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**Instructor-Led Portal**

# **Instructor Guide**

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# ILP - Instructor Guide

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The Instructor-Led Portal (ILP) is a web-based portal where instructors and students log in to access a virtual classroom.

The following guide is intended for instructors who are new to or unfamiliar with teaching an Instructor-Led training event using the ILP. Read the sections below to learn how to:

- Pre-check your web browser for ILP compatibility
- Using access codes to log in to the ILP
- Edit portal settings including theme and language
- View and edit profile information
- Share training materials including uploading files
- Connect to remote labs
- Manage student labs including remote labs

## Pre-checking your web browser

Use the ILP Pre-check connectivity testing tool to verify your browser, and network connection meet the minimum requirements to run an Instructor-Led training event.

We recommend that all instructors and students run the Pre-check test before the start of class to ensure smooth delivery. Note that an ILP user does not need to log in to the ILP to run the Pre-check test.

To run the Pre-check test, follow the steps below:

1. Go to URL [https://\[company\\_name\].instructorled.training](https://[company_name].instructorled.training). Replace [company\_name] with the name of your training organization. Alternatively, go to <https://instructor-led.training>.
2. Click **Pre-check** from the navigation bar.
3. Select the **data center (DC)** nearest to your physical location, then click **start**.

Five green check-marks indicate your system is ready for class. See our guide [pre-checking connectivity](#) for more information.



## Logging in to the ILP with access codes

Each attendee of the event must have a valid access code (also referred to as a seat) to log in to the ILP on the start day of class. Instructors receive access codes 24 hours before the start of class. In many cases, it is the responsibility of the instructor to assign access codes to their students.

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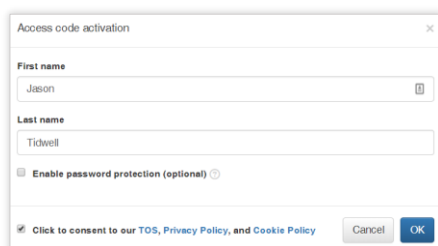
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The instructor should always assign themselves access code ending in 00.

To log in to the ILP, follow the steps below:

1. Go to URL [https://\[company\\_name\].instructorled.training](https://[company_name].instructorled.training). Replace [company\_name] with the name of your training organization.
2. (Optional) Set a **default language**.
3. Enter your **access code** and click **log in** to next activate your access code.

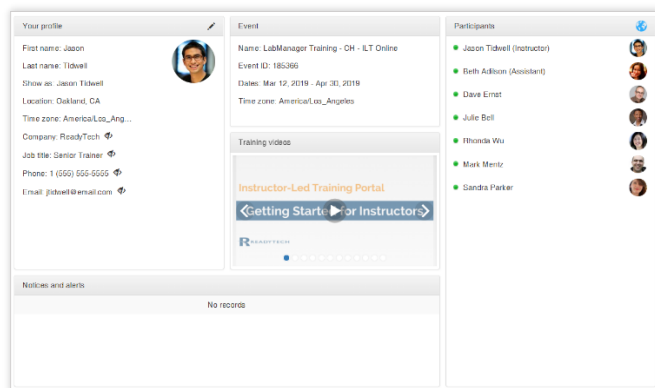
A screenshot of the 'Access code activation' form. It has a title bar with a close button. The form contains two text input fields: 'First name' with the value 'Jason' and 'Last name' with the value 'Tidwell'. Below these is a checkbox labeled 'Enable password protection (optional)' which is currently unchecked. At the bottom, there is a checkbox labeled 'Click to consent to our TOS, Privacy Policy, and Cookie Policy' which is checked, and two buttons: 'Cancel' and 'OK'.

4. Enter a first name and last name.
5. (Optional) Choose **Enable password protection** to require a password with your access code log in.
6. Click to consent to our **TOS, Privacy Policy, and Cookie Policy** then click **OK**.

Access code activation is only required once. To learn how to clear activation, see the [clearing activation](#) section of this guide.

## Using the Lobby page

Upon first login, The Lobby page is displayed. The Lobby page is a central hub where you can see a list of your students, event information, help videos, and notices from ReadyTech.

A screenshot of the 'Lobby' page in the ILP. The page is divided into three main sections. The left section, titled 'Your profile', shows a user profile for Jason Tidwell, including his first and last name, show as, location, time zone, company, job title, phone, and email. The middle section, titled 'Event', shows details for 'LabManager Training - CH - LT Online', including the event ID, dates, and time zone. Below this is a 'Training videos' section with a video player showing 'Instructor-Led Training Portal' and buttons for 'Getting Started' and 'Instructor'. The right section, titled 'Participants', shows a list of participants with their names and status: Jason Tidwell (Instructor), Beth Adison (Assistant), Dave Ernst, Julie Bell, Rhonda Vu, Mark Menz, and Sandra Parker.

