

ProTech Instructor Guide



PROTECH STUDENT HANDS-ON LAB ENVIRONMENT

Connect to Remote Lab Computer

We request that both students and the instructor test connecting to the ProTech lab environment prior to the start of the class.

1. Open an up-to-date HTML 5 compliant browser. Microsoft Edge, Internet Explorer 11, Chrome, Firefox, and Safari are all HTML 5 compliant.
2. Go to <https://labs.protechtraining.com> . When testing the connection prior to the start of the class, please login with the credentials below using the computer from the location that will be used to attend the training:
 - Username: ptaccess_test
 - Password: Pa\$\$w0rd (0 = zero)
3. After login, you will see a list of test computers to choose from (HTML5TEST-01 through HTML5TEST-05). Select one of these computers that is not in use (connections in use will be grayed out and display "Currently in use by 1 user" to the right.)
4. Once connected, verify that you can interact with the desktop.

Note: Computers available using the ptaccess_test login are not configured for any specific class. Prior to the start date of the class the instructor receives their class credentials. Instructors assign student credentials to the students in the class. If this is a mainframe class, the email will state which mainframe is being used for the class. For mainframe classes, 3 – 3270 emulators are available with all ProTech mainframe connections configured. The instructor login will list their VM as well as all their student's VMs. Student logins will immediately establish a connection to their assigned VM.

Recommendations for the Best Lab Experience

Either maximize your browser or put it in full screen mode.


Maximize the Browser

In Windows 10 and Windows 11, you can maximize the browser by using any of the following methods:

1. Maximize Screen Button Method

You can maximize the browser by clicking the square box icon located on the top right side of the opened browser window.



Note: If the browser is already maximized you will not see the single square as shown above instead you will see a double square  which indicates the browser is already maximized.

2. Maximize the browser by clicking on its empty space on the Title Bar

If the browser is opened in the windowed mode, double-clicking on the white space in the Title bar will maximize it and vice-versa:



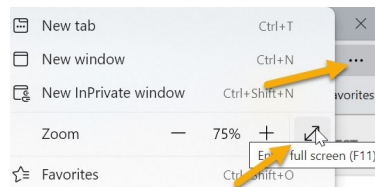
Full Screen Mode

You can put the browser in full screen mode by using any of the following methods:

1. For most browsers the F11 key will put the browser in full screen mode. If you are using a laptop you may need to also press the FN-F11 key combination.
2. Most browsers also allow you to invoke full screen mode by using the browsers hamburger or kabab menu:

Microsoft Edge

- To invoke full screen mode, click the three horizontal dots in the upper-right corner of the Edge browser and then click the select the Full-screen icon which looks like a two-headed diagonal arrow.

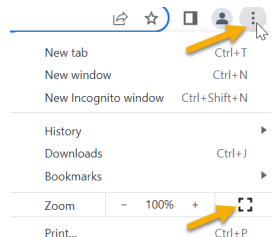


- To exit full screen mode, move the mouse pointer to the top of the screen and click the double arrow icon.



Google Chrome

- To invoke full screen mode, click the three vertical dots in the top-right corner of the Chrome browser and then click the full screen mode icon which looks like an empty square and is located next to the Zoom option.




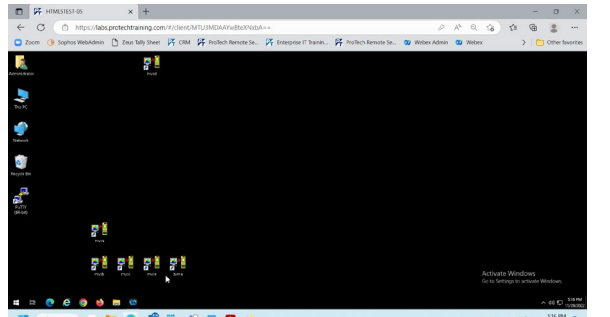
To exit full screen mode, place the mouse pointer on the top of the screen, click the X when it appears.



Firefox

- To invoke full screen mode, click the three horizontal lines in the upper-right corner of the Firefox browser and then click the select the Full-screen icon which looks like a two-headed diagonal arrow.
- To exit full screen mode, click the three horizontal lines in the upper-right corner of the Firefox browser and then click the click the double arrow icon.

Full Screen Mode versus Maximized Browser

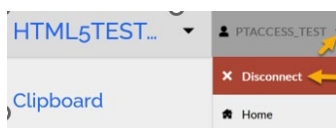
Fullscreen	Maximized
The local machine's browser's menu bar is not visible	Both computers browser menu bar is visible
The entire screen is allocated to the remote computer	Part of the screen is covered by the local computer's browser
The local machine's task bar is not visible	Both computers task bars are visible
	

Terminating the Remote Computer Connection

There are multiple ways to terminate the connection to the remote computer:

Disconnect

1. To disconnect from your remote computer, press the ALT+CTRL+SHIFT keys concurrently which will bring up the Labs sidebar.
2. Click the downward arrow and then select Disconnect as shown on the following page.



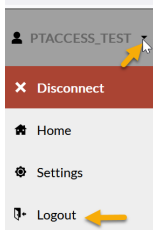
3. When prompted select one of the following:

- Home which keeps applications running on the remote computer and allows you to connect to another remote computer without relogging in.
- Reconnect to keep applications running on the remote computer and reconnect to the computer.
- Logout to keep applications running on the remote computer and logoff <https://labs.protechtraining.com>.

Logoff

Logoff keeps applications running on the remote computer and logs off <https://labs.protechtraining.com>.

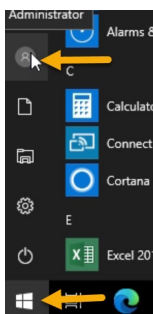
1. Press the ALT+CTRL+SHIFT keys concurrently which will bring up the Labs sidebar.
2. Click the downward arrow and then select Logout.



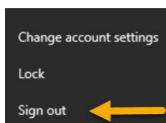
Windows Logoff

Windows logoff will close all applications and logoff <https://labs.protechtraining.com>. Make sure you save your work before choosing this option. This option may be a good choice if the VM is behaving strangely.

3. Click the Windows Start Button and then click Account icon.



4. From the popup menu select Sign out.



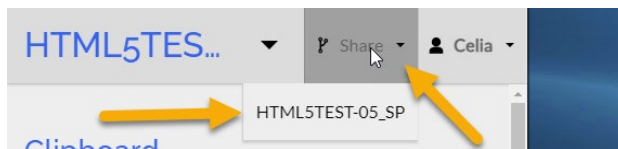
Connection Sharing

This feature should be used for instructors to facilitate assisting students with their class labs that utilize the ProTech lab environment. Students will provide their shared link to the instructor. The instructor will utilize this shared link to concurrently connect to the students ProTech lab VM.

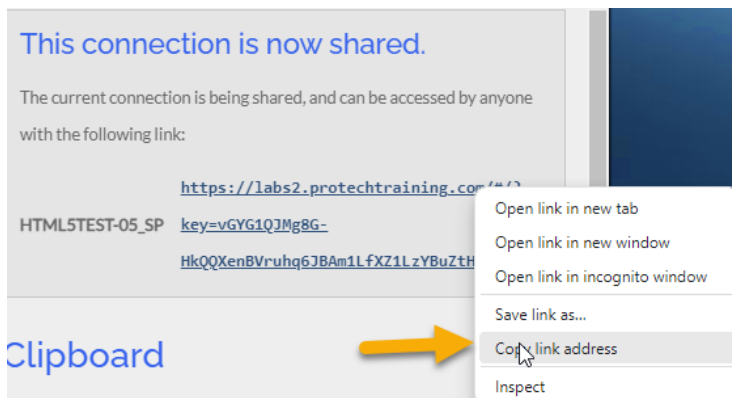
Generate a Temporary Shared Link for the ProTech Lab VM

The URL is a temporary link that can be copied and provided to another person that you want to concurrently connect to the remote computer you are connected to. Both users will see the screen and be able to interact with the remote computer.

