ReadyTech Procedures Guide

Table of Contents

www.readytech.com

Introduction

This document contains the most important information on how to use ReadyTech Hosted Training. It describes the following processes and requirements:

- How to make reservations for remote labs.
- Using ReadyTech Access Codes.
- How to provide a new image/VM to be hosted by ReadyTech.
- How to make changes to an existing image.
- Local machine and network requirements.
- How to test connectivity to ReadyTech's service prior to class.
- ReadyTech 24x7x365 Technical Support.

Creating and Managing Lab Reservations

ReadyTech provides an administrative portal (AdminPortal) to create and manage your remote lab reservations. You can access the portal at https://admin.readytech.com. Other features and functionalities are:

- Schedule and manage your lab reservations
- E-mail access code notifications to the students
- Access to a configurable business intelligence dashboard
- See data of completed, current and upcoming events
- Access session data to monitor student's lab utilization
- Manage image library
- Create and manage course templates
- Create and manage user accounts such as instructors and training coordinators

The AdminPortal has role based access and you can select from the following 5 roles:

- **Global Manager:** Can see all events and other data and can schedule, update and cancel events.
- **Global Scheduler:** Can see all types of events, and schedule, update, or cancel events.
- **Read Only Manager:** Can see all events and other data but cannot create or edit anything.
- **Employee Instructor:** Can only see events that they have created and for which they are the event owner and events for which they serve as the instructor. Has limited read-only access to other data.
- **Partner Manager:** Can only see, create, update and cancel events under their own entity. Has limited read-only access to other data.
- **Partner Instructor:** Can only see events for which they are the instructor. Has limited read-only access to other data.

How to get access to the AdminPortal

If you or your team members would like to get access to the AdminPortal, send the following information to csm@readytech.com.

Company Name	
User First Name	
User Last Name	
User Email Address	
AdminPortal Role	

Event Types

There are different event types that can be scheduled using the AdminPortal

- **Instructor Led Training** – a consecutive day class delivered by an instructor with multiple participants. Access to the labs will be available at all times between the start and end date of the event. Instructors and students access this event type using their access code and the instructor led training portal at: https://<company_name>.instructorled.training

- **ILT Flex** – ILT Flex is an instructor led training event allowing the instructor to stop and start the remote labs and accommodate a class that is spread out over multiple days or weeks where continuous lab access is not desired. Please note that ILT Flex events require the setup of course template and are only supported for cloud based labs. Instructors and students access this event type using their access code and the instructor led training portal at: https://<company_name>.instructorled.training

- **Instructor Prep** – in most cases a single seat event for an instructor to get up to speed on a new course or to validate course materials against a lab. Access to the lab is at: https://<company_name>.instructorled.training

- **Self-Paced Training** – A single seat event using the Self-Paced Training Portal for the student to access course materials and lab. Please note that you have to create a self-paced course template first before you can schedule a self-paced event. Students access their course at: https://<company_name>.selfpaced.training

- **Sales Demo –** a single seat event to showcase and demonstrate your technology during a sales demo. The sales representative uses URL: https://<company_name>.demoit.center

- **Workshop** – a four (4) hour instructor led event at a reduced rate of the daily service prices. Instructors and students access this event type using their access code and the instructor led training portal at: https://<company_name>.instructorled.training

- **Image Update** – normally a single seat event to make updates to the master image. The event is free for the first 7 days for one access code if that last update to the master image was more than 30 days ago. You have the option to add additional seats and schedule access for more than 7 days. However, regular rates apply for the additional days and/or access codes. Access to the image is provided through: https://<company_name>.instructorled.training

Cancellation Policies

You can cancel access codes or events prior to the start of the event without incurring any costs. Below are the detailed cancellation policies for the different event types.

⚠️ **IMPORTANT:** The remote labs are locked up and deployed for your use. If you do not cancel an event or seat, they will be billed regardless if they are used or not.

- **Instructor Led Training Events** – You can cancel inactivated access codes/seats, which have no session data records, on the first day of training before 12:00 pm to eliminate charges for unused seats. The 12:00 pm time is based on the time zone setting of the event. Cancellations made after this time will go in effect the next day. For example:

  The event time zone is set to Pacific Time, and you request for an access code to be cancelled at 1:00 PM Pacific Time. The access code will be billed for that day, but not future days. This also applies to ILT Flex and Instructor Prep events.

- **ILT Flex Events** – You can cancel inactivated access codes/seats, which have no session data records, on the first day of training before 12:00 pm to eliminate charges for unused seats. The 12:00 pm time is based on the time zone setting of the event. After 12:00pm no cancellation can be made.

- **Instructor Prep** – You can cancel inactivated access codes/seats, which have no session data records, on the first day of training before 12:00 pm to eliminate charges for unused seats. The 12:00 pm time is based on the time zone setting of the event. Cancellations made after this time will go in effect the next day.

- **Self-Paced Events** – You can cancel a self-paced event before the start date. Cancellations cannot be made after the event has started. Self-paced events for which vouchers have been provided cannot be cancelled.

- **Workshop Events** – You can cancel workshop events or individual access code/seats before the start of the workshop. Cancellations cannot be made after the event has started.

⚠️ **IMPORTANT:** A cancelled event or access code with any session data will be billed, regardless of when it is cancelled. If you cancel an entire event, any access codes with session data will be billed for that day, or any previous day before the cancellation was requested.

Using Access Codes

After an event is created the AdminPortal automatically generates access code(s). An access code provides access during the reservation period to either the instructor led, self-paced training or sales demo portal depending on the event type.

