

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 student credentials that they assign to the students in the class. 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

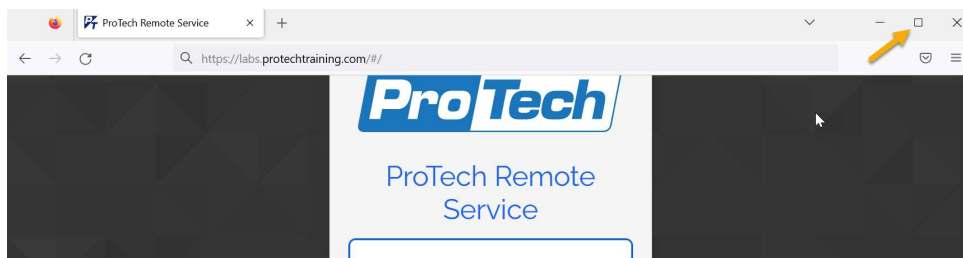
Either maximize your browser or put it in full screen mode.


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

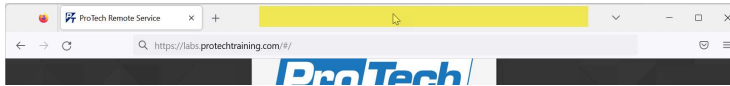
You can maximize the browser by clicking the square box icon located on the top right side of the opened browser window.



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:



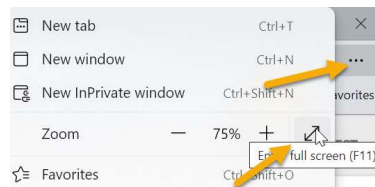
Full Screen Mode

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.

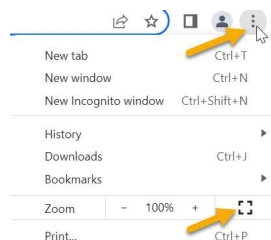


- To exit full screen mode, move the mouse pointer to the top of the screen and click the double arrow icon.



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.




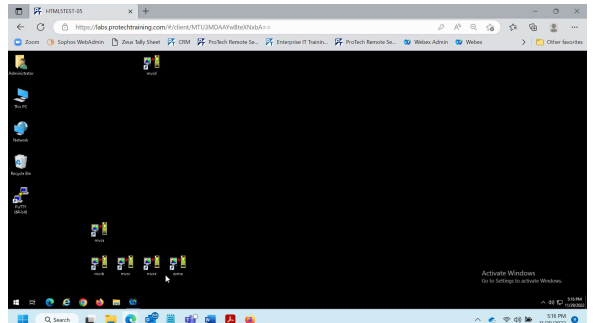
To exit full screen mode, place the mouse pointer on the top of the screen, click the X when it appears.



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

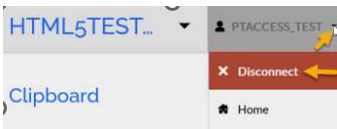
Fullscreen	Maximized
The local machine’s browser's menu bar is not visible	Both computers browser menu bar is visible
The entire screen is allocated to the remote computer	Part of the screen is covered by the local computer’s browser
The local machine’s task bar is not visible	Both computers task bars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



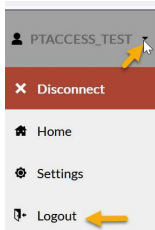
3. When prompted select one of the following:

- 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>.

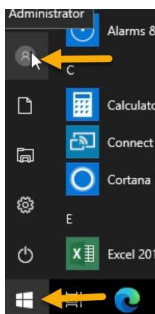
1. Press the ALT+CTRL+SHIFT keys concurrently which will bring up the Labs sidebar.
2. Click the downward arrow and then select Logout.



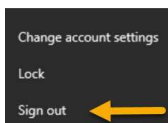
Windows Logoff

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.

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



2. From the popup menu select Sign out.



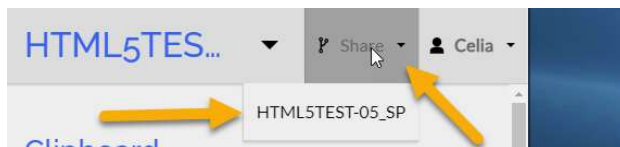
Connection Sharing

This feature should be used for instructors to facilitate assisting students with their class labs that utilized 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.