1. On the remote computer, concurrently press the ALT+CTRL+SHIFT keys which will bring up the Labs sidebar.
2. Click the Share and then click the displayed sharing profile.



3. In the This connection is now shared section, right click on the link displayed and select copy link.



4. Concurrently press the ALT+CTRL+SHIFT keys to hide the Labs sidebar.

Note: When the person that shared the connection disconnects, refreshes, or closes their browser tab, the temporary link will expire and anyone who connected using the shared link will be disconnected.

Provide The Temporary Link to the Person That You Want to Concurrently Connect

Provide the temporary URL to the person you want to share your connection with. This can be done using Zoom chat, Webex chat, email etc.

Connect with the Temporary Shared Link for the ProTech Lab VM

To connect using the Temporary Shared link, either open a new browser tab or a new browser window and paste the link into the address line.

When using a browser that has been authenticated to the ProTech lab environment:

- You will see the VMs that the authenticated login has access to you as well as the VM associated with the shared link.
- The word Shared will appear next to the shared connection. To connect to the shared connection, select this connection.
- Do not select the link that does not include the word shared, it will disconnect the already connected user instead of allowing you both to be connected.
- Close the browser window when they are done with the shared session. Do not logout.

All Connections

- COMPUTER851
- COMPUTER852
- COMPUTER853
- COMPUTER853 Shared by PTACCESS853
- COMPUTER854

When using a browser that has not been authenticated to the ProTech lab environment, the VM associated with the shared link will immediately be displayed.

PROTECH WEB PORTAL

Instructor Usage

Login to the Portal

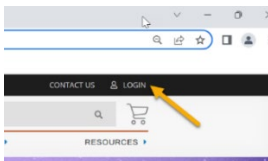
1. Go to <https://www.protechtraining.com>. In the upper right corner of the webpage, click **Login**.
2. If this is your initial login to the portal or you have forgotten the password, click **Forgot Password** which will email you a password reset link.
3. To monitor the signing of the roster, after you have logged into the ProTech website:
 - Click “Instructor Courses”. If MyCourses is not displayed click MyProTech which is in the upper right corner of the webpage.
 - The Schedule ID is listed to the left of each course title. Click the “Monitor Roster/Eval Submits” button associated with the course. Students who have completed the roster will be displayed on this page by a green checkmark in the Roster Signed column.
4. On the last day of the class, login and again go to “Monitor Roster/Eval Submits” for the class to monitor the completion of student evaluations.

Note: Occasionally students are confused as to the email address they should use when they login to the portal. The Monitor Roster/Eval Submits screen shows the email address that the student should use.

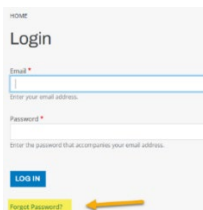
Student Usage

Login to the Portal

1. Go to <https://www.protechtraining.com> . In the upper right corner of the webpage, click **Login** as shown below:



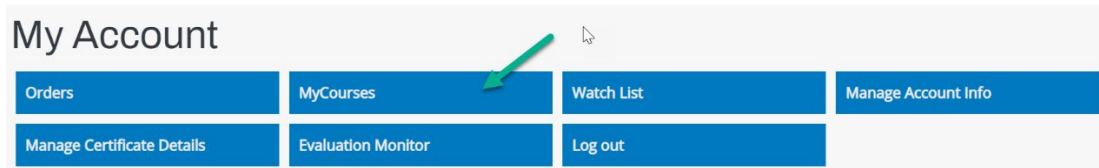
2. If this is your initial login to the portal or you have forgotten the password, click **Forgot Password** which will email you a password reset link.



Use the password reset link in the email to assign a password.

Sign the Roster

1. After you have logged in, click on the **MyCourses** button. If MyCourses is not displayed click MyProTech which is in the upper right corner of the webpage.



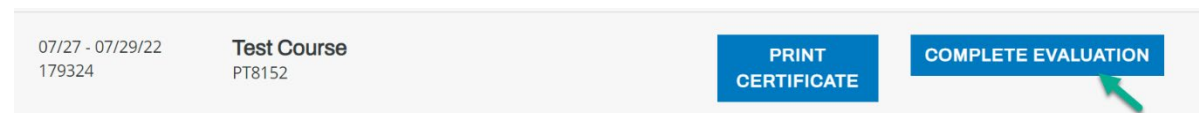
2. You will see your class listed. Click on the **Sign Roster** button to sign the roster.



Note: Students need to wait until the start date of the class before they can sign the roster.

Complete Student Course Evaluation

After you sign the roster, the **Complete Evaluation** button will then appear and allow you to complete the course evaluation. You will also see a button which will allow you to download a Certificate of Completion if desired.



Note: It may be best to ask the students to complete the evaluation upon returning from lunch on the last day of the class. This will help increase the volume of completed evaluations for your class. The evaluation cannot be completed before the last day of the class.

PROTECH FTP

ProTech FTP is the system that facilitates the download of class lab files from the students ProTech lab VM.

Create Zip File

Create a zip file that contains all lab files that you want to have after the class ends.

Upload the Zip File

1. Click the ProTech FTP icon located on the VM desktop. If presented, accept any security warning. It will take a minute or so for the application to open.



2. Enter the required information:

- Type the PTACCESS login name that you used to connect to the VM in the Username field.
- Click the Browse button to browse and select the zip file that you created.
- Click the Upload button.

A screenshot of the ProTech FTP application window. The window has a title bar that says 'ProTech FTP'. Inside, there's a 'ProTech' logo and a message: 'This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.' Below this, a note states: 'Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.' The form has three fields: 'Username' with a red outline and a red circle with an 'i' icon, 'File' with a 'Browse' button, and an 'Upload' button. There's also a red circle with an 'i' icon next to the 'File' field.

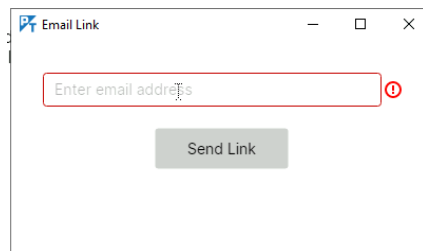
3. After a bit you will see a screen similar to below showing that the file has been uploaded and a unique download link has been generated:

A screenshot of the ProTech FTP application window after a successful upload. The window has a title bar that says 'ProTech FTP'. Inside, there's a 'ProTech' logo and a message: 'This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.' Below this, a note states: 'Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.' The form shows the 'Username' field filled with 'PTACCESS', the 'File' field with the path 'C:\Users\Administrator\Desktop\Sample.zip', and the 'Upload' button. Below the form, a red message says 'DOWNLOAD LINK WILL BE AVAILABLE FOR 72 HOURS'. Underneath, the download link is displayed: 'https://labs.protechtraining.com/files/test/PTACCESS_Sample.zip'. At the bottom, there are two buttons: 'Copy Link' and 'Email Link'.

Send the Download Link to Yourself

Either of these methods can be used:

- You can click the Copy Link button and then login to a personal webmail account to send this link to yourself.
- You can click the Email Link button, to send an email to yourself. You will be prompted for your email address. Type your email address and then click the Send Link button.



A screenshot of a web browser window titled "Email Link". The window contains a text input field with the placeholder text "Enter email address". To the right of the input field is a red circle with a white exclamation mark, indicating a required field. Below the input field is a grey button labeled "Send Link".

CLASS DELIVERY TOOLS

Zoom or WebEx are most used by ProTech for virtual class delivery. An instructor cannot request a different class delivery tool.

Instructors receive an email that states the class delivery tool that will be used for their class. This email contains a weblink and the credentials to login with. Instructors can open the meeting using either the weblink or directly from the class delivery tool.

