



Instructor-Led Portal

Student Guide

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ILP – Student Guide

Last modified: 04/2/19

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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 students who are attending online training using the Instructor-Led Portal. Read the sections below to learn how to:

- Pre-check your web browser for ILP compatibility
- Use an access code to log in to the ILP
- Edit your portal settings including theme and language
- View and edit your profile information
- View training materials
- Connect to your remote lab

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 you run the Pre-check test before the start of class to ensure smooth delivery. Note that you do 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](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 your access code

You must have a valid access code to log in to the ILP on the start day of class. Your access code is assigned to you by your instructor.

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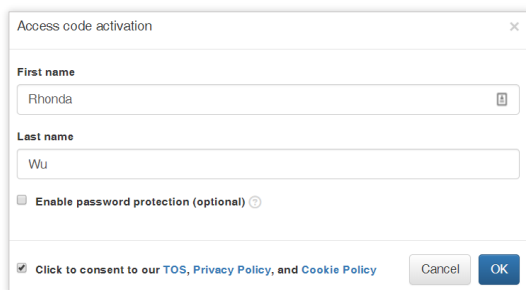
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Note that your instructor may send you a direct notification email prior to class, with the details to log in to the ILP and connect to your remote lab. If you are unsure of what to do on the start day of class, contact your instructor.

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.



Access code activation

First name
Rhonda

Last name
Wu

☐ Enable password protection (optional)

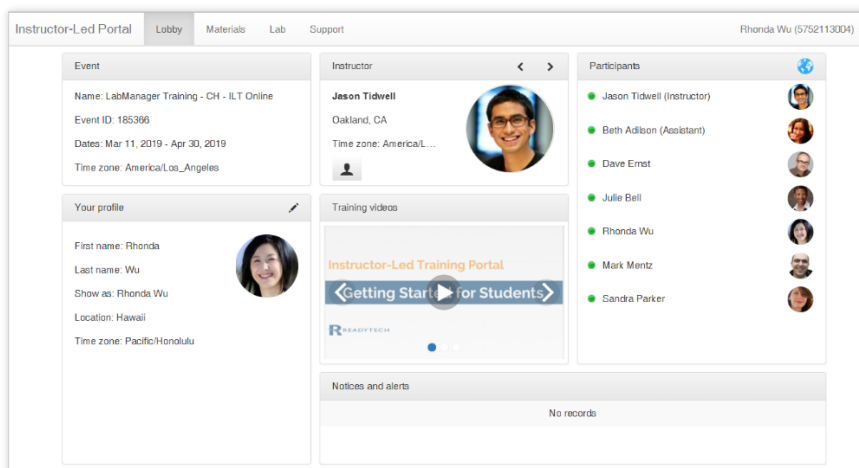
☒ Click to consent to our [TOS](#), [Privacy Policy](#), and [Cookie Policy](#)

Cancel 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**.

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 classmates and instructors, event information, help videos, and notices from ReadyTech.



Instructor-Led Portal Lobby Materials Lab Support Rhonda Wu (5752113004)

Event
Name: LabManager Training - CH - ILT Online
Event ID: 185396
Dates: Mar 11, 2019 - Apr 30, 2019
Time zone: America/Los_Angeles

Your profile
First name: Rhonda
Last name: Wu
Show as: Rhonda Wu
Location: Hawaii
Time zone: Pacific/Honolulu

Instructor
Name: Jason Tidwell
Location: Oakland, CA
Time zone: America/L...
Training videos
Instructor-Led Training Portal
Getting Started for Students

Participants
Jason Tidwell (Instructor)
Beth Addison (Assistant)
Dave Ernst
Julie Bell
Rhonda Wu
Mark Mentz
Sandra Parker

Notices and alerts
No records

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Editing your profile

We recommend to complete your profile information 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 profiles and locations

View your instructor and classmate's profiles by clicking their **names** in the Participants panel. You can also view a map of the physical location of each class participant 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, 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**.

Using training materials

Training materials may be included on the Materials page. Locate the Materials page by clicking **Materials** from the navigation bar.

Some training materials can be viewed directly in the training portal, such as:

- PDF

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- Word
- Videos
- RTF

Depending on the file permissions set by the instructor, you can also download training materials directly to your local system or copy to your remote lab.

Copying, and downloading training materials

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

Name	Last modified	Details	Progress	Complete
 Cap and Budget Work Sheet Module 2				
<div>Download Copy to remote system</div>				

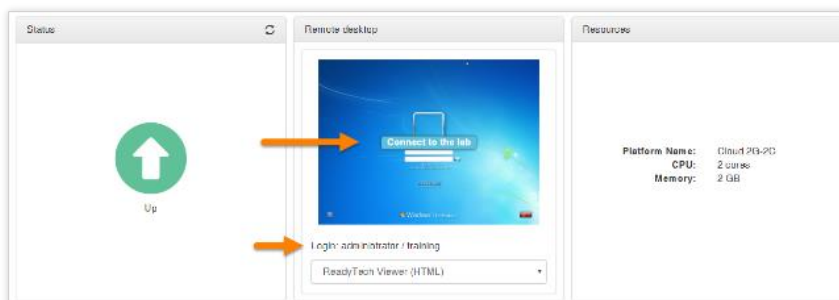
Training materials copied or transferred to your remote lab are found in folder **C:\Readytech\Inbox**.

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 features a status arrow icon that indicates if your 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 found 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.

Managing your remote desktop

Click the **Desktop** tab to find options to:

- Perform actions on your remote lab
- Send keyboard commands
- Change display settings
- Enable a viewer toolbar

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 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**.

Using the Desktop actions menu

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

- Change display settings
- Reboot your remote lab
- Send keyboard commands
- View action history and your system log

The Actions menu can also be found under the Lab tab and provides the same functionality as the Desktop Actions menu.

Rebooting your remote lab

Use reboot in situations where it's required to reboot the remote lab, such as newly installed software that requires a system restart.

To reboot your remote lab, follow the steps below:

1. Click **Lab** from the navigation bar, 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 lab 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.

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Powering on your remote lab

Use the Power on action if your remote lab is shut down.

To power on your remote lab, follow the steps below:

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

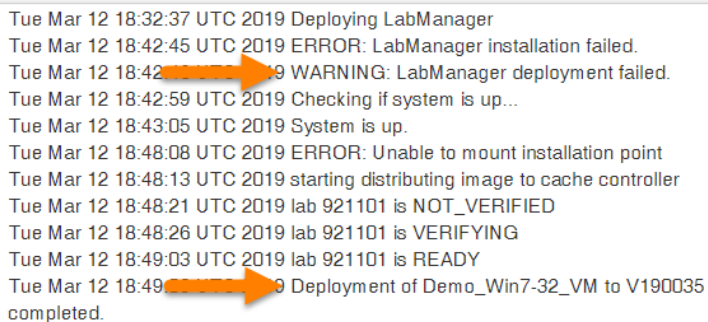
If Power on does not work, see the [contacting support](#) section of this guide.

Viewing System logs

The system log can be useful in determining if there was an error when running actions on your remote lab.

To view your system log, follow the steps below:

1. Click **Lab** from the navigation bar, 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 18:42:49 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 18:49:09 UTC 2019 Deployment of Demo_Win7-32_VM to V190035 completed.

Viewing action history

To view the history of actions performed on your remote lab, follow the steps below:

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

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Contacting support

ReadyTech support is available 24x7x365 days a year.

Email:

get-support@readytech.com

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.