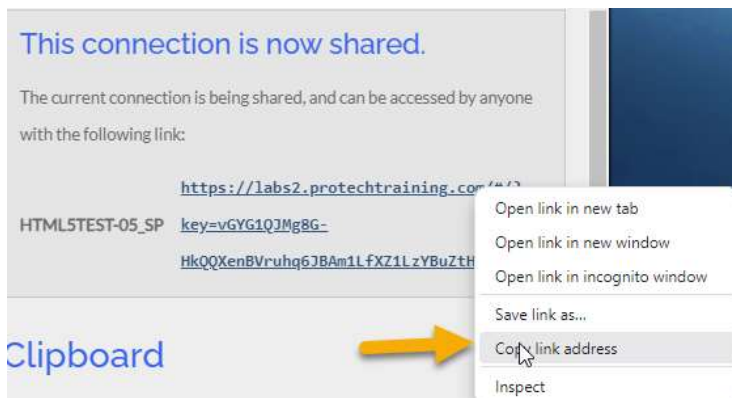
Generate a Temporary Shared Link for the ProTech Lab VM

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

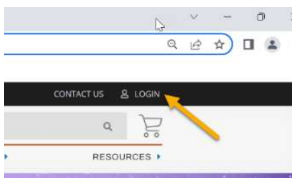
1. Go to <https://www.protechtraining.com>. In the upper right corner of the webpage, click **Login**.
2. If this is your initial login to the portal or you have forgotten the password, click **Forgot Password** which will email you a password reset link.
3. To monitor the signing of the roster, after you have logged into the ProTech website:
 - Click “Instructor Courses”.
 - 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.

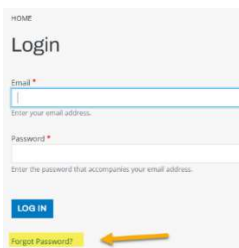
Student Usage

Login to the Portal

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



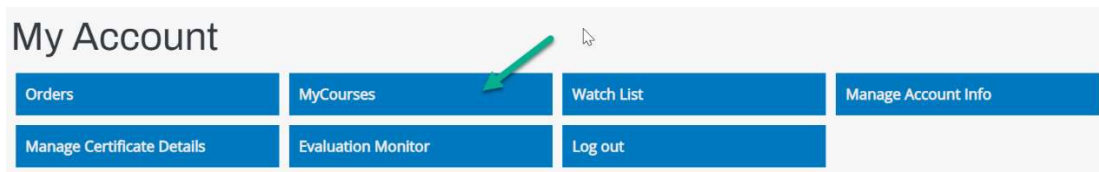
2. If this is your initial login to the portal or you have forgotten the password, click **Forgot Password** which will email you a password reset link.



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.



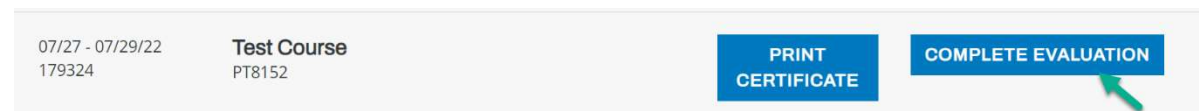
2. You will see your class listed. Click on the **Sign Roster** button to sign the roster.



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 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 title is 'ProTech FTP'. It contains 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 border and a red circle icon, 'File' with a 'Browse' button, and an 'Upload' button. There is also a red circle icon next to the 'Upload' button.

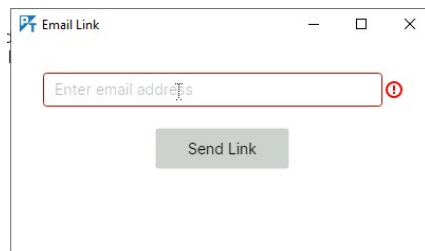
3. After a bit you will see a screen similar to below showing that the file has been uploaded and a unique download link has been generated:

A screenshot of the ProTech FTP application window after a successful upload. The window title is 'ProTech FTP'. It contains the ProTech logo and the same message as the previous screenshot. Below the note, the 'Username' field now contains 'PTACCESS'. The 'File' field shows the path 'C:\Users\Administrator\Desktop\Sample.zip'. The 'Upload' button is now disabled. A red message states: 'DOWNLOAD LINK WILL BE AVAILABLE FOR 72 HOURS'. Below this, a unique download link is displayed: 'https://tabs.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" and a red error icon to its right. Below the input field is a grey button labeled "Send Link".

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.