Instructor Opening Zoom Meeting

Instructions to Open Zoom Meeting Using a Weblink

1. Open the Zoom Meeting using a weblink:
 - Three days before the class starts you will receive an email that contains the link to join the meeting. Open this link in a browser.
 - When the webpage opens, click Sign in to Start:

If you are the meeting host, sign in to start the meeting

Sign in to Start

I'm not the meeting host. [Join Meeting as an Attendee](#)

2. When the Sign In webpage opens:
 - in the Email Address Field type the Hostname that is supplied in the email.
 - In the Password field type the password that is supplied in the email
 - Uncheck Stay Signed In
 - Click Sign In

Sign In

Email Address

Password

[Forgot password?](#)

[Help](#)

Sign In

By signing in, I agree to the [Zoom's Privacy Statement](#) and [Terms of Service](#).

☐ Stay signed in

3. When the next webpage appears follow the appropriate based on whether or not the Zoom Workplace app is installed or is not installed on your machine:

- If you do not have the Zoom Workplace app, click Download Now and run the app after the download is completed. If you receive a security warning when installing the Zoom Desktop app click Install Anyway and the meeting will open.

Click **Open Zoom Workplace app** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

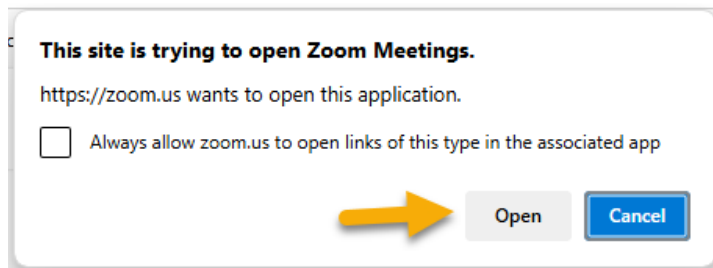
By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

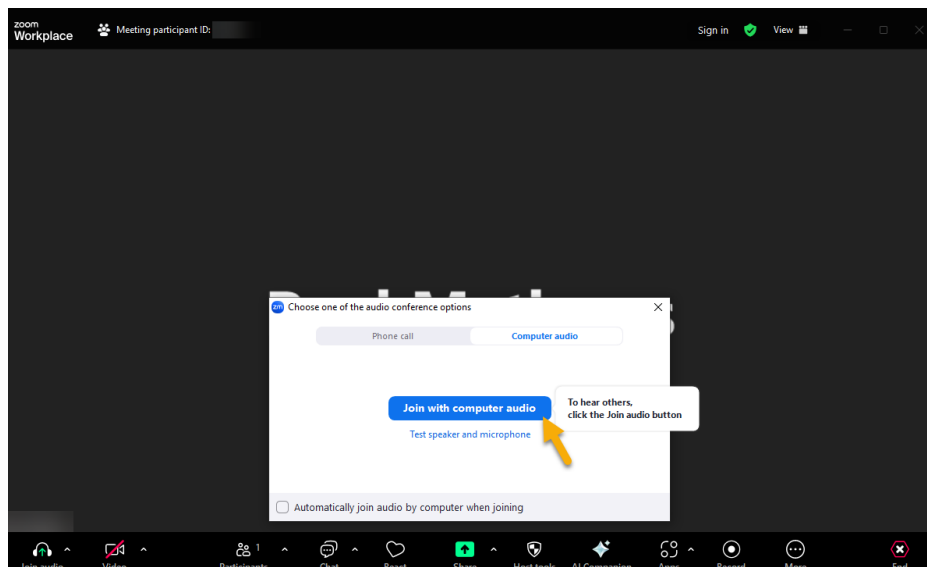
Don't have the Zoom Workplace app installed? [Download Now](#)

Having issues with the Zoom Workplace app? [Join from your browser](#)

- If you have the Zoom Workplace app installed when the browser opens, you will also see a popup window that tells you the site is trying to Open Zoom Meetings, click Open:

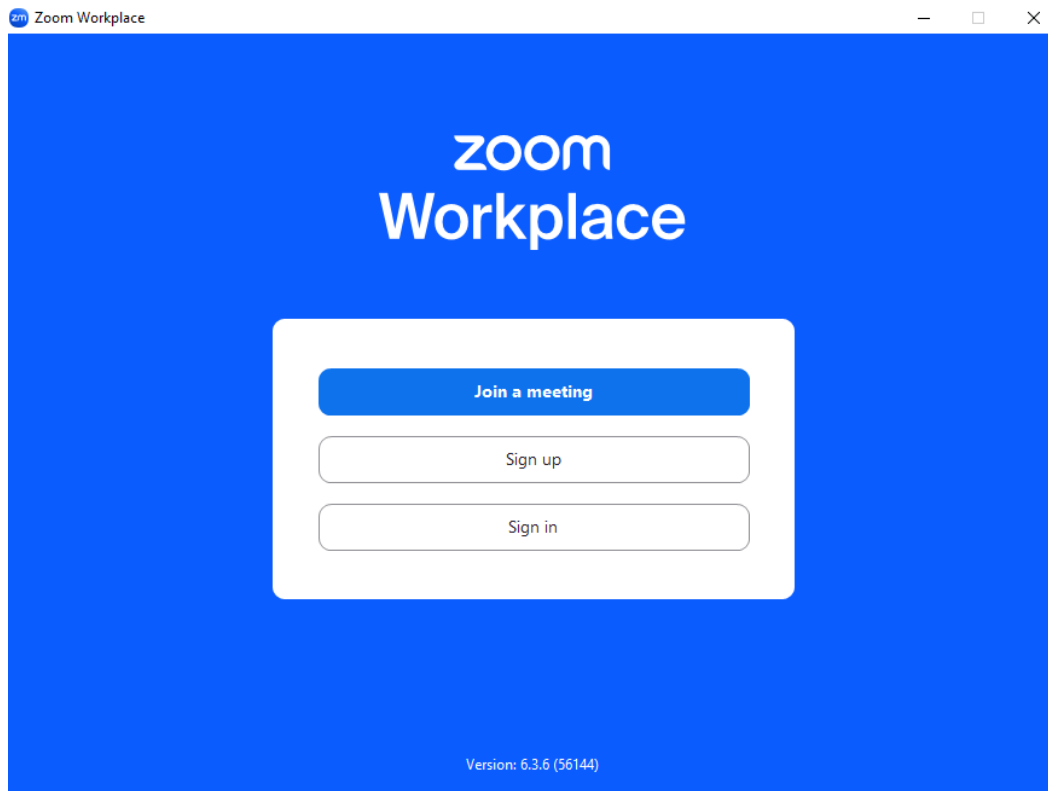


- When the meeting opens, click Join with computer audio:

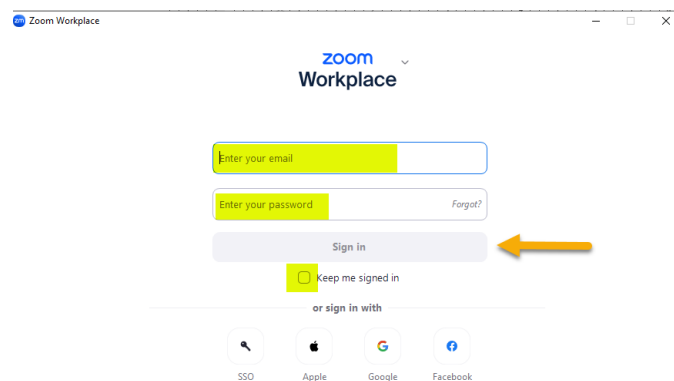


Instructions to Open the Zoom Meeting directly from the Zoom Workplace App

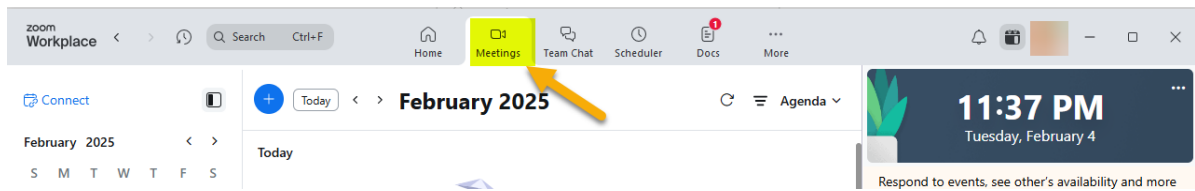
1. Open the Zoom Workplace App and click Sign in:



