OpenHack Coach Guide
For VCM Deliveries

Welcome Coaches to the OpenHack!

Introduction

- Logging into the VCM
- Navigating the Cloud Sandbox Classroom
- Navigating Virtual Conference Manager as a Coach
- Badging
- People Tracker (*TSI completion tracking OpenHacks Only*)
- Reporting Features (*SuperAdmin Access Only*)
- Support

Logging into the VCM

OpenHack VCMs

- ## Attendee VCM (ESI)
  - https://esi.skillmeup.com
  - Credentials: your work email address and work password
- ## Attendee VCM (TSI)
  - https://tsi.skillmeup.com
  - Credentials: your work email address and work password
- ## Cloud Sandbox
  - https://cloudsandbox.skillmeup.com
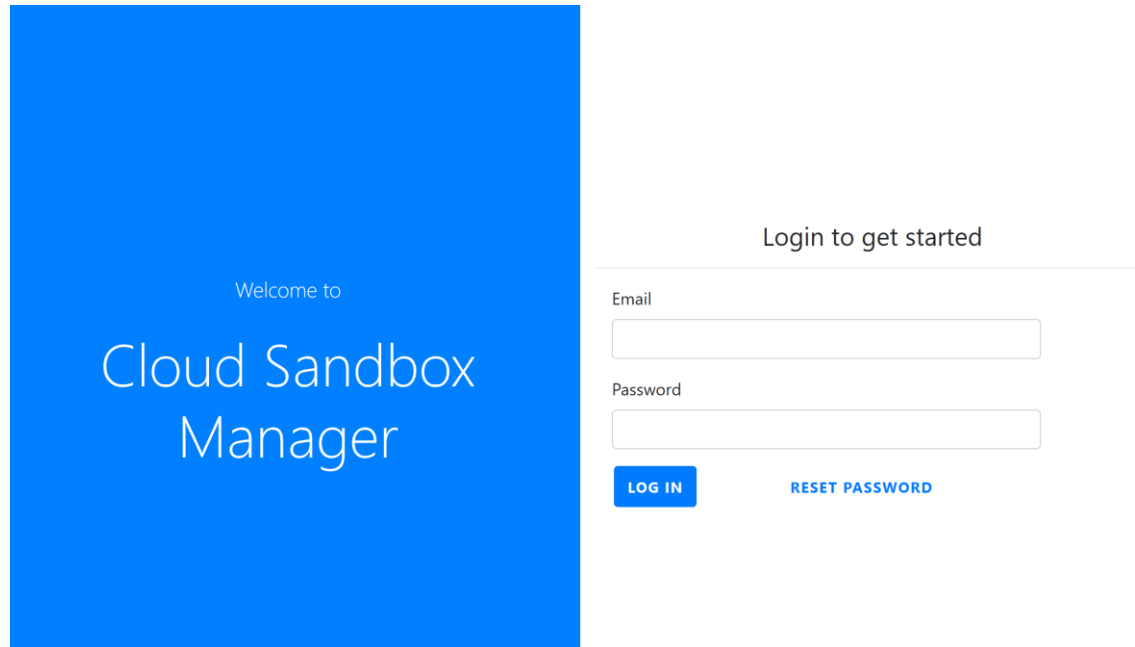 - Credentials: your email address (alias) plus your password

Logging into the Attendee VCM (Virtual Conference Manager)

Logging into the ESI or TSI OpenHack attendee VCM will prompt you for your work account. On the first login, ensure you click **Accept** when prompted.
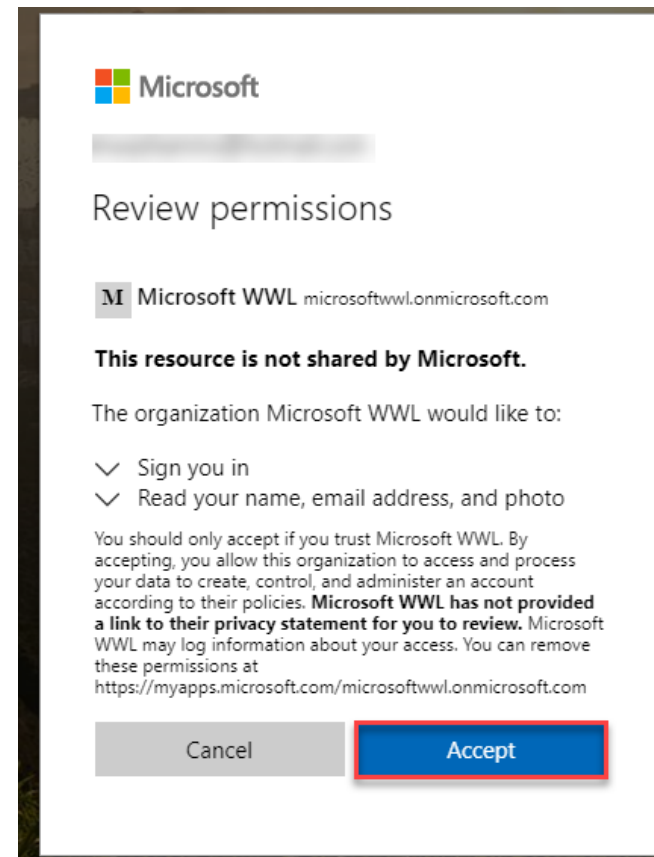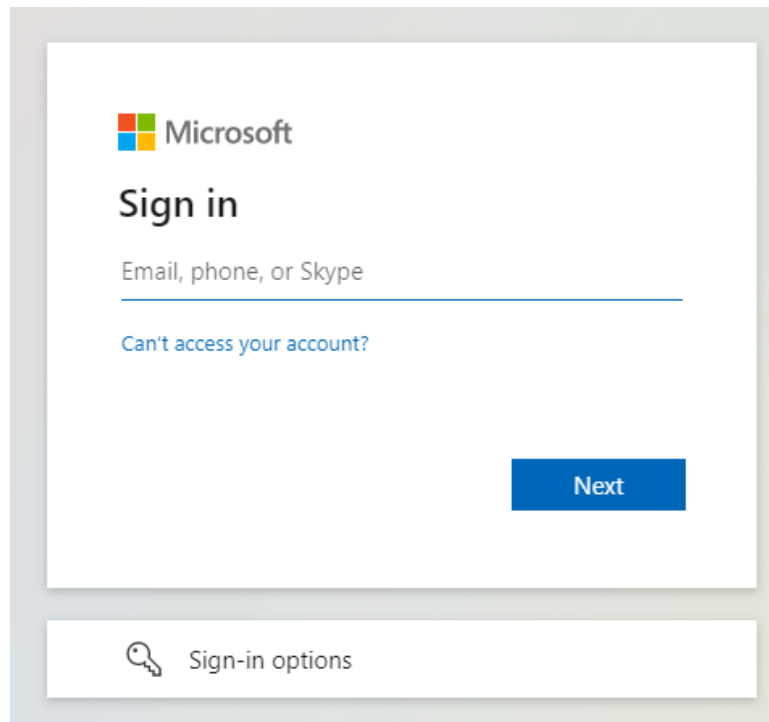
Logging in to the Cloud Sandbox