Access codes for instructor led training events are valid from the first day of training at 2:00 am **local time** of the time zone of the event, until 10:00 pm on the last day of training. The portals are accessible 24 hours per day between the specified start and end dates. For event types other than instructor led event the portals are accessible during the reservation period using the access code but labs might have the started first before you can connect to it.

From the AdminPortal you can send the access codes directly to students and instructors at any time after the event is created. ReadyTech will also send an automated e-mail 24 hours before the start of the event to the instructor and the event owner (the person who made the reservation request).

Setting-up New Images

Before you can schedule events an image/virtual machine needs to be added to your image library at ReadyTech. You can upload your image files our FTP server ftp://ftp.readytech.com. You can also upload an image by using our AdminPortal.

> **NOTE:** To upload a new image, first contact ReadyTech support at get-support@readytech.com for your temporary FTP.

We accept the following image formats:

- VMware
- MS Virtual PC
- Hyper-V
- Virtual Box
- Acronis
- Altiris
- Ghost

ReadyTech converts your images to make them compatible with either our cloud or hardware platforms.

Cloud Configurations	
Memory	**CPU**
16GB	4 Cores
12GB	4 Cores
10GB	4 Cores
8 GB	4 Cores
6 GB	2 Cores
4 GB	2 Cores
3 GB	2 Cores
3 GB	1 Core
2 GB	1 Core
1 GB	1 Core

Hardware Configurations	
Memory	**CPU**
96 GB	24 Cores
64 GB (SSD)	16 Cores
48 GB	16 Cores
24 GB	16 Cores
16 GB	8 Cores
8 GB	4 Cores
4 GB	2 Cores
3 GB	2 Cores

Image Verification

The image conversion process can take up to five days, including weekends, from the day ReadyTech receives the image. After conversion you will be given free access to one remote system for 7 days to verify that your software is working correctly and the performance is as expected. During the verification you can make last minute changes as needed. Upgrade to higher or downgrade to lower resource configurations is also possible. After verification period is over the image is marked "production-ready" and production events can be scheduled.

⚠️ **IMPORTANT:** A new image can only be verified once. Additional systems or verification time beyond the 7 days are subject to daily lab fees. Please refer to the ReadyTech Instructor-Led Training price sheet for pricing.

Changing Existing Images

At any time, you can make changes remotely to images that are already available at ReadyTech. Changes may include software upgrades, bug fixes, service packs, configuration changes, additional lab files, etc. ReadyTech provides access to an FTP server to transfer files and installers as needed to the remote system.
To initiate an image update, you should schedule an Image Update event using the AdminPortal. Alternatively, you can complete the form below and send it to: reservation@readytech.com.

Image Update Request	
Image Name:	
Start Date:	
End Date:	
Location or Time Zone of the Event:	

⚠️ **IMPORTANT:** ReadyTech will deploy one remote system with the requested image at no cost for 7 days to make the desired changes. A free image update event can be scheduled once every 30 days per image. The 30 days is calculated from the start date of the previous image update event for the same image. Additional systems or time beyond 7 days are subject to daily lab fees as listed in the ReadyTech - Instructor Led Training Price Sheet.

When the updated image is ready to be captured, email ReadyTech support get-support@readytech.com, and provide the access code associated with the remote system. Also identify whether the updated image is replacing the previous version of the image or should be stored as a new image, in which case you have to provide the name of the new image.

Local Machine and Network Requirements for Students

We recommend the following hardware and software requirements for student's local machine:

Minimum Hardware Requirements

- CPU: 4 GHz or faster
- Memory: 3 GB or higher
- Screen resolution 1024 x 768 or higher

Network Requirements and Recommendations

- Internet connection with at least 250KBps of bandwidth
- Sufficient bandwidth if multiple users are connecting from one locations (#users x 250KBps = total required bandwidth.)
- A hardwired network connection is preferred over wireless
- Please note that additional network or internet activities such as browsing and video streaming can affect the remote lab performance
- Although the majority of corporate VPN connections will allow a connection to ReadyTech, some are too restrictive and the student will have to turn off the VPN connection to connect to ReadyTech

Supported Browsers

- Internet Explorer 10 or higher / Microsoft Edge
- Firefox 15 or higher
- Safari 6 or higher
- Opera 12 or higher
- Chrome 16 or higher

Testing Connectivity

It's strongly recommended to test connectivity to ReadyTech prior to the start of class. Our 24x7x365 support team is available to assist students as needed. ReadyTech provides a System Pre-check at:

- https://<company_name>.instructorled.training/precheck

Replace <company_name> with the name of your company name to see the applicable branding. For example: https://readytech.instructorled.training

Below is a template message you can use as a starting point for the message you want to send to your audience.

Dear Student,

The lab for this training is hosted by ReadyTech. To ensure you don't have problems connecting to your remote lab the first day of class, you should test connectivity to ReadyTech before the start of the class. Please perform this test from the network location and computer you plan to use during the training.

1. Go to the training portal https://<company_name>.instructorled.training/precheck
2. If you know which data center will be used for your class, select it from the pick list and click the Start button
3. The test will report if there are any problems with connectivity and suggest solutions.
4. If the test is successful click on the Login tab.

You will receive the access code to login prior or during class.

Online Help Content

Online help in the form of video tutorials and documentation is available under the Support section of our portals. You can find all our available support content in one convenient place in our AdminPortal at https://admin.readytech.com. You can request a login to access the help content from our support team.

ReadyTech Support

ReadyTech provides **24x7x365** live support.

Email: get-support@readytech.com

Chat: https://support.instructorled.training

Phone:
Americas: +1 (510) 834 3344 - Toll free: +1 (800) 707 1009
APAC: +61 2 9191 6448
EMEA: +31 858 880632