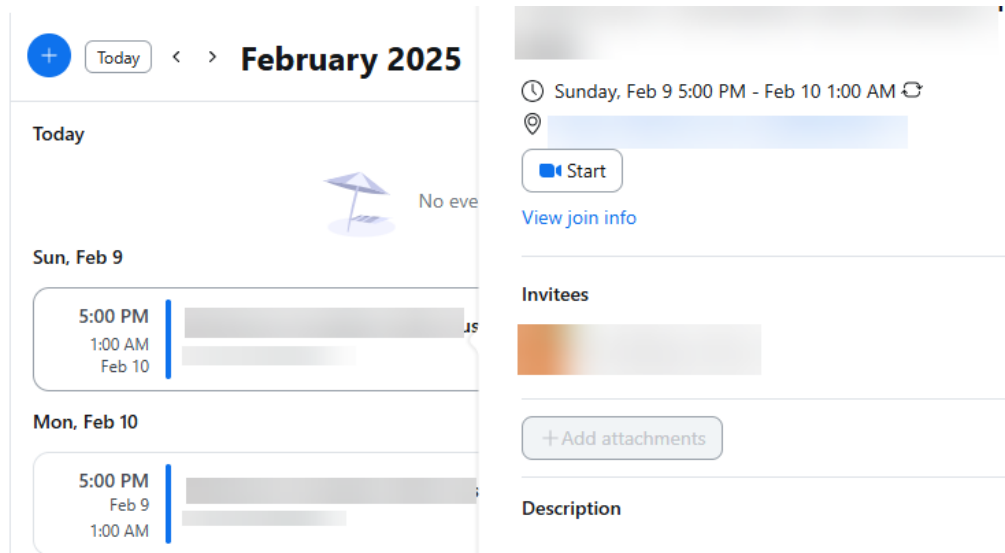
2. Login the ProTech supplied credentials:
 - in the Email Address Field type the Hostname that is supplied in the email.
 - In the Password field type the password that is supplied in the email
 - Uncheck Stay Signed In
 - Click Sign In



3. Click Meetings as shown below:

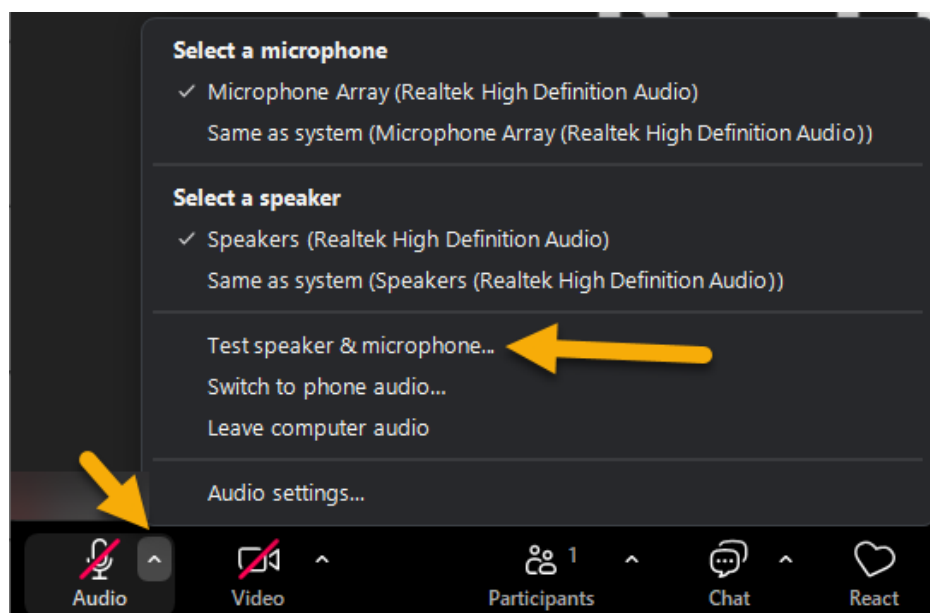


4. Select your class and click the Start or the Join button.

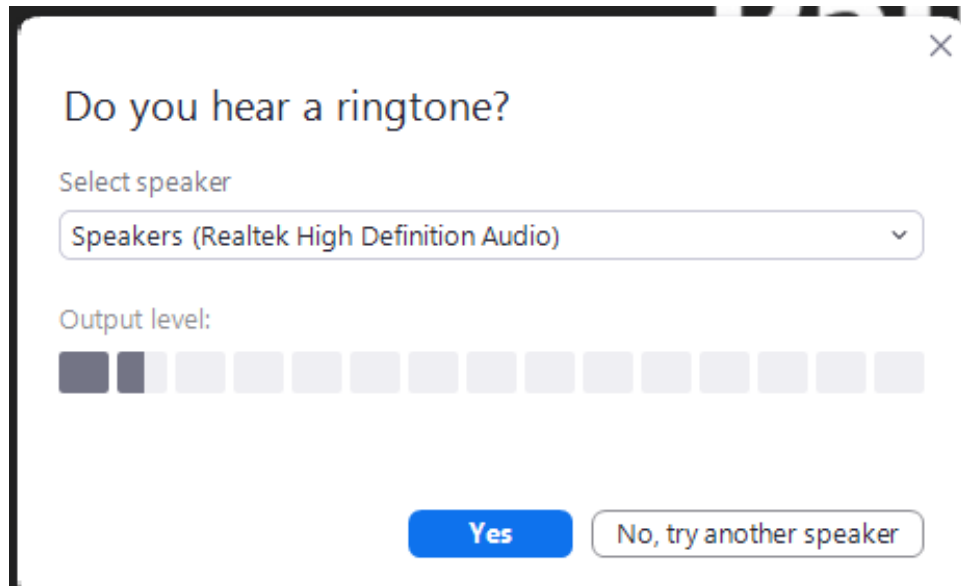


Instructions To Test Zoom Meeting Computer Audio

1. To ensure that your computer audio is working correctly, move you mouse to the lower left portion of the Zoom meeting window, click the upward arrow located to the right of the Audio and then select Test speaker & microphone from the popup menu.

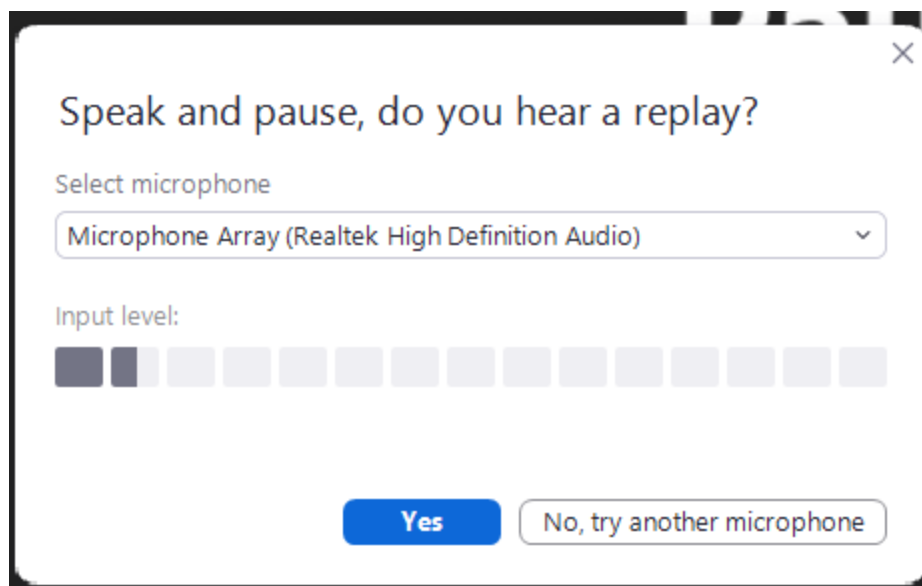


2. If you hear the ringtone on the desired speaker device, click Yes. Otherwise click the downward arrow in the Select Speaker section and test another speaker device.