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Note that the Participants list displays access code numbers until users have activated their codes.

## Editing your profile

It's best practice as the instructor to complete your profile information for your students. We also recommend asking your students to complete as much of their profiles as possible to re-create the feeling of an in-person class.

To enter profile details, complete the steps below:

1. On the Lobby page, click the **pencil** icon from the **Your profile** panel.
2. Enter **details** about yourself.
3. (Optional) Select a **check-box** next to a field to keep that information private from your students.
4. Upload a photo and click **Save**.

The ILP supports using Gravatar for user profile pictures. For more information go to <http://www.gravatar.com>.

## Viewing student profiles and locations

You and your students can view each other's profiles by clicking their **name** in the Participants panel. You can also view a map of the physical location of your students by clicking the **globe icon** in the top right-hand side of the Participants panel.

## Changing portal settings

Portal settings include options to change your default language, theme, connection, and enable an on-screen keyboard.

To change your portal settings, follow the steps below:

1. Click your **name** from the user menu in the top right-hand corner of the ILP.
2. Choose **Settings**.
3. Change desired settings and click **Save**.

**Gateway** and **RTV connection method** are used to troubleshoot connectivity issues.

## Using training materials

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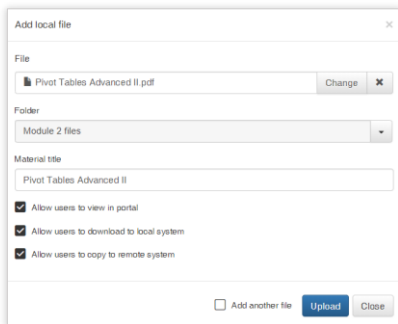
Depending on the course template deployed for an event, training materials may be included by default on the Materials page. Locate the Materials page by clicking **Materials** from the navigation bar.

You can also upload a local file, or link an online file during the event. You can specify permissions to allow materials to be downloaded to a student's local system, copied to their remote lab, or viewed directly in the portal.

File types that are viewable in the portal include PDF, Word, video, and RTF.

To add a local file to the Materials page, follow the steps below:

1. From the Materials page, click **Materials**, choose **Add materials** then click **Local**.
2. Click **Browse** and locate the file on your local system.

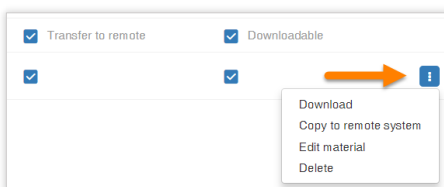


3. (Optional) Choose to place the file in a folder structure to help with organization.
4. Set the **user permissions** for the file then click Upload. Note that at least one type of permission must be selected.

Adding an online file to the Materials page is identical to adding a local file except you provide a URL.

## Copying, downloading, editing, and deleting materials

To copy, download, edit or delete materials on the Materials page, click the **expansion icon** located to the right-hand side of the material.



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Note that copied files can be found on the remote labs in folder **C:\Readytech\Inbox**.

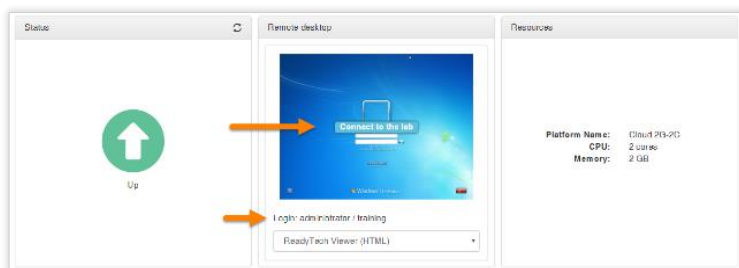
Although the Materials page provides an option to move materials to the remote labs, there is a better option to transfer local files directly to the remote labs. To learn how to transfer files using the Actions menu, see the [transferring files](#) section in this guide.

## Connecting to your remote lab

Connect to your remote lab, check the status of your system, and view system resources from the Lab page. Note the Lab page also features a status arrow icon that indicates if the remote lab is up or down.

To connect to your remote lab, follow the steps below:

1. Click **Lab** from the navigation bar.
2. Click the **Connect to the lab** image from the Remote desktop panel.



The log in credentials for the remote lab are below the **Connect to the lab** image.

After successfully connecting, a Desktop tab appears on the navigation bar that provides more options for interacting with your remote lab.

## Desktop Actions menu

The Actions menu exists under both the Lab and Desktop tabs. The Lab Actions menu allows you to run actions on multiple systems where the actions under the Desktop tab run against a single system. For more information about the Actions menu, see [managing student labs with the Actions menu](#).