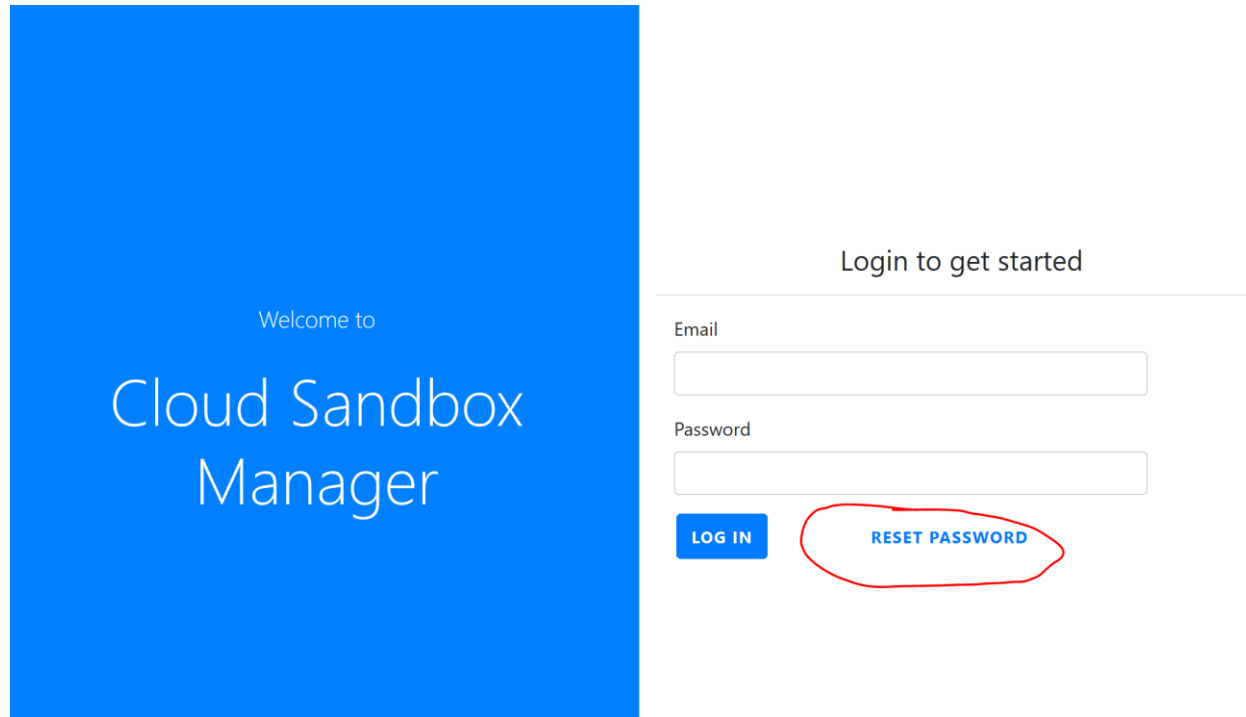Please go to **https://cloudsandbox.skillmeup.com** and enter the email address that was used when you were sent the information for the Dry Run/OpenHack classroom. Your password will be *Password123!*.

Logging in

- If you have ever used the Cloud Sandbox Manager as a coach before, just use your original password that you set up then.

- If you forgot your password, click Reset Password.

*If you are still experiencing issues logging in, please email **support@opsgility.zendesk.com** for further assistance.
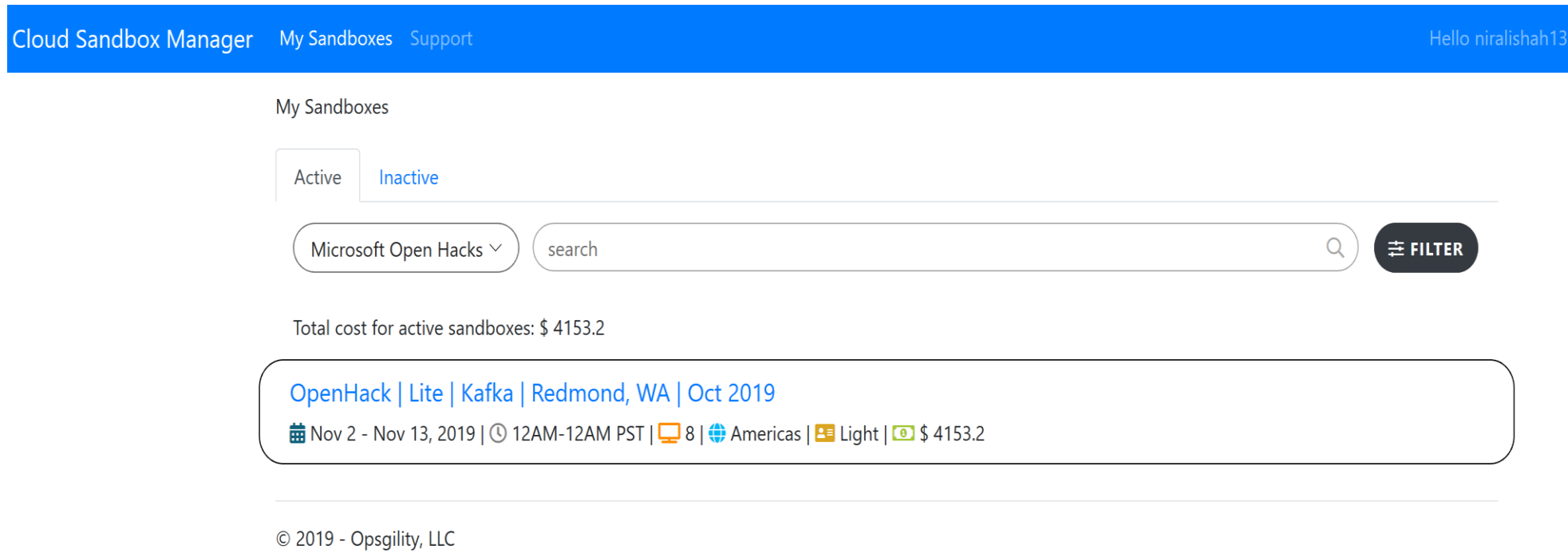
Navigating the Cloud Sandbox Classroom

Home Screen

- Once you are logged in, you should see the below image as the home screen.
- To access your Dry Run/OpenHack classroom, click on the name of the classroom.