A screenshot of a Windows system dialog box titled "Do you hear a ringtone?". The dialog has a close button (X) in the top right corner. Below the title, there is a "Select speaker" section with a dropdown menu currently showing "Speakers (Realtek High Definition Audio)". Below this is an "Output level:" section with a volume slider consisting of 12 squares; the first two are dark grey, and the rest are light grey. At the bottom, there are two buttons: a blue "Yes" button and a white "No, try another speaker" button with a grey border.

When the microphone test appears, speak to record your voice. When you stop speaking, your voice will be played back. If you hear yourself, click Yes, otherwise click the downward arrow in the Select microphone section and select another microphone device and test this device.



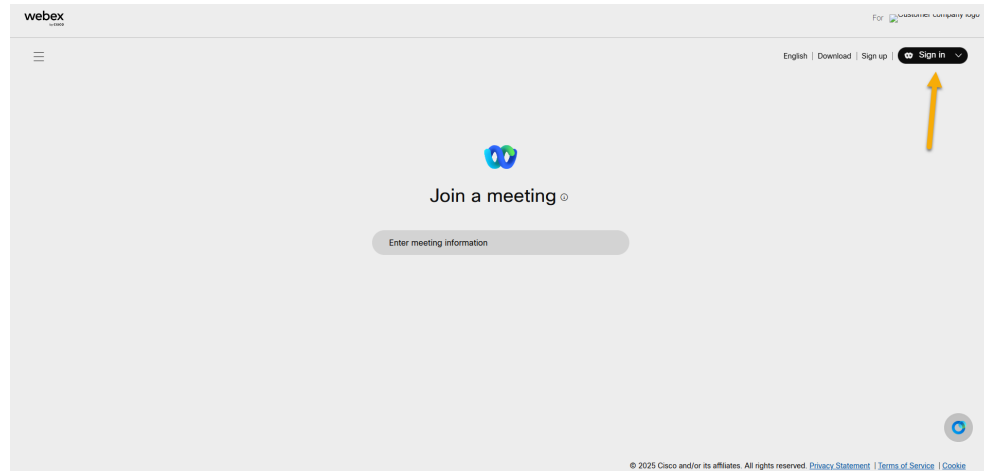
A screenshot of a Windows system dialog box titled "Speak and pause, do you hear a replay?". The dialog has a close button (X) in the top right corner. Below the title, there is a "Select microphone" section with a dropdown menu currently showing "Microphone Array (Realtek High Definition Audio)". Below this is an "Input level:" section with a volume slider consisting of 12 squares; the first two are dark grey, and the rest are light grey. At the bottom, there are two buttons: a blue "Yes" button and a white "No, try another microphone" button with a grey border.

3. Click End Test to complete the test.

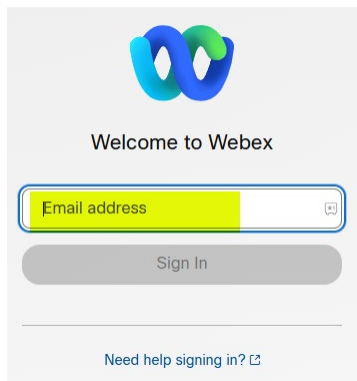
Instructor Opening Webex Meeting

Instructions to Open Webex Meeting Using a Weblink

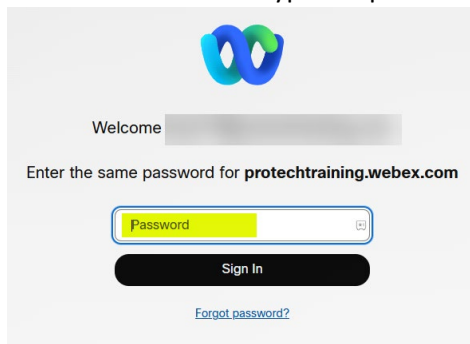
1. Open the Webex meeting weblink:
 - Three days before the class starts you will receive an email that contains the link to join the meeting. Open this link in a browser.
 - When the webpage opens, click the Sign in button which is located in the upper right corner:



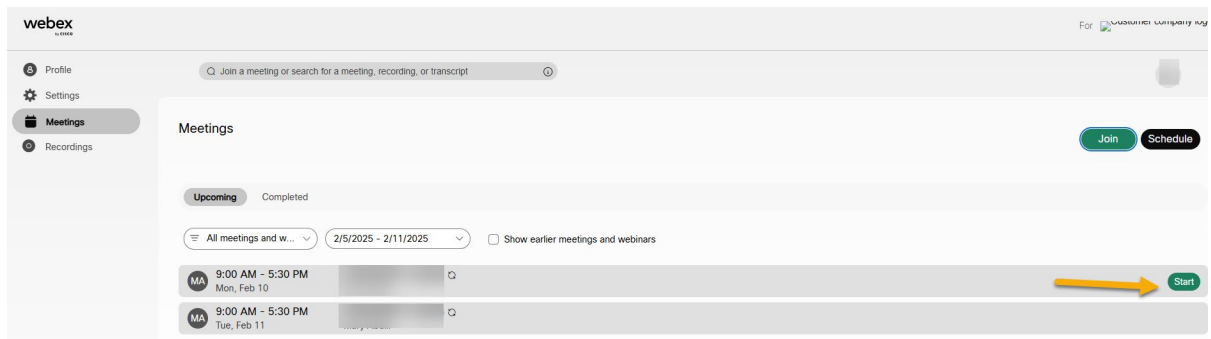
2. In the Email Address Field type the Hostname that is supplied in the email and click Sign in:

A screenshot of the Webex sign-in form. It features the Webex logo at the top, followed by the text 'Welcome to Webex'. Below this is a text input field labeled 'Email address' with a yellow highlight. Underneath the field is a gray 'Sign In' button. At the bottom, there is a link that says 'Need help signing in?'. The background is light gray.

3. In the Password field type the password that is supplied in the email and click Sign in:

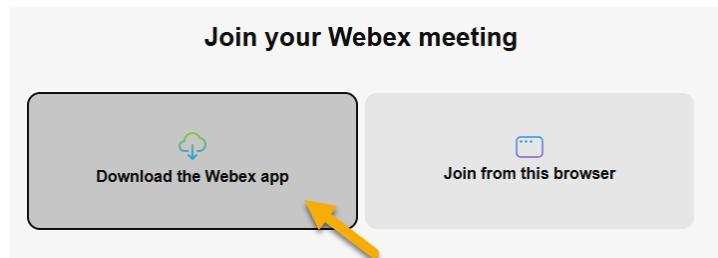
A screenshot of the Webex sign-in form, specifically the password entry step. It features the Webex logo at the top, followed by the text 'Welcome' and a grayed-out area. Below this is the instruction 'Enter the same password for protechtraining.webex.com'. Underneath is a text input field labeled 'Password' with a yellow highlight. Below the field is a black 'Sign In' button. At the bottom, there is a link that says 'Forgot password?'. The background is light gray.