## Changing display settings

There are several options to view the remote display, including detaching the remote view to a separate browser window or full-screen display.

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To detach the display or view full-screen mode:

- Click **Desktop** from the navigation bar, then choose **Detach window** or **Full-screen mode**. Note you can press the **ESC** key to exit full-screen mode.

**Best fit** and **Scale to fit** options shrink or enlarge the display to best fit the resolution of your screen.

## Sending keyboard commands

The remote lab does not recognize keyboard commands such as Ctrl + Alt + Del or unique keys such as the Windows key. When pressed, key commands take action on your local system and not the remote lab.

To use keyboard commands in the remote lab:

- Click **Desktop** from the navigation bar, then choose **Send Ctrl-Alt-Del** or **Windows key**.

## Using the viewer toolbar

The viewer toolbar sits on top of your remote desktop display and provides tools to take screenshots, draw on the display, copy your local clipboard to the remote clipboard, zoom into the display, and other optional settings.

To enable the viewer toolbar:

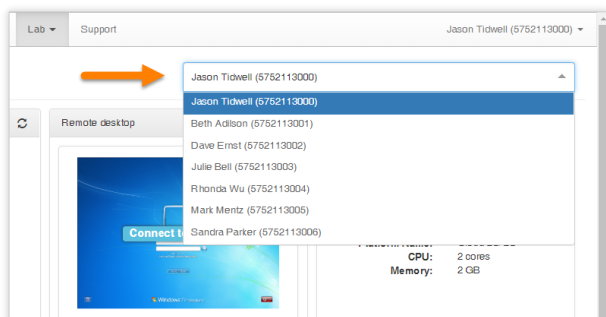
- Click **Desktop** from the navigation bar, then choose **Enable viewer toolbar**.

## Connecting to a student's remote lab

From the Lab page, you can view and connect to your student's remote labs.

To view and connect to a student remote lab, follow the steps below:

- Click **Lab** from the navigation bar.
- Select a student's *access code* from the **drop-down** directly below the navigation bar.





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3. Click the **Connect to the lab** image to connect to the student's remote lab.

You can connect to multiple remote student labs at the same time.

To switch between multiple systems:

- Click **Desktop** then choose the **access code** of the system to switch to.

## Using the actions menu to manage student remote labs

Use the Actions menu in the Instructor-Led Portal (ILP) to perform the following actions against the remote labs:

- Block user access to specific areas of the portal.
- Reboot or power on the remote labs.
- Transfer files to or collect files from the remote labs.
- Reset or deploy a new image to the remote labs.
- Clear access code activation information.
- Change access codes or reset access code passwords.
- View remote lab system logs.

Find the Actions menu by clicking the Lab tab on the navigation bar. The Actions menu is also accessible when connected to a remote lab by clicking the **Desktop** tab on the navigation bar.

Actions run from the Desktop tab affect only the current connected remote lab. Run actions on multiple remote labs using the Actions menu under the Lab tab.

### Student actions menu

Students also have access to the Actions menu with certain limitations. Students can run the following actions:

- Soft reboot...
- Hard reboot.
- System log...
- View action history...

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## Blocking user access

Use **Block user access...** to block student access to specific areas of the ILP such as the portal itself, the Materials page, or the Lab page.

1. Select **Portal** to block a student from logging in to the ILP.
2. Select **Materials** to hide the Materials tab on the navigation bar.
3. Select **Labs** to hide the Lab tab on the navigation bar.

## Rebooting the remote labs

Use soft and hard reboot in situations where the remote lab needs to reboot, such as newly installed software that requires a system restart.

- Select **Soft reboot...** to gracefully restart the remote lab. Soft reboot waits for the operating system to close all running applications.
- Select **Hard reboot...** to power the remote lab off then on without waiting for running applications to close.

A cloud-based lab takes about a minute or less to reboot. A hardware-based lab can take 5 – 10 minutes to reboot depending on the complexity of the lab environment. The status panel on the Lab page displays a green upward facing arrow icon indicating you can connect to the remote lab.

If the status panel continues to display a red downward facing arrow after 10 minutes, see the [viewing system logs](#) section of this guide to check for errors.

Always attempt a soft reboot first as hard reboot has the potential to cause data loss. Only use hard reboot in situations where the remote lab does not respond to a soft reboot.

## Powering on remote labs

Use **Power on...** to start a remote lab that is shut down. Typically, the remote labs are always running and accessible during a live event. However, sometimes a student might shut down their remote lab at the end of their session, and it must be powered on before they can connect again.

