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 systems
- Manage student labs including remote systems

## Pre-checking your web browser

You can 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 run the Pre-check test.

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

1. Go to URL https://[company_name].instructorled.training. Replace [company_name] with the name of your training organization.
2. Click **Pre-check** from the main navigation.
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 with access codes

On the start day of class, go to URL https://[company_name].instructorled.training. Replace [company_name] with the name of your training organization.

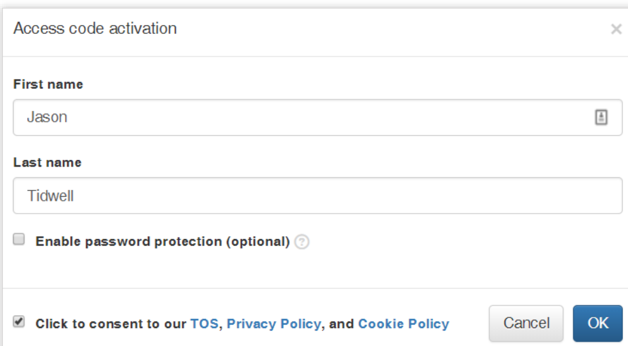
 

Each attendee of the event must have a valid access code (also referred to as a seat) to log in to the ILP on the start day of class. Instructors receive access codes 24 hours before the start of class. In many cases, it is the responsibility of the instructor to assign access codes to their students.

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

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

1. Go to the provided ILP URL.
2. (Optional) Set your **default language**.
3. Enter your **access code** and click **log in** to activate your access code next.



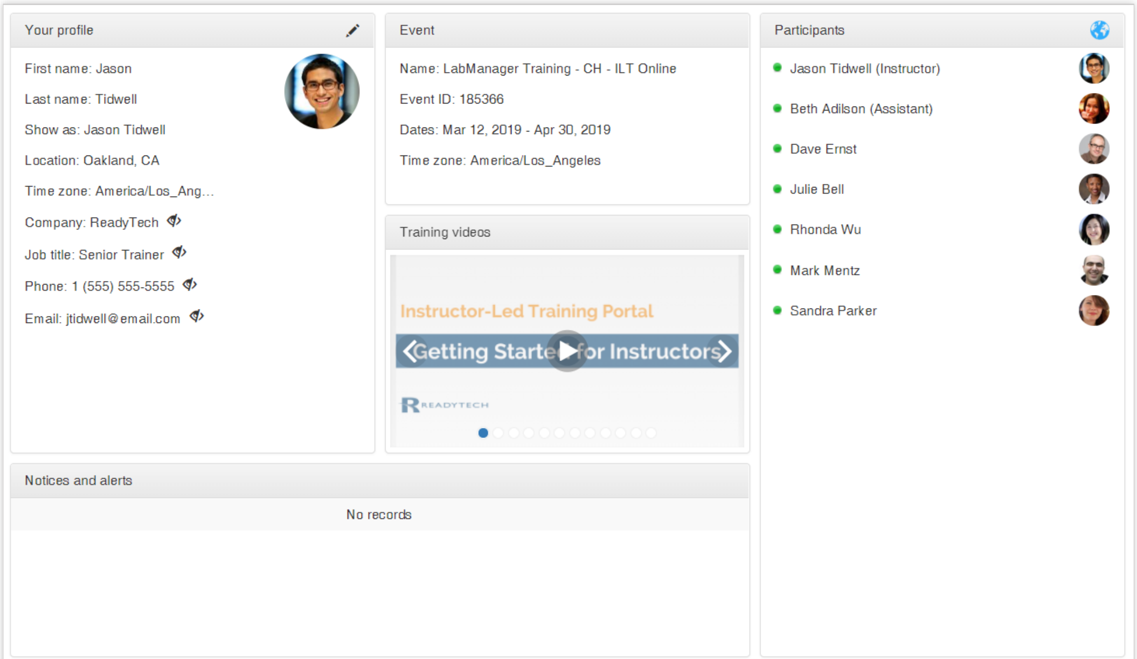

4. Enter a **first name** and **last name**.
5. (Optional) Choose **Enable password protection** to require a password with your access code log in.
6. Click to consent to our **TOS**, **Privacy Policy**, and **Cookie Policy** then click **OK**.

> Access code activation is only required once. To learn how to clear activation, see the clearing activation section of this guide.

## 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 and if they are logged into the portal, event information, help videos, and notices from ReadyTech.

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 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

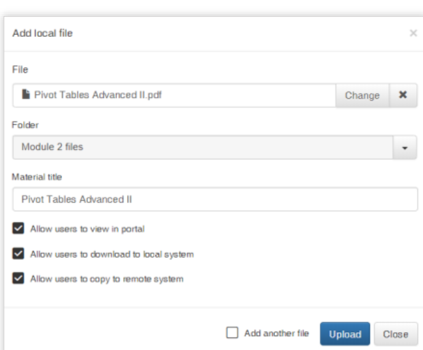
Depending on the course template deployed for an event, training materials may be included by default on the Materials page. Locate the Materials page by clicking **Materials** from the main navigation.