4. After you logged in, click the Start button that is located to the right of the meeting name:

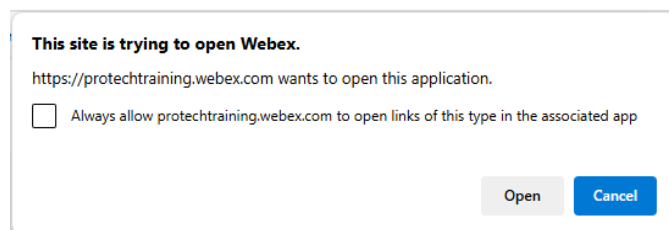


5. When the next webpage appears follow the appropriate based on whether or not the Webex app is installed or is not installed on your machine:

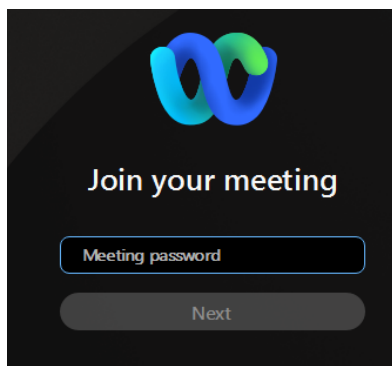
- If you do not have the Webex app installed, click Download the Webex app. Run the app installation after the download is completed. If you receive a security warning when installing the Webex app click Install Anyway.



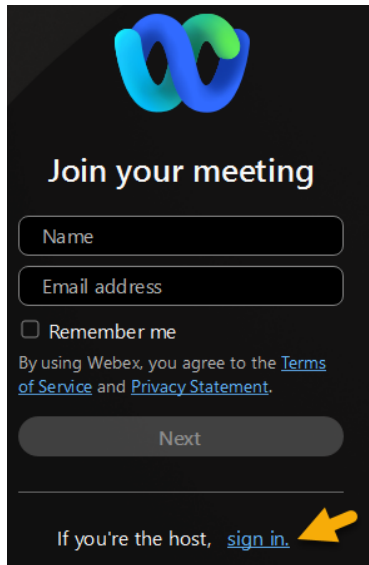
- If you have the Webex app installed when the browser opens, you will also see a popup window that tells you the site is trying to Open Webex, click Open:



6. After the Webex app open, type in meeting password: and click Next:



7. When the Join your meeting screen appears, click sign in.



Join your meeting

Name

Email address

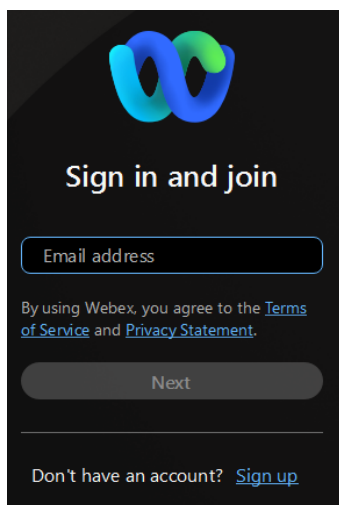
☐ Remember me

By using Webex, you agree to the [Terms of Service](#) and [Privacy Statement](#).

Next

If you're the host, [sign in.](#)

8. When the Sign In and join screen appears, in the Email Address Field type the Hostname that is supplied in the email and click Next.



Sign in and join

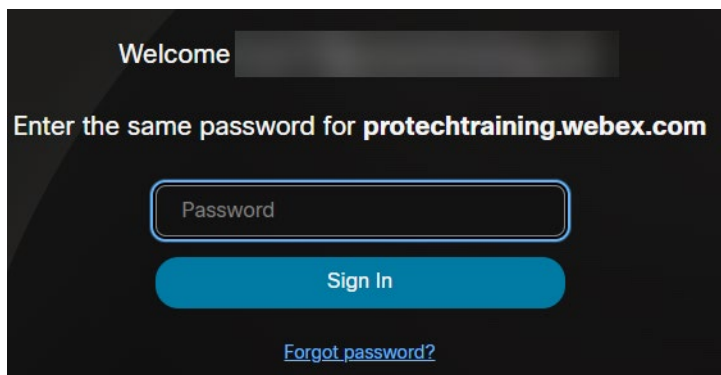
Email address

By using Webex, you agree to the [Terms of Service](#) and [Privacy Statement](#).

Next

Don't have an account? [Sign up](#)

9. In the Password field type the password that is supplied in the email and click Sign In



Welcome

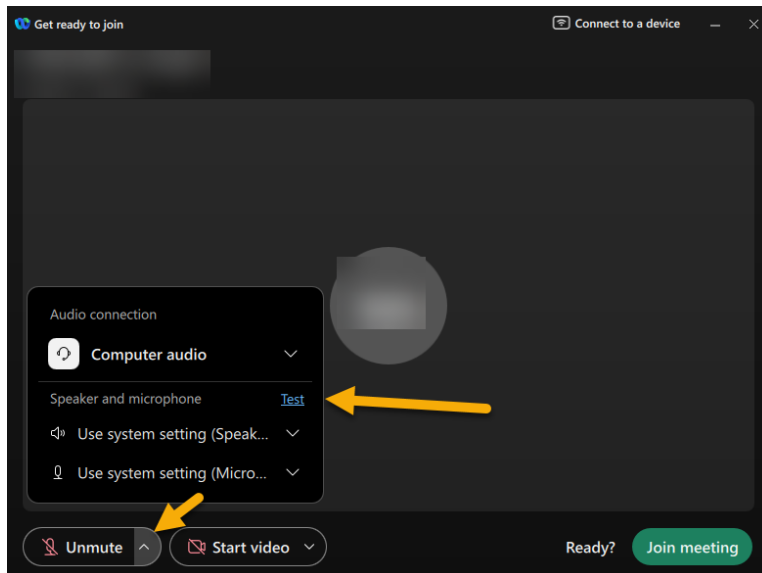
Enter the same password for **protechtraining.webex.com**

Password

Sign In

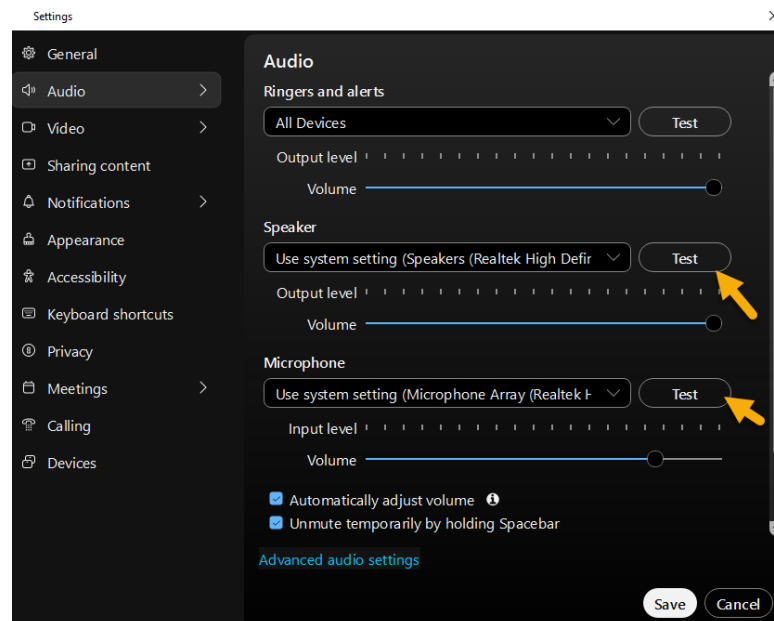
[Forgot password?](#)

10. In the Get ready to join window, click the upward arrow to the right of the Mute\Unmute button and select Test from the popup menu

