close as many programs running in the background as possible.

If running on a laptop, please ensure the laptops is plugged into a power source/check power performance settings (often set let to conserve battery power). myDRIVESCHOOL® will use more battery power than standard applications.

### ***Q: How long is each module?***

Each module has between 6-10 exercises in it, therefore depending upon the amount of pass/fails per student.

### ***Q: Can the Students take the course again?***

Yes the program is available to the Students for 12 months, and we encourage Students to use it as regularly as possible, and due to the AI (artificial intelligence) each play will be different.

### ***Q: What happens if the Student gets logged off for speeding/skidding, etc. ?***

Students get 5 attempts at each exercise, then if the Student fails, log out and log back in to restart the module.