Cloud Sandbox Manager   My Sandboxes   Support   Hello niralishah13

My Sandboxes

Active   Inactive

Microsoft Open Hacks ⌄   search 🔍   ⇄ FILTER

Total cost for active sandboxes: $ 4153.2

OpenHack | Lite | Kafka | Redmond, WA | Oct 2019
📅 Nov 2 - Nov 13, 2019 | 🕐 12AM-12AM PST | 🖥 8 | 🌐 Americas | 🪪 Light | 💵 $ 4153.2

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Lab View

- During the OpenHack, you will use the **Lab View** in Cloud Sandbox.

- This is where you can perform the critical task of approving challenge completion for the attendees, so that they can progress through the OpenHack. We will teach you how to do this in the following slides.

- For Dry Runs, the content is typically not gated, and does not need coach approval for attendees to progress.

Note: All labs will be provisioned and ready for the OpenHack on Day 1. Dry-Runs may or may not be provisioned before you gain access to the classrooms.

Finding your Team in Cloud Sandbox

There are two columns in Cloud Sandbox

- For ESI/TSI deliveries you will reference the VCM User/Team column. This information correlates to the specific Microsoft Teams table/team in VCM.

- For any deliveries not using VCM you will reference the Legacy User/Team column

Connecting VCM & Cloud Sandbox Teams

Hacking Time   10:00 AM – 4:00 PM

310 - OpenHack - DevOps - WWL TSI - Romania - Internal Microsoft - Microsoft TSI_

OpenHack Group Working Sessions

[Monitor Group Activity]

Actions	Time Left	VCM User/Team	Legacy User/Te...	Exercise
End Extend Rollback Show Gated Content Info	284 hours 58 minutes 29 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-TSI_-Team-1	Cloud Student 1	Challenge rollout w
End Extend Show Gated Content Info	284 hours 58 minutes 30 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-Microsoft---Microsoft-TSI_-Team-6	Cloud Student 2	Challenge
End Extend Show Gated Content Info	284 hours 58 minutes 31 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-Microsoft---Microsoft-TSI_-Team-4	Cloud Student 3	Challenge monitori MyDrivin
End Extend Approve Lab End Rollback Show Gated Content Info	284 hours 57 minutes 18 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-Microsoft---Microsoft-TSI_-Team-5	Cloud Student 4	Challenge rollout w
End Extend Rollback Show Gated Content Info	284 hours 57 minutes 19 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-Microsoft---Microsoft-TSI_-Team-2	Cloud Student 5	Challenge Blue/Gre
End Extend Show Gated Content Info	284 hours 57 minutes 20 seconds	310---OpenHack---DevOps---WWL-TSI---Romania---Internal-Microsoft---Microsoft-TSI_-Team-3	Cloud Student 6	Challenge monitori MyDrivin

6 / 15

5 / 15

Team 1
Meeting Status: Synchronized
[Join Meeting] [View Channel]

Attendees:
Artyom
Caio
Jeevantika
Nnanna
Pankaj
Michael Washam
Coaches:
Johan Myburgh
Firas Mdimagh
Bakir Najjar

New Attendee Classroom Link for Coaches

Team 2
Meeting Status: Synchronized
[Join Meeting] [View Channel]

Attendees:
Chris
Hasitha
Liping
Nicola
Paul
Coaches:
Michael Kenntenich
Firas Mdimagh

New Attendee Classroom Link for Coaches

Team 3
Meeting Status: Synchronized
[Join Meeting] [View Channel]

Attendees:
Aldert
Arash
Juliane
Pranesh
Jonas Norlund
Coaches:
Narendra Rao Sunkada
Bakir Najjar
Firas Mdimagh

New Attendee Classroom Link for Coaches

Coach Resources

- Find all coach guidance resources (i.e. coach solutions guides, cheat sheets, coach prep deck) under Lab View → Supporting Resources.

- If the Supporting Resources link does not work for you (i.e. if you are a Non-MSFT coach), please just click the Download button to get a ZIP file of the coach resources.

Show Gated Content

In traditional gated classrooms: if your team asks to see later, gated challenges that they have not yet reached, you may click the **Show Gated Content** button to temporarily open up all the challenges. If you click the button again, you will re-toggle back to Hiding Gated Content.
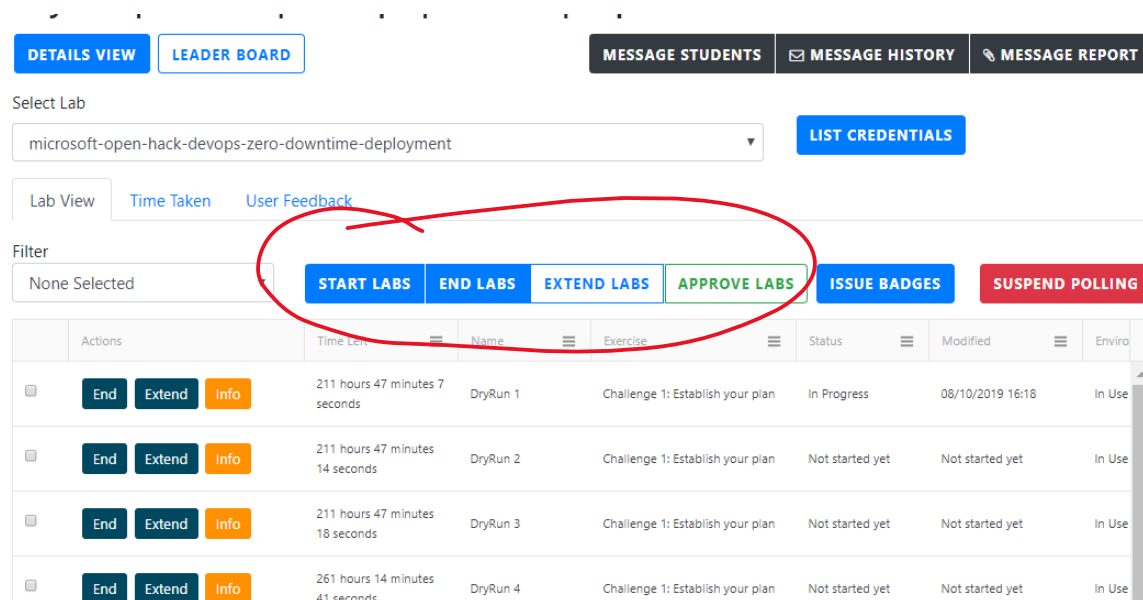
Start/End/Extend/Approve Labs

- The Lead PM has the power to **Start Labs, End Labs,** and **Extend Labs** in the Lab View (details for each feature in the next few slides).