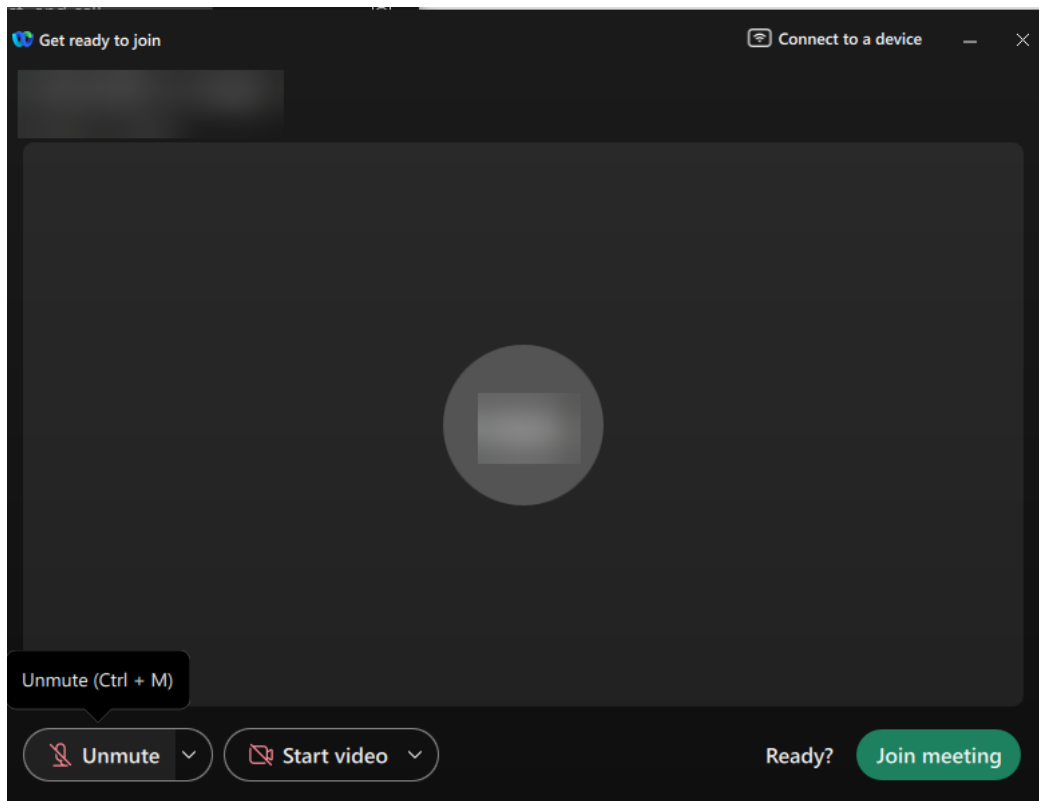


11. Test your audio devices:

- Click the Test button in the Speaker section to test the selected speaker device. If you do not hear the audio, click the downward arrow in the Speaker section and test another speaker device.
- Click the test button in the Microphone section to test your microphone. Speak to record your voice. When you stop speaking, your voice will be played back. If you do not hear yourself, click the downward arrow in the Microphone section and test another microphone device.
- If audio works as you expect, click Save.

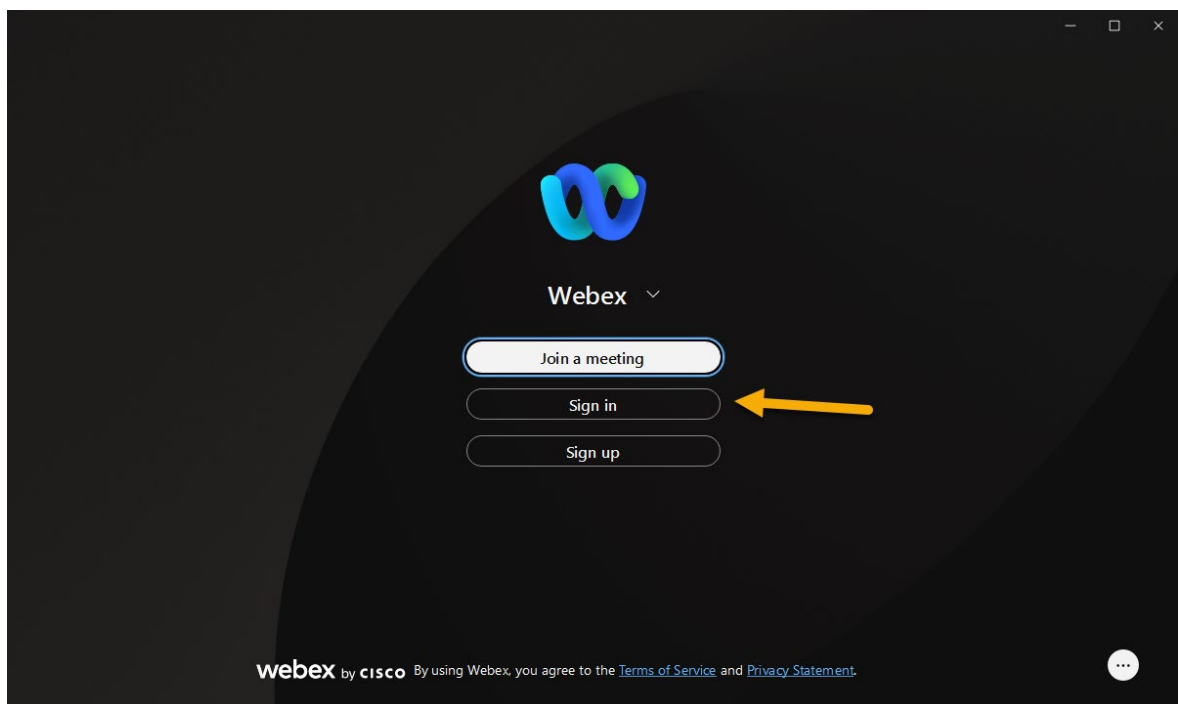


12. Click the Join Meeting button:

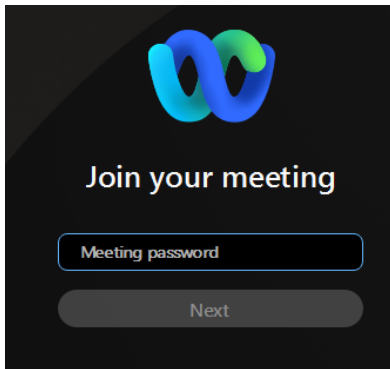


Instructions to Open the Webex Meeting directly from the Webex App

1. Open the Webex App and click Sign in:



2. type in meeting password: and click Next:

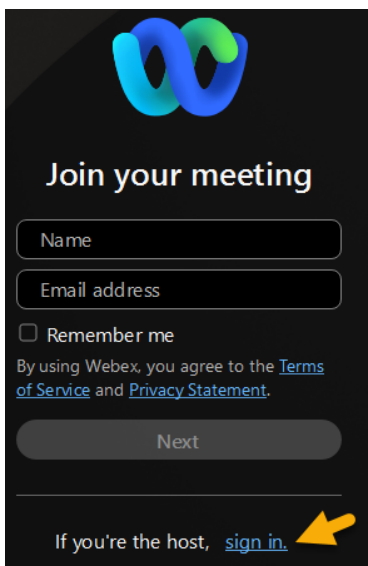


Join your meeting

Meeting password

Next

3. When the Join your meeting screen appears, click sign in.



Join your meeting

Name

Email address

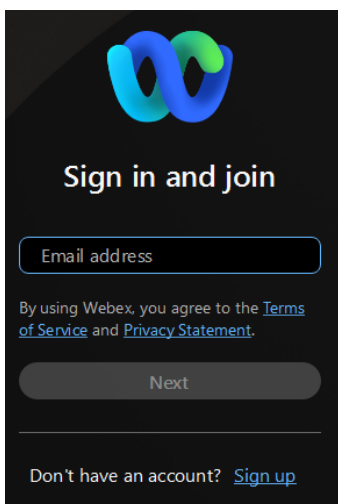
☐ Remember me

By using Webex, you agree to the [Terms of Service](#) and [Privacy Statement](#).

