Instructor-Led Training Portal:
Student Guide

Table of Contents

What is the Instructor-led Training Portal?

The Instructor-Led Training Portal (ILP) is a web portal where you will access your online class and connect to your remote system. The following guide will show you how to connect to the ILP, perform a pre-check to verify your browser supports using the ILP, and then connect to your remote system.

Pre-check your browser

Usually the instructor of a class will send an email to each of their students containing the web address to access the ILP. Before the start of your class, it's a good idea to run our pre-check to verify your web browser is supported by our Instructor-led Training Portal.

To perform the Pre-check:

1. Go to web address https://<companyname>.instructorled.training. Replace <companyname> with the name of the company your training was purchased from.
2. At the top of web page, on the **Navigation** menu, click **Pre-check.**
3. In the **DC** list, select the nearest data center to your location, then click **Start**.

Five green check marks indicates your browser is supported by the ILP (Shown below). If your browser is not supported by the ILP, refer to the trouble shooting section of this guide.
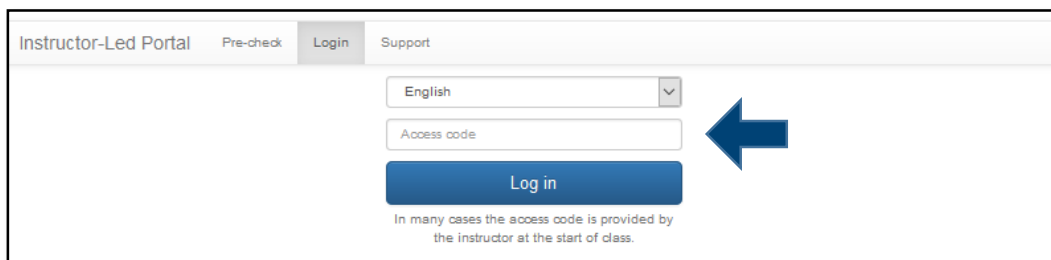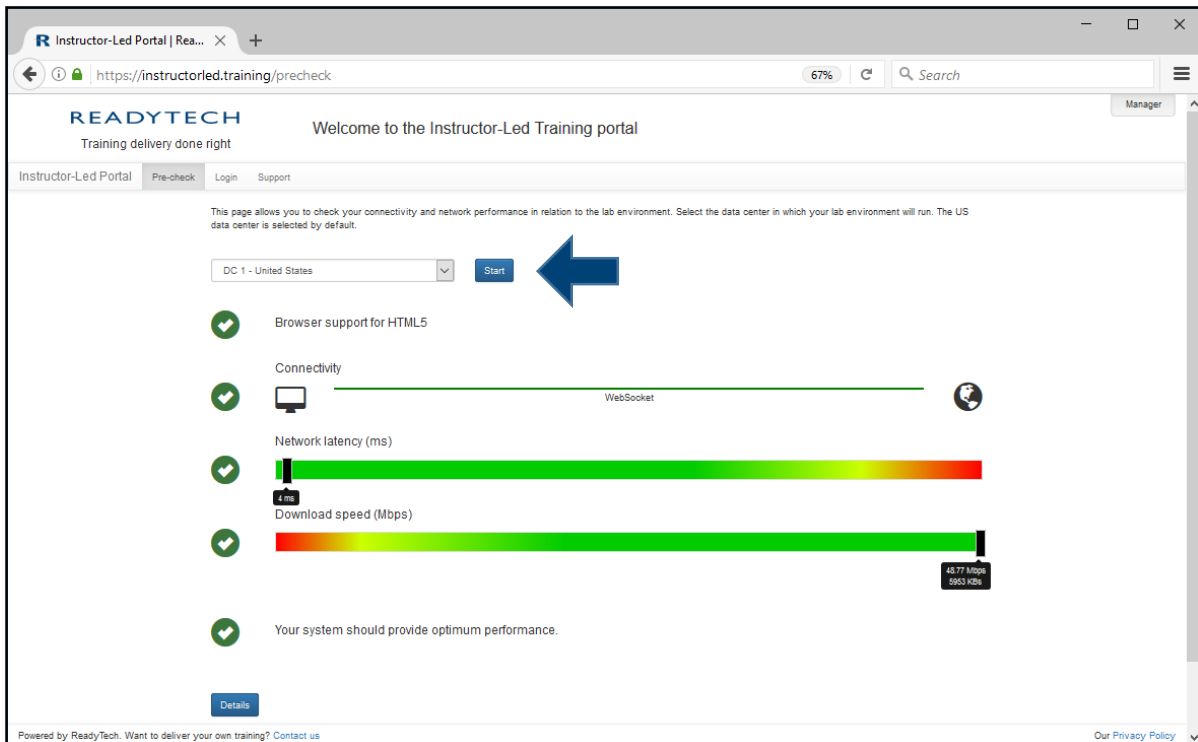
Login to the Instructor-Led Training Portal