- The Coach has the power to **Approve Labs** to move their team to the next challenge. If for any reason your team requests that you Extend their lab, you must ask your Project Lead so that they can do so.

Tips & Tricks: Use Suspend Polling and filter to your team so you do not accidently approve someone else's team and interrupt their challenge completion flow.

Then, click Resume Polling and it will refresh every 10 seconds

Approving Labs

- First, you will see a message appear from your students asking for you to approve the challenge completion (see left image).

- You may reply back to them if further work is required.
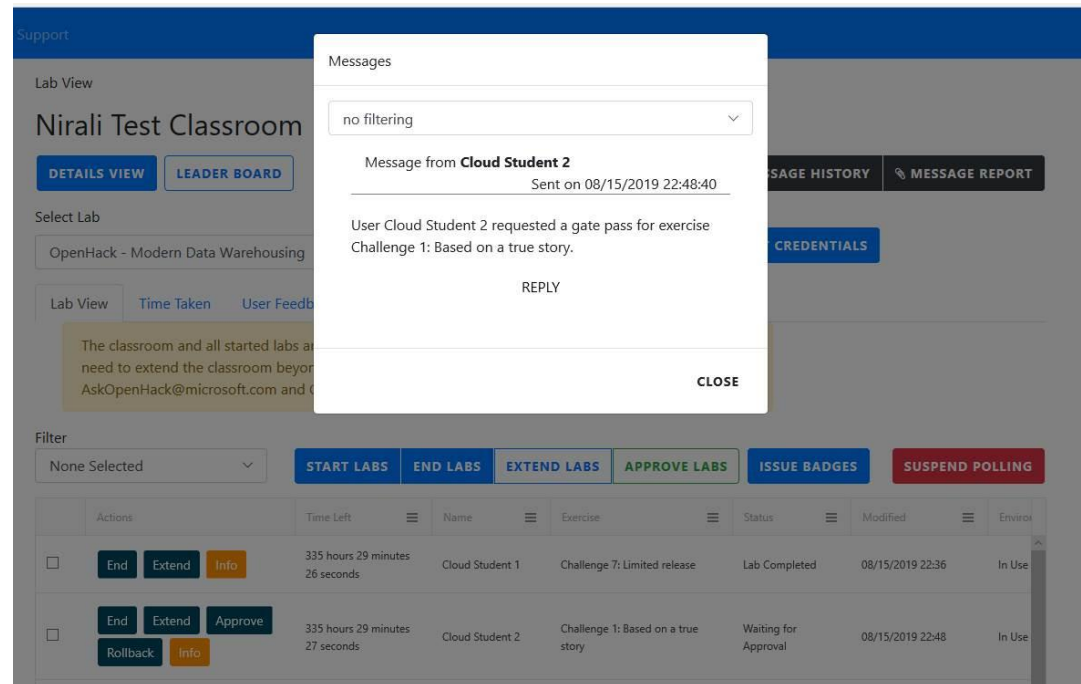
Approving Labs

- To approve, check the box of the desired team and click the **Approve Labs** button (see right image).

- Or, click the Approve button in the desired team's row. This will appear as the students from the team click "Mark Complete" on their challenge page in their Attendee classroom.

Extending Labs

Extending labs will require a special request to **AskOpenHack@microsoft.com** and **contacting Opsgility support.** You cannot extend a lab past the expiration date of the classroom.

Use Case Scenario If you notice the time of the lab will run out before the event is finished, then you would request to extend.

User Feedback

The **User Feedback** tab will show you all of the feedback we are receiving directly from the attendees during the OpenHack.

Navigating Virtual Conference Manager as a Coach

Updating your Profile

- After logging into VCM for the first time, click the profile icon at the top right of the screen

- From there, you can update your display name, first and last name.

Switching between sessions

- To ensure you are in the appropriate class (Dry Run vs Live Class) you will need to switch between sessions. To do this select the 'Choose Conference' drop down at the top left-hand side of the page. Then select the appropriate entry.

Select a Conference

Testing Conference: Nov 19, 2021 - Dec 02, 2021 - 8 AM-17 PM EST   ∨

Coaching your Team in Virtual Conference Manager

Join the Kickoff Meeting

Monitor Group Activity to view the virtual tables you are coaching

(UTC-05:00) Eastern Time (US & Canada)

SCHEDULE

Monday, August 02, 2021   >

Conference   11:00 AM - 12:00 PM

OpenHack Kick Off

Join this session to hear the kick off of the OpenHack!

Join

Group   12:00 PM - 1:00 PM

OpenHack Hacking Time

Join this session to work with your team on completing the OpenHack.

Monitor Group Activity

Managing your OpenHack Team(s)

Click the Join Meeting button to join your team in a Team meeting to coach

Click View Channel to see the Teams channel where they are working in
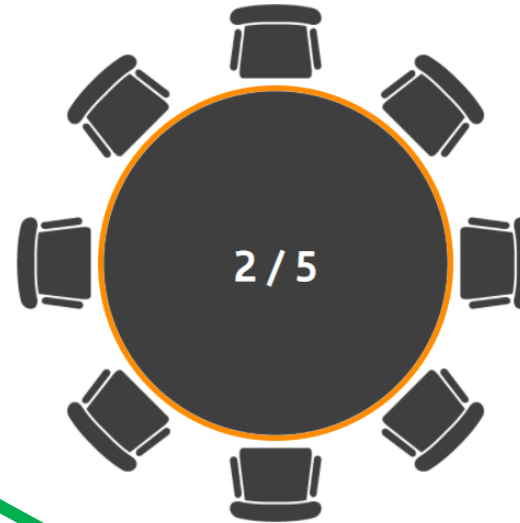
Table (1)
Meeting Status: Synchronized ⟳

Join Meeting   View Channel

Attendees:

John Doe
Jane Doe

Coaches:

