

Virtual Classroom API - Frequently Asked Questions

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Can I use Virtual Classroom API to integrate courses and testing platform in my website?

Virtual Classroom API is best suitable for people who already have an existing website, LMS, CMS, or app. API integration within your website is available only for Virtual Classroom and **NOT** for courses, and tests.

Do you offer FREE trial?

The [free plan](#) supports 2 connections (1 instructor + 1 attendee) with a maximum duration of 30 minutes per session. It supports 600 minutes of Free API usage. [Upgrade your API account](#) to use more attendees in a live session, and session duration. All **paid** API plans comes with premium features such as more attendees in a live class, session recording feature with HD video encoding, etc.,

Generate API key here - <https://www.braincert.com/app/virtualclassroom>

Why do I get 'Invalid API Key' error?

Please make sure you are using the right API key from <https://www.braincert.com/app/virtualclassroom>. Few things to check:

- The launch URL should not contain spaces. For example, if you have a space after the API key, the browser adds %20 to the URL which will invalidate your API key.
- The API parameters are separated by **&**, so make sure you not changing that separator.

EXAMPLE - roomId=682&apiKey=7UrWbMl05sAx1fmVlPHK&userId=352

Why do I get 'Access Denied' error?

When you launch a live class that is expired, you will get 'Access Denied' error message. This is because the class has ended, and you cannot launch classes from the past.

Where is the Content Library?

Virtual Classroom API shares the same [content library](#) from the E-Learning Platform. Upload all your document files such as PDF, DOC, PPT and media files such as MP3 and MP4. These contents will be available to use from your content library within the Virtual Classroom session.

We do support *unlimited* cloud disk space to host all your files.

Do I need to use CloudFlare to use Virtual Classroom API?

By default, all the classes launched from your website will have the API endpoint <https://api.braincert.com> in the URL. For branding purposes, you can map this API endpoint with your own domain such as <https://live.my-awesome-company.com>. We do require SSL certificate mapping using CloudFlare to make your external domain work. Without SSL (<https://> in the URL), virtual classroom will not work.

- [How to map your external domain with API endpoint](#)
- [Setting up SSL encrypted traffic \(HTTPS\) using CloudFlare for HTML5 Virtual Classroom](#)

Is there a direct link for Screen Sharing plugin in Chrome?

If you have trouble installing Chrome browser plugin for screen sharing from within the virtual classroom, open this [link](#) directly and add (install) the extension in Chrome browser.

How do I download or play the recorded class videos?

With API calls, you can [record and download live classes](#) directly from your website as 720p HD MP4 file. You can use a video player like [JWplayer](#), [video.js](#), or other players to play the video directly in your website, or simply download and share it with your attendees.

How do I integrate Virtual Classroom in my website? Do you offer example plugins for CMSs like Joomla or WordPress?

Use Developer [API documentation](#) to integrate WebRTC based HTML5 Virtual Classroom in your website which offers live audio/video conference, multiple interactive whiteboards, HTML5 based server-side session recording, multiple-language support, screen sharing, and so on. You would need to integrate it in your website by following the documentation and sample code provided in the API documentation. We do offer sample plugins for Joomla and WordPress based websites which can be downloaded from [here](#).

You can simply pass userID, username etc., as a parameter in the API call, and all your website user accounts can be maintained at your own website, and there is no need to create those user accounts at BrainCert.

You need to talk to a developer who understands RESTful API calls, and familiar with these type of

integrations.

How can I cut down development time? Do you offer other solutions?

You may also want to look at [Enterprise LMS](#) - a hosted SaaS white-label solution, which comes integrated with 4 core platforms in one unified solution - courses platform, online testing platform, award-winning virtual classroom, and content management system.

Use Enterprise LMS product to cut down the integration time and easily onboard users using Single-Sign-On.

Enterprise LMS is role-based, so you can create groups like "Employees", "Customers" etc., and setup courses, tests, and live classes and collaborate securely with granular permissions and access levels.

Your LMS will look something like this <https://learnems.braincert.com/> and it also allows mapping your external domain such as <http://www.emslearningpath.com/> using a simple CNAME entry in your DNS server. Enterprise LMS blends with your corporate domain and theme, and you can also configure it to Single Sign-On (SSO) from your website to Enterprise LMS with a click of a button.

You can find lot of answers and how-to guides in our knowledge base - <https://www.braincert.com/braincert-support/kb>

Activate your domain [here](#). It comes with free 15-day trial.

Is there a troubleshooting and browser support guide?

- [\[HTML5 version\] How do I troubleshoot common problems with Virtual Classroom](#)
- [Which browsers support HTML5 Virtual Classroom?](#)

Does it work in iOS and Android devices?

Mobile browsers such as [Opera](#) and [Chrome](#) on **Android** is fully supported. iOS devices are also supported. See browser compatibility guide [here](#).

What are the minimum requirements to use the HTML5 Virtual Classroom?

Follow this KB note to check the minimum requirements - <https://www.braincert.com/braincert-support/kb/art...>

How do I allow my website users to test their browsers?

You can have your website users use our browser check tool -

<https://www.braincert.com/live/html5check.php> to check their browser automatically. You can also create a iFrame embed in your website using this link to hide the URL.

You may also want to use this free WebRTC troubleshooter tool - <https://test.webrtc.org/>.