To login to the ILP, you will need an Access Code. The instructor will assign you an access code by email before or on the start day of class. If you have not yet received an Access Code, contact your class instructor.

On the start day of class, go to the ILP web address provided by your instructor. The first page you see is the Log in page (Shown below). If English is not your primary language, you can set a different language.
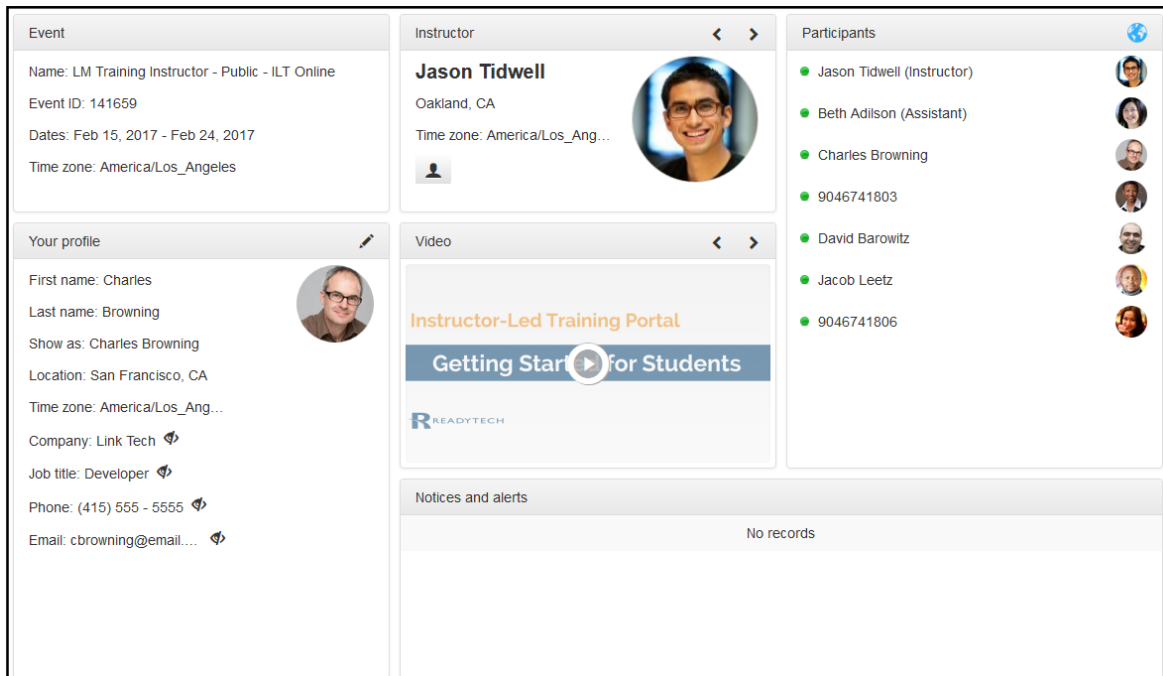
- ▪ Enter your Access Code, then click **Log in**.