VCM Admin
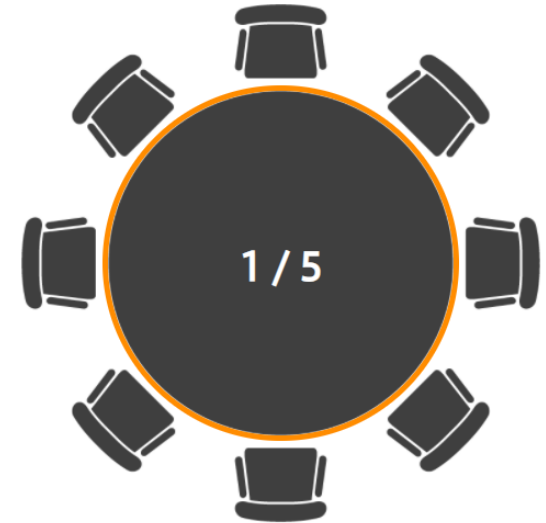
Table (2)
Meeting Status: Synchronized ⟳

Join Meeting   View Channel

Attendees:

Garion Washam

Coaches:

VCM Admin

What your Attendees See

- Clicking Join will put them into a Team meeting with the other hackers on their team

- Clicking Access Channel will put them into their Teams channel

- Clicking the Assignment link will open the lab environment for their team

What happens when you click join

- When you select the Join option you will be redirected to the appropriate Teams Tenant. Select Yes when the following message appears.
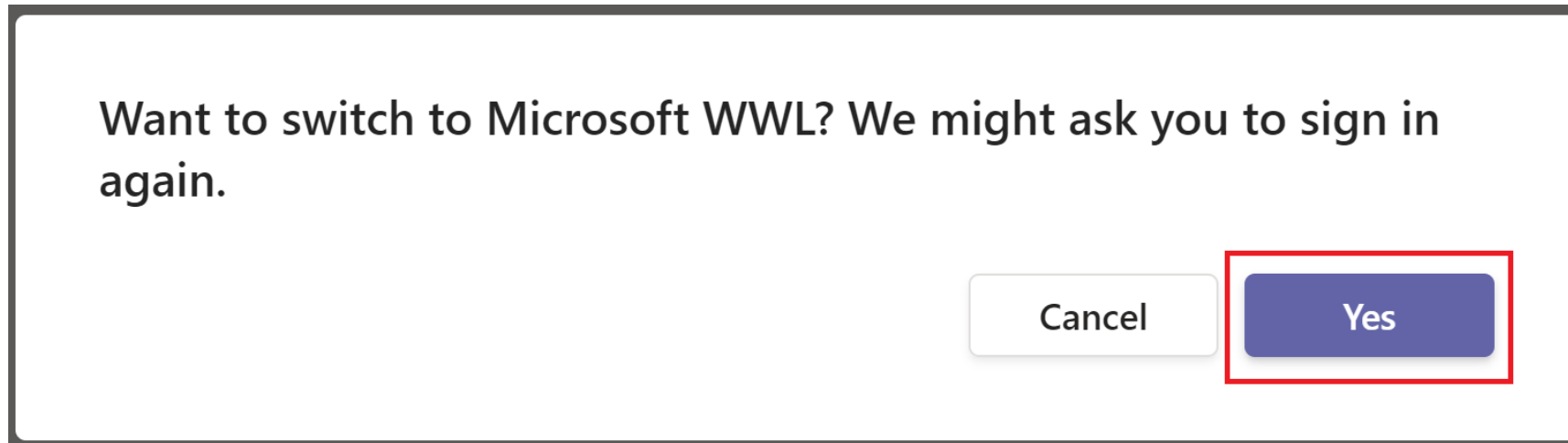
NOTE – You should only be using the web client of Microsoft Teams for OpenHack. It is not suggested to use the desktop client for OpenHack. This will enable you to still use Microsoft Teams desktop for normal business work.

What happens when you click join
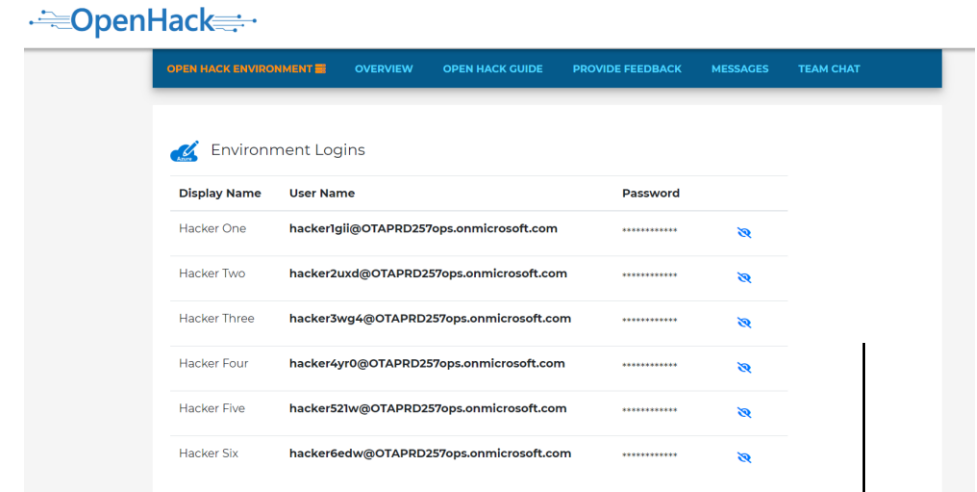
- Then select the Join now button to join the session