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

> File types that are viewable in the portal include PDF, Word, Excel, 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.



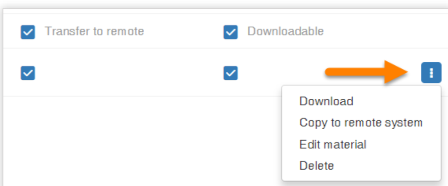

3. (Optional) Choose to place the file in a folder structure to help with organization.

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.




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

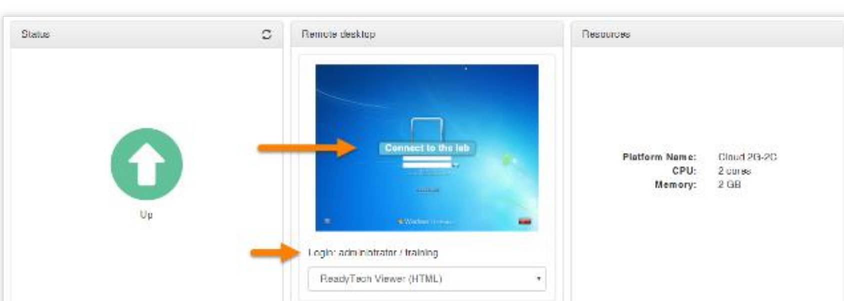
Although the Materials page provides an option to move materials to the remote systems, there is a better option to transfer local files directly to the remote systems. To learn how to transfer files using the Actions menu, see the section transferring files in this guide.

## Connecting to your remote system

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

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

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



Note the log in credentials for the remote system is below the Connect to the lab image.

After successfully connection, a Desktop menu tab appears on the main navigation that provides more options for interacting with your remote system. Continue to the next section to learn about these options.

### Desktop Actions menu

Note that the Actions menu exists under both the Lab tab and Desktop tab menu items. The Lab Actions menu allows you to perform actions on multiple systems. Actions performed from the Desktop tab affect only your 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.

To detach the display or view full-screen mode:

- Click **Desktop** from the main navigation, 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 system does not recognize keyboard commands such as Ctrl + Alt + Del or unique keys such as the Windows key. When pressed, these key commands take action on your local system and not the remote

To use these keyboard commands in the remote system:

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

### Using the viewer toolbar

The viewer toolbar sits on top of your remote 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:

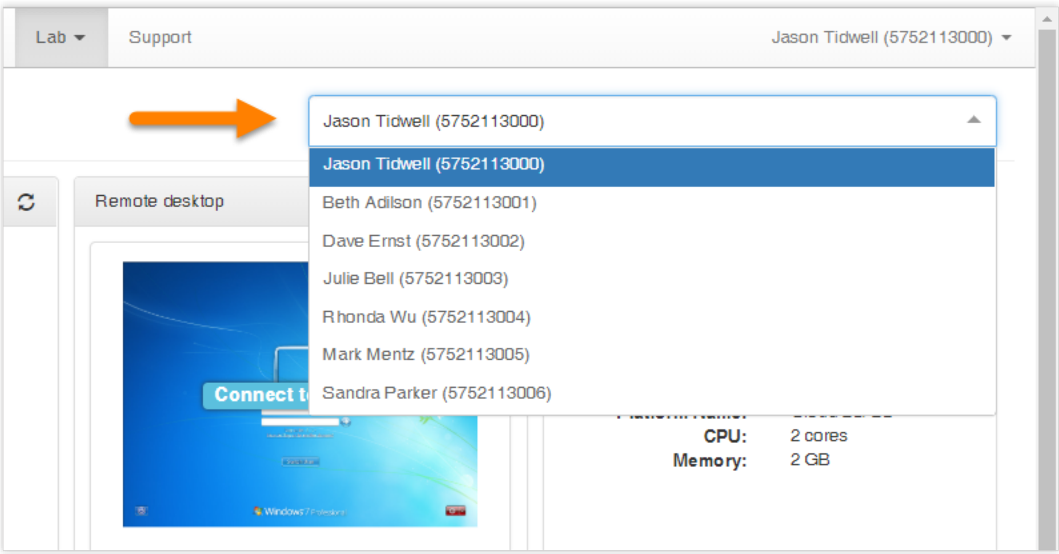
- Click **Desktop** from the main navigation, then choose to **Enable viewer toolbar**.

## Connecting to a student’s remote system

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

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

1. Click **Lab** from the main navigation.
2. Select a student’s *access code* from the **drop-down** directly below the main navigation.




3. Click **Connect to the lab** to connect to the student’s remote system

Note that you can connect to multiple student remote systems at a single time.

To switch between multiple systems:

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

## Managing student labs with the Actions menu

The Actions menu under the Lab tab allows you to perform various tasks systems such as:

- Block user access to certain areas of the portal.
- Reboot the remote systems.
- Transfer files to and from the remote systems.
- Reset the remote systems to their original states.