The Lobby

After you sign in to the Instructor-led Training Portal, the first page displayed is the Lobby page (Shown below). Here, you can see a list of participants attending the class, instructor information, training videos, and set your own profile information.
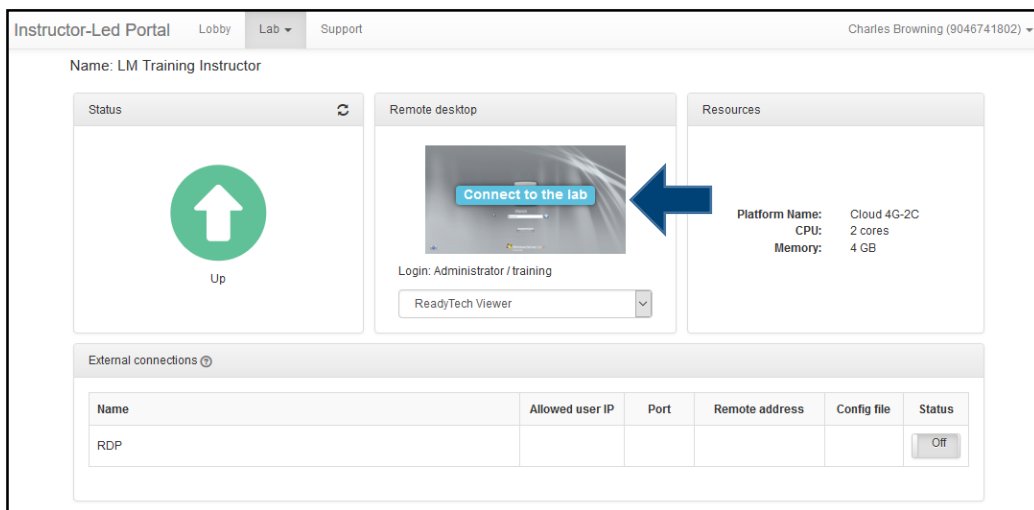
Connect to your remote system

At the top of the ILP, is the Navigation menu with different tabs that take you to different sections (Shown below). For instance, the Lab tab is where you connect to the remote system. If the instructor uploads materials for your course, a materials tab will appear. You can navigate between these tabs, even while you are connected to your remote system.

To connect to the remote system:

1. On the **Navigation** menu, click the **Lab** tab.
2. On the **Remote Desktop** panel, click the **Connect to the lab** dialog box.
3. Log on with the remote system user name and password.

> **NOTE** You can find the username / password information of the remote system below the Connect to the lab dialog box.
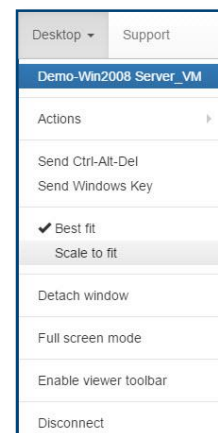

Change the remote system display

When you are connected to the remote system, a new tab named Desktop appears on the Navigation menu. Here you can change how your browser displays the remote system desktop.

To change the view to Full screen:

- Click **Desktop** and then click **Full screen mode**.

To exit Full screen mode:

- While in Full screen mode, on your keyboard, press the **ESC** key.

To display the remote desktop view on a second monitor:

- Click **Desktop** and then click **Detach window**.

After you have connected to the remote system, check with your instructor for further directions.

Troubleshooting

Before you contact support, try the steps below to fix any issues you may have with the ILP.

Can't connect to the remote system

If you receive an error when you try to connect to the remote system, try the following:

1. On the **Navigation** menu to the right-hand side, click your **Access Code**, and then click **Settings**.
2. In the **Connection protocol** list, click **HTTP**.
3. Click **Save**.

If you still can't connect, contact ReadyTech support. Refer to the Support section.

System Status icon shows as down

The Status icon indicates if your remote system is currently running or shut down. If the icon shows a down arrow in a red circle, try and reboot to the remote system.

To reboot your remote system:

1. On the **Navigation** menu, click **Lab**.
2. In the **Actions** menu, click **Soft reboot**.

Wait approximately five minutes for the remote system to reboot. After five minutes, if the Status icon does not switch to an up arrow in a green circle, contact ReadyTech support. Refer to the Support section.
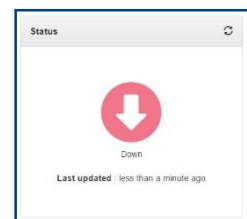
Support

ReadyTech is available 24x7x365 to ensure you have a successful training experience. You can contact support directly on the ILP. On the Navigation menu, click Support. Reach support at any of the following ways on the Support page.

Email:

get-support@readytech.com

Call:

Americas: +1-510-834-3344
US toll free: +1-800-707-1009
APAC: +61-291-916448
EMEA: +31-858-880632