

# Live Virtual Instructor-Led Classroom Training

We have been successfully delivering fully interactive Live Virtual Instructor-Led Classroom training for many years. We provide a unique level of support for all learners who attend our virtual courses. StayAhead utilises MS Teams software for the virtual delivery and Remote Access methods to support the labs element of our courses.

## Virtual

---

We utilise MS Teams remote training / video conferencing software for the virtual delivery of our courses.

### What will you need?

- A laptop or workstation running one of the following:
  - macOS (refer to [Hardware Requirements for Teams on a Mac](#))
  - Windows 11, all Windows 10 excluding Windows 10 LTSC (refer to [Hardware Requirements for Teams on a Windows PC](#))
  - Linux (refer to [Hardware Requirements for Teams on Linux](#))
- Strong and Stable Internet connection
- Webcam: To gain the full interactive virtual instructor-led training experience, we encourage all delegates to switch on their webcams throughout the training.
- Headset and speaker: We recommend that delegates attending virtual training are provided with high quality headsets, which have noise cancelling microphone capability. This is to enable them to clearly hear the course delivery and contribute effectively within the class setting, ensuring clear reciprocal communication between lecturer and delegates throughout the course. While we recommend that delegates have access to a headset, it is not absolutely necessary, a laptop with a built-in speaker and microphone would also be sufficient. Webcam highly recommended to gain a fully interactive learning experience.
- A secondary monitor is recommended, for instance:
  - Screen 1 to see instructor's presentation.
  - Screen 2 to view electronic course material.
- Email Account
  - You do not need a Microsoft account to use teams. You can join as a guest, but your experience may be restricted
- Either the TEAMS app or a supported browser
  - When you join your meeting, you will be prompted to download the optional TEAMS app.
  - Microsoft Edge and Google Chrome browsers are fully supported. For other browser support refer to [Teams Browser Support](#)
- Testing Teams with the App
  - To make a test call, please open Teams. In the top right corner, next to your profile, select the More option button (three little dots), then select Settings. From the left side select Devices. Finally click on the Make a test call button. When you finish your test, just hang up the call.

## How to Connect

- 15 minutes before the course start time join the meeting by clicking on the link provided in your joining instructions email.
- Wait until your Instructor accepts you into the meeting.  
(You will be in a waiting room until the instructor is ready)

Please note, work systems accessing an office VPN or network very often have security policies and firewalls, restricting delegates from installing applications and gaining outside connections. We would therefore advise that delegates gain access to their training course using a system that has no firewall policies restricting the use of applications.

## Remote Access

---

We utilise remote access methods to support the labs element of our courses when delivering our courses Virtually or on Customer Premises.

**The choice of connection protocol is dependent on the Training Course. StayAhead's Remote systems are in the main accessed via the StayAhead Remote Access Portal. There are a few select courses that may require other/additional connection protocols such as VNC which is not accessible via the Portal. Should this be the case, you will be informed of these requirements at the time of booking your training.**

To minimise any potential technical problems at the start of a course, and to give our clients time prior to the course to address any networking issues, a test system is provided. The test system is available 24/7 and has been built with the express purpose of allowing test connections to be established without having to wait for our IT department to provide the details. The system allows testing of RDP (Remote Desktop Connection) and SSH (PuTTY) protocols via the StayAhead Remote Access Portal.

Please note:

- These tests must be performed from the same systems that the delegate will be using and from the same location that they will be attending the course. This is to ensure that they have the correct levels of software required on their systems, and in those instances where they do not, they have the ability to download it to their systems (this may need to be discussed with their technical support team if they are using work systems or attending the course on an office VPN or network).
- We do not recommend connecting to StayAhead Remote Systems through an office VPN or network. Office VPNs or networks very often have high security policies and firewalls, restricting remote access to our servers. We would advise that the delegate gains access to their training course using a **“system that has no firewall policies restricting access to the Stayahead.com domain”**.
- The client will be responsible for the provision, technical setup, installation and connectivity testing of the delegates systems including user logins and permissions. Note: A second monitor is recommended to view electronic course material and for hands-on practical labs.

The purpose of the connection test is to ensure any network restrictions (firewalls etc) are not preventing access to StayAhead Servers. Carrying out a connectivity test in advance of the course allows time for alternative solutions to be put in place.

Many factors can affect the performance of a remote connection and consideration should be given to the following recommended actions:

- a) Use a wired LAN connection in preference to wireless connection.
- b) Minimise the use of high-bandwidth applications on the network during the course (e.g., live streaming, video conferencing, large file downloads)
- c) Isolate the classroom from the rest of the network (**applicable to Closed courses only**)

# StayAhead Remote Access Portal Connection Test

---

## Pre-requisites

To connect to StayAhead labs through the Remote Access Portal, you require the following resources:

- a strong and stable Internet Connection - Minimum of 2MB upload and 2MB download speeds. Perform a test at <https://fast.com/> at the location & devices you will use for delivery.
- a modern browser supporting HTML5.
- JavaScript enabled in the browser.