The Lab Environment

Each OpenHack has 6 logins for your hacker team

To access Azure they must launch a separate browser using guest mode or incognito and login using the provided credentials
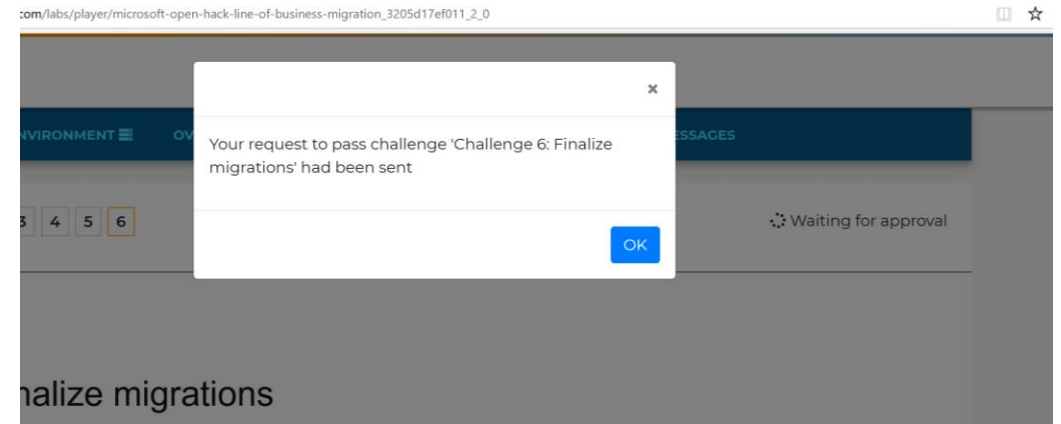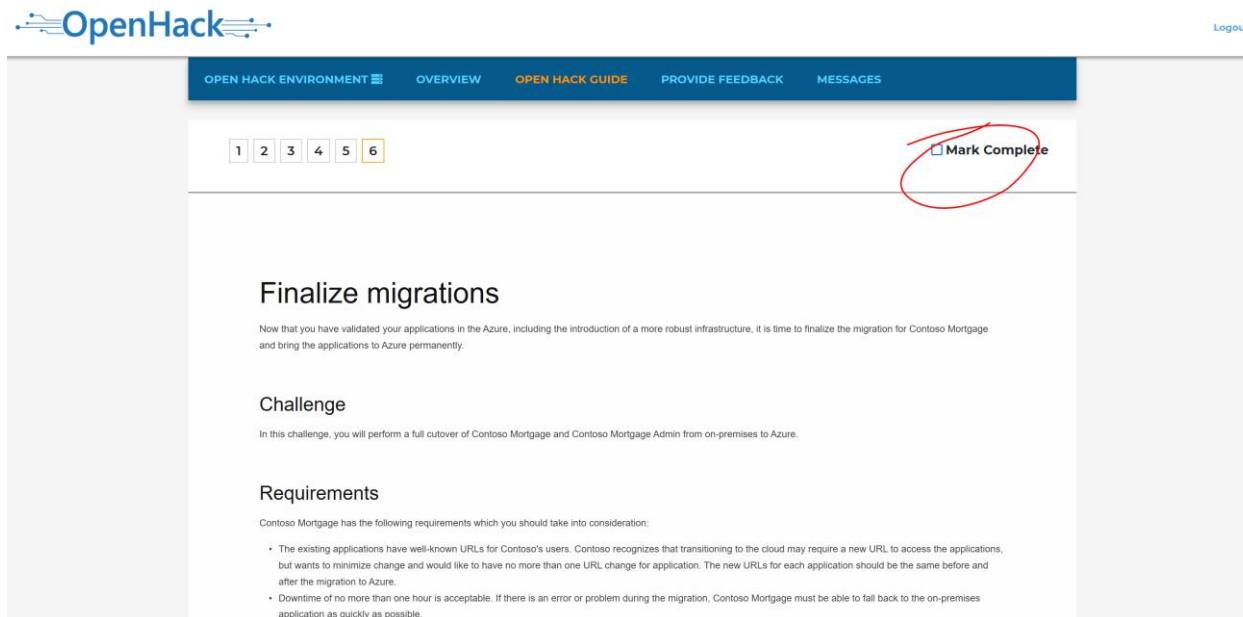
Badging

Issuing a Badge

The flow of getting a badge is as follows:

1. Attendee clicks Mark Complete in their classroom on the challenge level that marks sufficient knowledge of the OpenHack (set by OpenHack creator). Then, they will see the left image while waiting for coach approval.
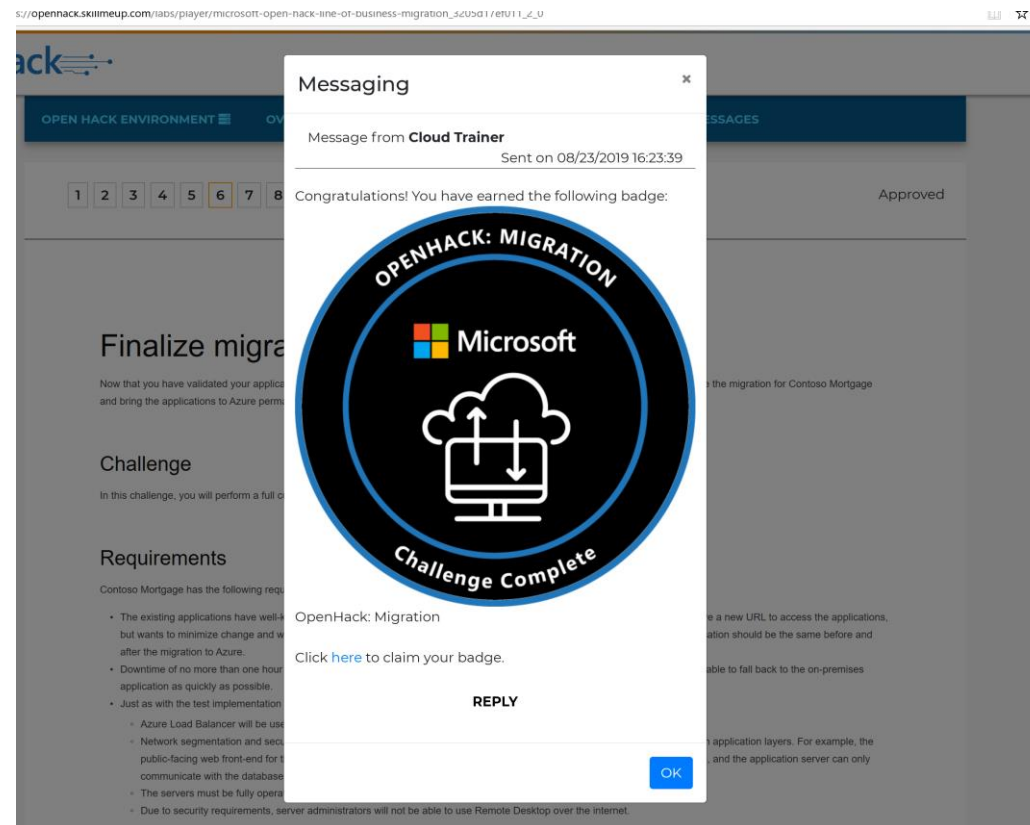
Issuing a Badge