Next

If you're the host, [sign in.](#)

4. When the Sign In and join screen appears, in the Email Address Field type the Hostname that is supplied in the email and click Next.



Sign in and join

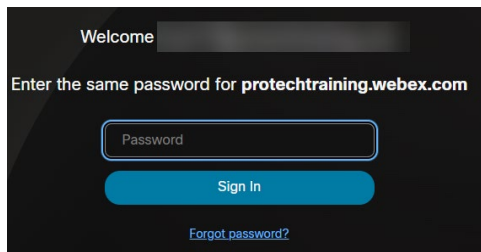
Email address

By using Webex, you agree to the [Terms of Service](#) and [Privacy Statement](#).

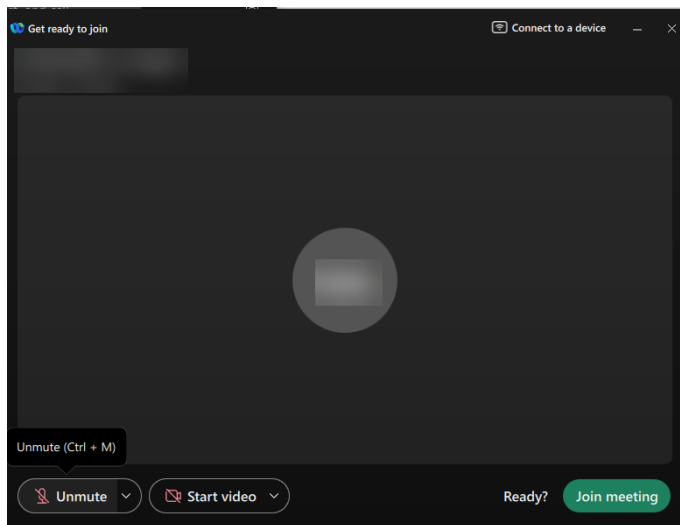
Next

Don't have an account? [Sign up](#)

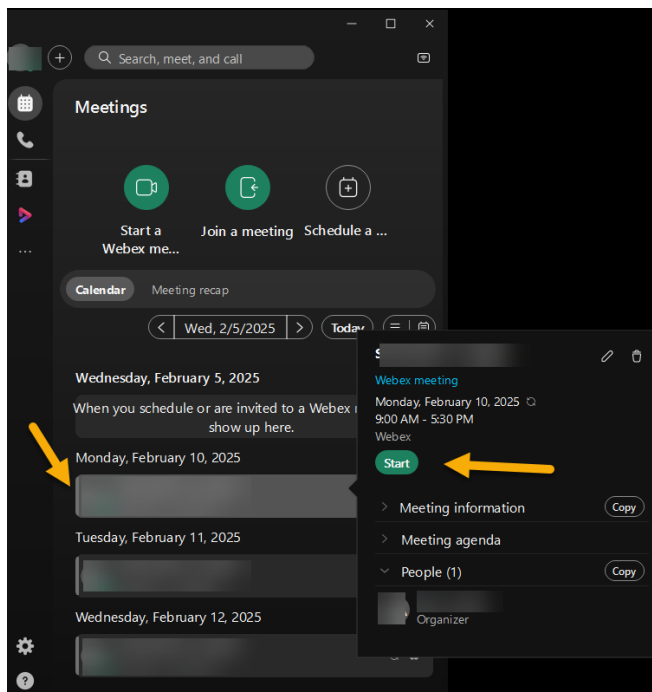
5. In the Password field type the password that is supplied in the email and click Sign In



6. Click the Join Meeting button:

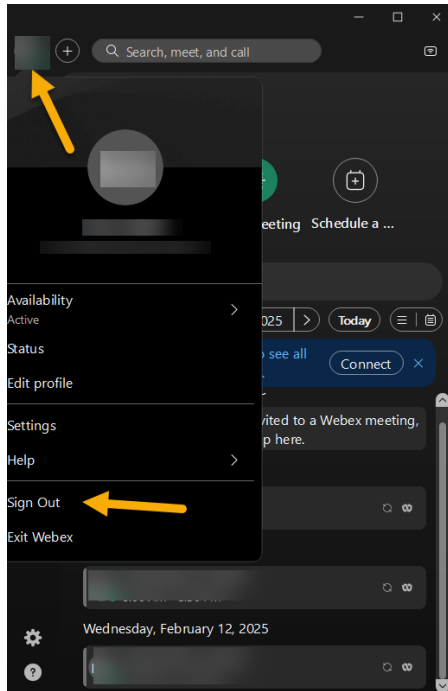


7. Click the meeting and then click Start from the popup window:



Sign Out of Webex App After Your Class Ends

It is very important to Logout of Webex after your class ends. Click the initials displayed in the upper left corner of the main Webex app windows and select Sign out from the popup menu. When prompted click Sign Out again to confirm.



Student Instructions to Join Meeting

Students have been provided with a weblink, meeting ID and password to join the class. Students can join via the app or the browser client. Students do NOT login to join the meeting instead they join as guest using the supplied meeting ID and meeting password.

PROTECH INSTRUCTOR COMMUNICATION

Instructor Class Emails from Protech

When an instructor is assigned to teach a class for ProTech they receive the following emails:

Upcoming Class Email

This email is sent 10 days before the start of the class. It contains the class name, dates of the class as well as the class hours.

Summary Class Email

This email is sent 3 days before the start of the class. It contains:

- The name of the tool that will be used for the virtual class delivery as well as the credentials you will use.
- The class delivery ID
- Online roster reminder
- The names of the students in the class as well as their contact information.

Remote Lab Connection Info

We send this email as early as possible but no later than 48 hours before the start of the class. This email contains:

- Download links to documents that can be used to familiarize students with the ProTech Hands-on lab environment as well as more in-depth instructor documents.
- A table containing the resources and IDs that have been provided for your class labs. Instructors are responsible for assigning each student their unique ID(s).

How'd It Go Email

This email is sent at the end of the first day of the class to ask you to let us know how everything is going as well as again ask you to make sure that your students have signed the class roster.

Last Day Instructor Actions

This email is sent on the last day of the class to ask you to encourage the students to complete their class evaluations.

- Please note that a student must sign the roster before they can complete the evaluation.
- You can monitor evaluations from the same place you monitored roster signing. Once a student has completed an evaluation you will see a green checkmark in the Eval Completed column.

Contacting ProTech Technical Support

Instructor Support Resources

Instructors can contact ProTech Technical Support multiple ways:

- To reach the ProTech technical support team either email VirtualSupport@ProTechTraining.com or call (800) 373-9188 (x299). Dialing extension 299 will get you to the technical support voicemail. Please include the name of your class, details of the issue and your name as well as your best call back number. Your call will be returned by the first available staff member.
- If your class is in progress and the matter is urgent, we suggest also sending an email as we may be able to respond and resolve the issue even if we are other calls. Please include the name of your class, details of the issue and your name as well as your best call back number.
- For class lab setup issues, reply all to the Lab Connection Info email. Please provide details regarding the issue or concern. In the rare event that there is such a significant issue with the lab environment that the success of the class is in jeopardy, after allowing time for a response to your email, utilize the telephone numbers at the bottom of the lab connection email. Extensions provided will go to the individuals cell phones unless a cell phone number is also provided.

Student Support Resources

Students can contact ProTech Technical Support multiple ways:

- To reach the ProTech technical support team either email VirtualSupport@ProTechTraining.com or call (800) 373-9188 (x299). Dialing extension 299 will get you to the technical support voicemail.
- If the class is in progress and the matter is urgent, we suggest also sending an email as we may be able to respond and resolve the issue even if we are other calls. Please include the name of your class, details of the issue and your name as well as your best call back number.