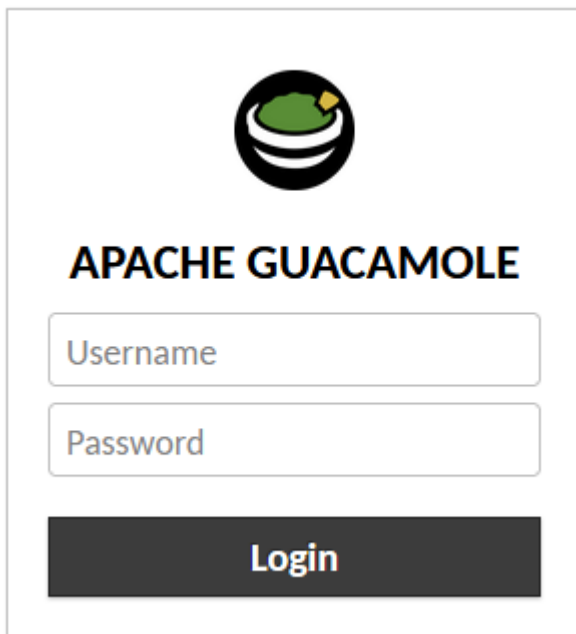
## Connecting to the Portal

1. Start your browser and enter the following URL:

<https://arp.stayahead.com/rgw1/>

You are recommended to open a new browser session rather than a new tab.

2. You will be presented with the following Login screen:



The screenshot shows the Apache Guacamole login interface. At the top center is the Guacamole logo, which consists of a black circle containing a green stylized mole. Below the logo, the text 'APACHE GUACAMOLE' is displayed in a bold, black, sans-serif font. Underneath the text are two white input fields with thin grey borders. The first field is labeled 'Username' in a light grey font, and the second field is labeled 'Password' in a light grey font. At the bottom of the form is a dark grey rectangular button with the word 'Login' in white, bold, sans-serif font.

3. Enter the following information



Username	sat-test
Password	4KandLes

# Connecting to a Remote Machine

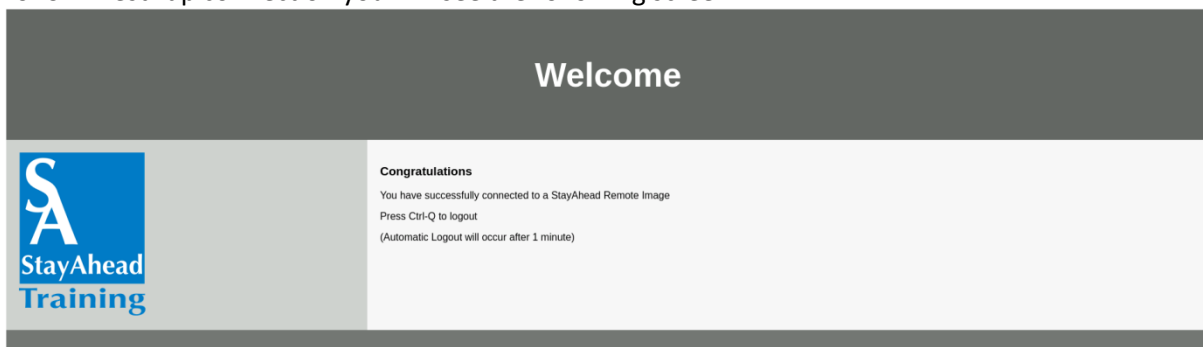
Once you have been authenticated you will be presented with a list of available connections. You need only test the connections appropriate to the course.

## RECENT CONNECTIONS

## ALL CONNECTIONS

-  SAT Test rdp
-  SAT Test SSH

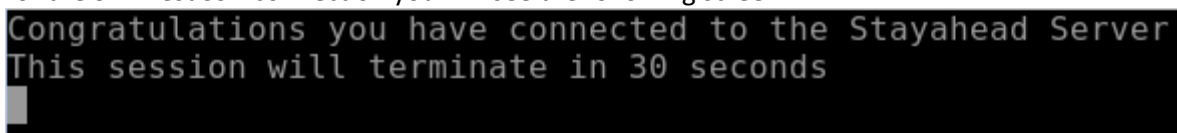
To open a connection, simply click on the name of the connection. For SAT Test rdp connection you will see the following screen



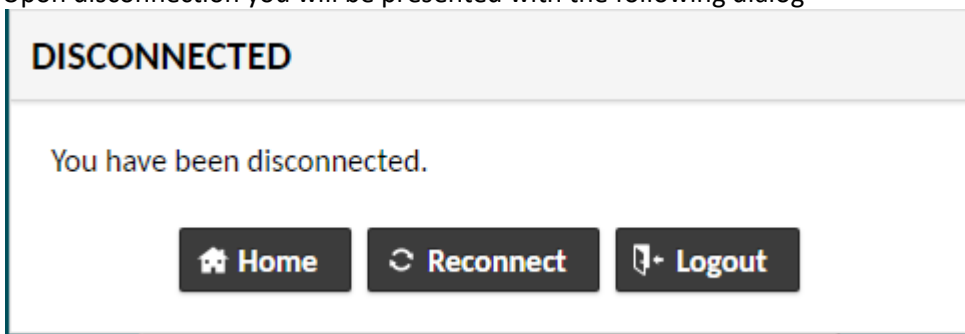
You will be automatically disconnected after a set period of time.

The test connection only supports one simultaneous user so if at first you don't succeed, please try again after a few minutes.

For the SAT Test SSH connection you will see the following screen



Upon disconnection you will be presented with the following dialog



- |           |   |
|-----------|---|
| HOME      | Will return you to the Connection Manager Screen. |
| Reconnect | Will attempt to re-establish the connection.      |
| Logout    | Will log you out of the Connection Manager.       |

# Electronic Course Materials

Delegates will be accessing Electronic Course Material throughout the course. To achieve an optimum learning experience, we recommend that delegates have access to a second screen in order to view their course materials separately from their main screen. Whilst we recommend that learners have access to a second screen it is not absolutely necessary, other alternative options can be considered for viewing the material.

Where a second screen such as a USB monitor or a second system are not available, a tablet or iPad would also suffice for reading the course material. Delegates can also be provided with the PDF version of the course materials prior to the start of the course so that they can print prior to attendance.