2. Coach will see a message pop up that shows team attendees have requested to progress to the next challenge on a challenge level that earns a badge.
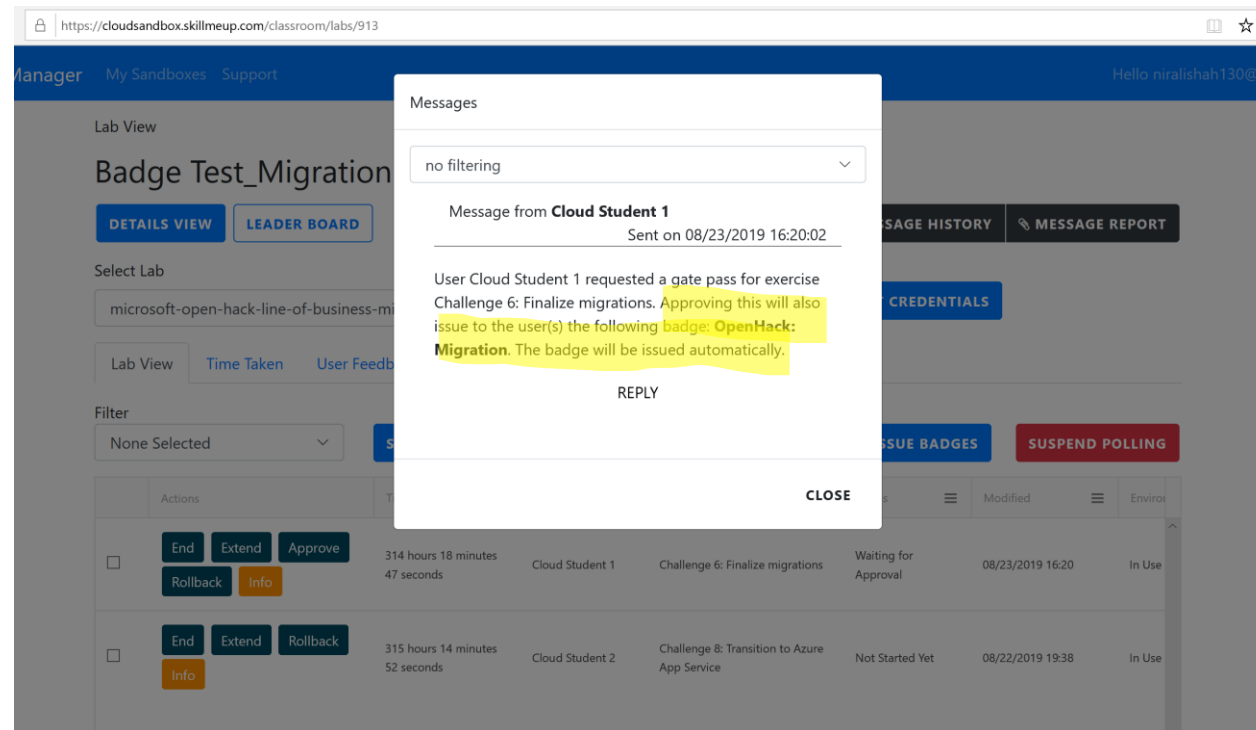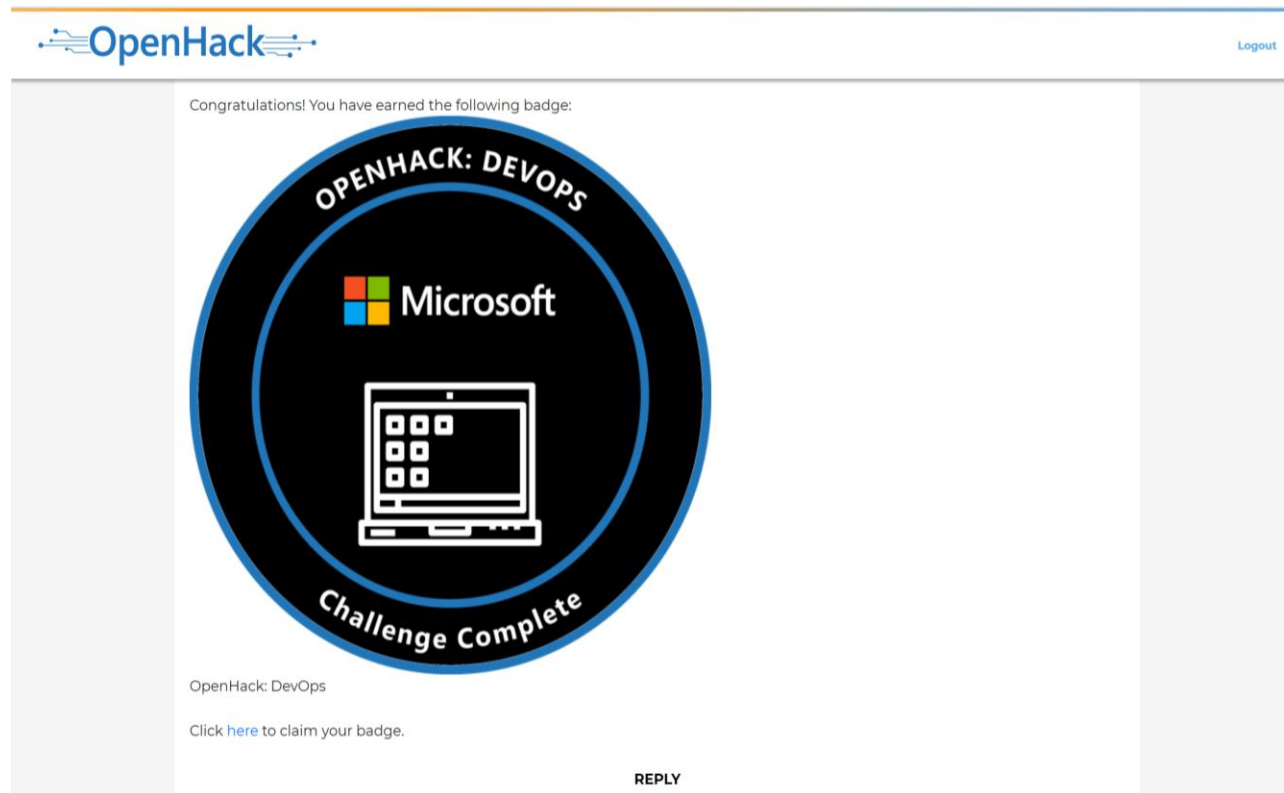
Issuing a Badge

3. Coach will click Approve button on the desired team's row. Attendees will then automatically receive their badge to claim on their classroom page.

Issuing a Badge

4. If they click OK without claiming their badge, or "X-out", please tell the attendees to check their Messages (as badges will always persist there.