Check the status panel on the Lab page for a red downward facing arrow indicating the remote lab is shut down. For more information on checking for remote lab errors, see the [viewing system logs](#) section of this guide

A cloud-based lab takes about a minute or less to power on. A hardware-based lab can take 5 – 10 minutes to power on depending on the complexity of the lab environment.

## Updating deployment files

Use **Update deployment file...** to update the `rt_deployment.txt` file with the latest deployment information for your event. This file is located on each remote lab at `C:\rt_deployment.txt`. Deployment information includes:

1. Access code
2. Event ID
3. Activation information
4. Deployment and system information
5. User role

## Transferring files

Use **Transfer file to remote systems...** moreover, **Collect files from remote systems...** to transfer files directly to and from the remote labs.

Find files transferred to the remote labs in directory `c:\ReadyTech\Inbox`. To transfer multiple files, zip them into a single file and transfer the zipped file.

To collect files, ask students to place files to be collected in directory `c:\ReadyTech\Inbox` on their remote labs.

## Resetting the remote labs and deploying a new image

Use **Reset system...** to restore a remote lab to its initial, preconfigured state. Be aware that using reset system reinstalls the original software image and wipes out any software and data on the system; any work you have done up to this point is lost.

Use **Deploy new image...** to install a new software image on the remote lab. This process wipes out all software and data on the remote lab; any work you have done up to this point will be lost.

A cloud-based lab takes about 5 to 10 minutes to reset or deploy. A hardware-based lab can take 30 minutes to 2 hours to reset or deploy, depending on the complexity of the lab environment. The status panel on the Lab page displays a green upward facing arrow icon indicating you can connect to the remote lab.

To check the status of a remote lab while resetting or deploying, see the [viewing system logs](#) section of this guide.

## Clearing activation

Use **Clear activation...** to remove the name currently associated with an access code. Once activation is cleared, the access code can be re-activated with a new name.

Clearing activation is useful in situations where two classes are being taught consecutively on the same day using the same event. An instructor can clear access codes and reset the remote labs for new students to activate.

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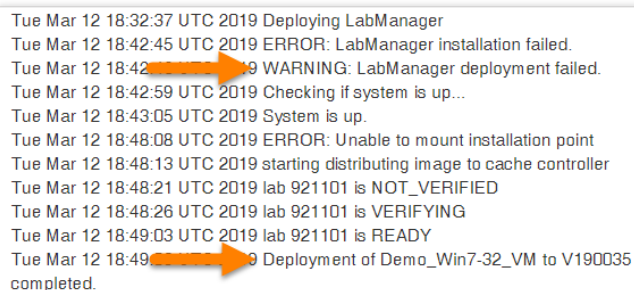
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## Viewing System logs

Use **System log...** to access the log for a remote lab. The system log is useful to check for errors or the status of the following:

- Rebooting a remote lab.
- Resetting a remote lab image.
- Deploying a new remote lab image.
- Powering on a remote lab.
- Installing ReadyTech lab tools.



```
Tue Mar 12 18:32:37 UTC 2019 Deploying LabManager
Tue Mar 12 18:42:45 UTC 2019 ERROR: LabManager installation failed.
Tue Mar 12 18:42:59 UTC 2019 WARNING: LabManager deployment failed.
Tue Mar 12 18:42:59 UTC 2019 Checking if system is up...
Tue Mar 12 18:43:05 UTC 2019 System is up.
Tue Mar 12 18:48:08 UTC 2019 ERROR: Unable to mount installation point
Tue Mar 12 18:48:13 UTC 2019 starting distributing image to cache controller
Tue Mar 12 18:48:21 UTC 2019 lab 921101 is NOT_VERIFIED
Tue Mar 12 18:48:26 UTC 2019 lab 921101 is VERIFYING
Tue Mar 12 18:49:03 UTC 2019 lab 921101 is READY
Tue Mar 12 18:49:03 UTC 2019 Deployment of Demo_Win7-32_VM to V190035 completed.
```

## Disabling password protection

Use **Disable password protection...** to remove a password associated with an access code.

## Changing access codes

Use **Change access codes...** to change access codes for an event. Changing access codes are useful to revoke a student's access to the portal, or for using a single event to teach separate morning and afternoon classes.

## Viewing action history

Use **View action history...** to view a log of actions run against a remote lab.

## Contacting Support

ReadyTech support is available 24x7x365 days a year.

Email:

[get-support@readytech.com](mailto:get-support@readytech.com)

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## Phone:

Americas: +1 (510) 834 3344 - Toll free: 1 (800) 707 1009

APAC: +61 2 9191 6448

EMEA: +31 858 880632

## Live support:

Chat with a live ReadyTech support member by clicking the **chat** icon located in the lower right-hand corner of the Instructor-Led Portal.