- Deploy a new image to the remote systems.
- Clear the activation information of an access code.
- Change a user's access code.

### 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.

Blocking access to the portal prevents a user from logging in. Blocking access to the Materials or Labs page removes those links from the main navigation.

To block user access, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Block user access…**
3. Select one or more **users** to block access to Portal, Materials or Labs, then click **Save**.

### Rebooting systems

In some cases, a user's remote system may need to be rebooted, such as newly installed software that requires a system restart.

To reboot remote systems, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Soft reboot…** or **Hard reboot...**
   - Soft reboot - Attempts to software reboot a system, and is similar to using the shutdown command in Windows.
   - Hard reboot - Attempts to restart the remote system by powering it off and on.
3. Select one or more **systems**, then click **OK**.

> We recommend always to attempt a soft reboot first. Hard reboot does not wait for the operating system to shut down and has the potential to cause data loss.

### Powering on systems

Use the Power on action to power the remote system back on.

To power systems back on, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Power on…**
3. Select one or more **systems**, then click **OK**.

> If system power on does not work, contact support at get-support@readytech.com

### Updating deployment files

Use the Update deployment file command 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**.

To update deployment files, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Update deployment file…**
3. Select one or more **systems**, then click **OK**.

### Transferring files

Use Transfer file to remote systems and Collect files from remote systems to moved files from your local system to one or more remote systems. Note that you must zip multiple files into a single file before transferring.

To transfer files to the remote systems, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Transfer file to remote systems…**
3. Click **Browse…** and locate the file or zipped files to transfer.
4. Select one or more **systems**, then click **OK**.

A File transferred to the remote systems can be found on each remote lab at **C:\Readytech\Inbox**.

To collect files from the remote systems, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Collect files from remote systems…**
3. Select one or more **systems**, then click **OK**.

4. When prompted, choose to save the **zip file**. Note that some browsers automatically save the file to your default downloads folder.

Students should place files to be collected from their remote systems in folder **C:\Readytech\Outbox**.

### Resetting systems

Use the Reset system command to restore a remote system 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 will be lost.

To reset the remote systems, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Reset system…**
3. Select one or more **systems**, then click **OK**.

> Cloud-based labs take 5 – 10 minutes to reset. Depending on size, a hardware lab can take 1 – 3 hours.

### Deploying new images

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

To deploy new images to the remote systems, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose to **Deploy new image…**
3. Select an **image** to deploy from the drop-down list.
4. Select one or more **systems**, then click **OK**.

### Clearing activation

Clearing activation for an access code removes the name currently associated with the code. Once activation is cleared, the access code can be re-activated with a new name.

Clearing activation for an access code is useful in situations where a single event is used for a morning and afternoon class with different sets of students.

To clear activation, follow the steps below:

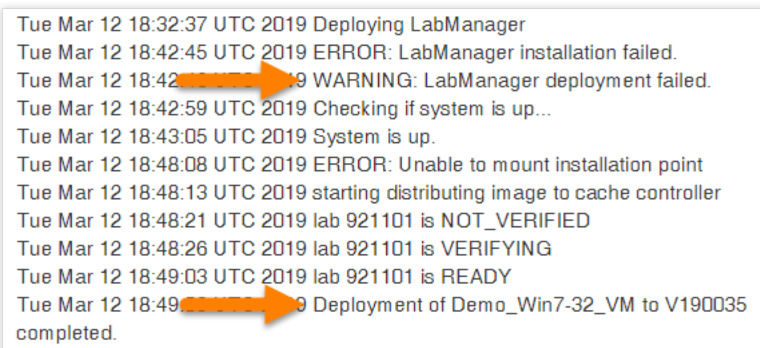
1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Clear activation…**
3. Select one or more **systems**, then click **OK**.

### Viewing System logs

Use the System log action to access the log for a remote system. The system log can be useful in determining if there was an error when running actions on a remote system.

To view a system log, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **System log…**
3. Select a **system**, then click **OK**.



```
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 [illegible] 9 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 [illegible] 9 Deployment of Demo_Win7-32_VM to V190035
completed.
```

### Disabling password protection

Disabling the password protection for an access code removes the password prompt when logging in to the portal. After successful login, users can re-enable password protection in the user menu.

To disable password protection for an access code, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose to **Disable password protection…**
3. Select one or more **systems**, then click **OK**

### Changing access codes

Use Change access codes to change one or more access codes. Changing access codes can be used to revoke access to the portal.

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **Change access codes…**
3. Select one or more **access codes**, then click **OK**

### Viewing action history

To view the history of actions performed on a remote system, follow the steps below:

1. Click **Lab** from the main navigation, then click **Actions**.
2. Choose **View action history…**
3. Select one or more **access codes**, then click **OK**

## Support

ReadyTech support is available 24x7x365 days a year.

Email:

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Phone:

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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.