People Tracker
(TSI completion tracking
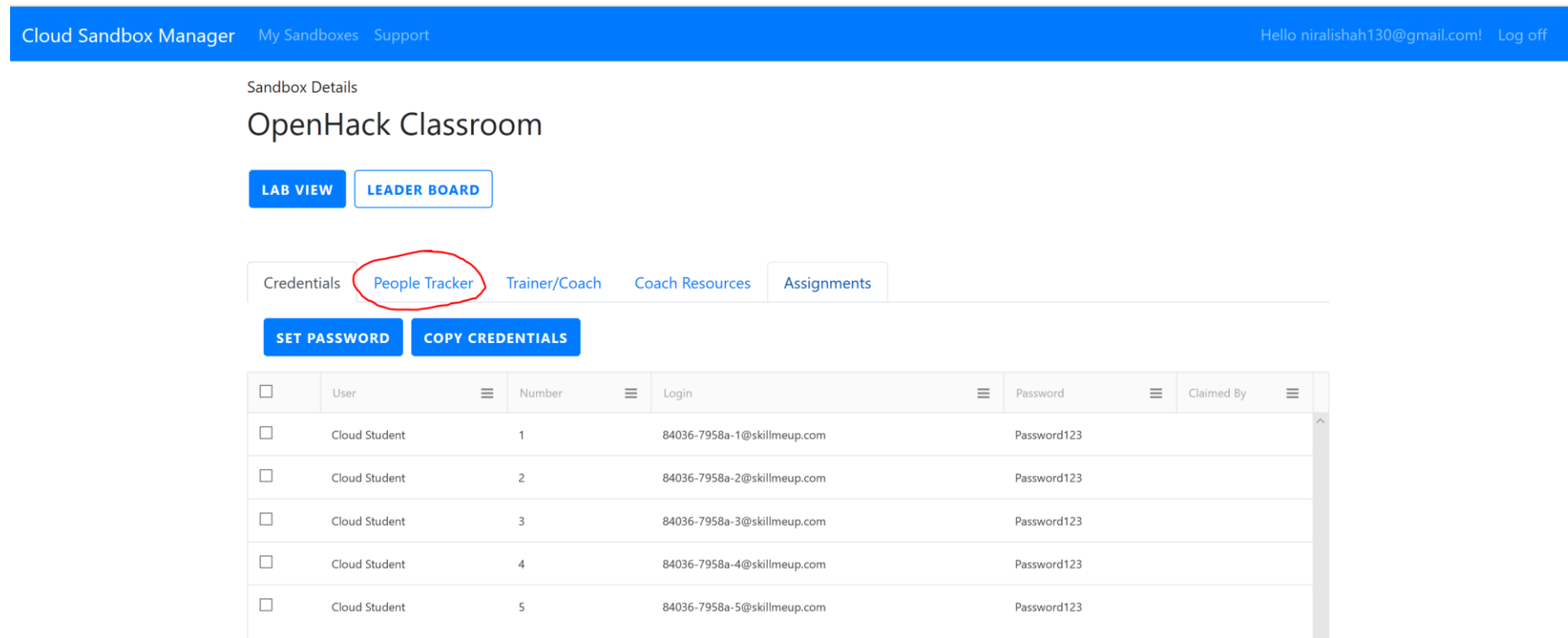# OpenHacks Only)

Accessing the classroom

- Sign into the OpenHack Cloud Sandbox Manager as usual with your log in information at https://cloudsandbox.skillmeup.com.
- Find the classroom for the specific OpenHack that you are coaching.

Finding the tool in the classroom

- Find the tool in the Details View → People Tracker tab.

Adding attendees who need to be tracked

· First, add the attendee by 1) entering their MSFT alias, 2) entering in additional information like Coach and Team and 3) clicking the "Add User" button.

Adding attendees who need to be tracked

· A row will automatically populate with their role (as returned by Azure Active Directory).

Remove	Team	Coach	Name	Alias	Role
✖	Cloud Student 1 ⌄	niralishah130@gmail.c ⌄	Robert Green	rogreen@microsoft.com	SR PME

Tracking attendee participation for TSI completion

- As the OpenHack progresses, track their engagement in the OpenHack by simply checking certain boxes.
- EX: The attendee shows up Day 1, but is not engaged as they are checking emails and making work calls.
  - Under "Day 1": Check the box, but under "Engaged": Do not check the box

le	Day 1	Day 2	Completed Challenges (auto)	Completed Challenges (manual)	Completed Minimum	Engaged	Recommend for Completion Credit	Comments
PME	☑	☐	1	0	☐	☐	☐	

Tracking attendee participation for TSI completion
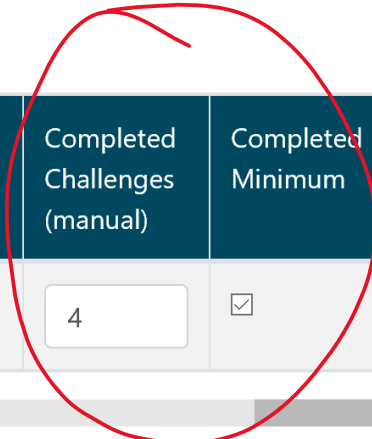
- At the end of the OpenHack, when you have tracked all of the attendee's TSI data – the "Recommend for Completion Credit" will automatically be checked/unchecked.
- Feel free to add any comments to clarify things like attendee could qualify as a coach or the attendee had a poor attitude, etc.

le	Day 1	Day 2	Completed Challenges (auto)	Completed Challenges (manual)	Completed Minimum	Engaged	Recommend for Completion Credit	Comments
PME	☑	☑	1	4	☑	☑	☑	

Completed Challenges issues

Use Case Scenario If Completed Challenges (Auto) does not reflect the actual number of challenges that the user completed during the hack, please enter the accurate completed challenges number into the Completed Challenges (Manual) field. Then, check "Completed Minimum".
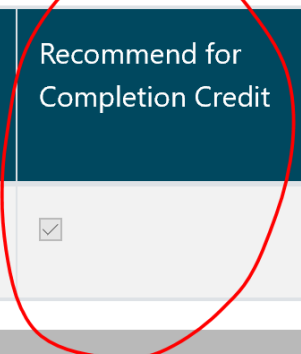
le	Day 1	Day 2	Completed Challenges (auto)	Completed Challenges (manual)	Completed Minimum	Engaged	Recommend for Completion Credit	Comments
PME	☑	☑	1	4	☑	☑	☑	

Removing attendees

Use Case Scenario If you add a user to the wrong team, do NOT delete the user!

- All you need to do, is change the Filter on teams to "All Teams".
- The record of the user will still show up in the final exported TSI tracking report.

Filter by Teams | Search
All Teams ∨ | search | **FILTERS**

Remove	Team	Coach	Name	Alias	Role
✖	Please select a team ∨	niralishah130@gmail.c ∨	Robert Green	rogreen@microsoft.com	SR PME

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Support

Need help?

At anytime during your Dry-Run or OpenHack if you need help or are having issues with the platform, please use one of the methods to get support

- Web: https://opsgility.zendesk.com/hc/en-us
- Email: support@opsgility.zendesk.com

Summary

- Logging into the VCM
- Navigating the Cloud Sandbox Classroom
- Lab View
- Badging
- People Tracker (*TSI completion tracking Open Hacks Only*)
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