ReadyTech

Instructor-Led Portal

Student Guide

ILP – Student Guide

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Pre-checking your web browser, network connectivity, and Virtual Classroom

To verify your browser and network connection meet the minimum requirements to run an Instructor-Led training event with Virtual Classroom, we recommend you use the System Pre-check testing tool.

Supported HTML5 browsers are Chrome version 56+, Firefox version 44+, Opera version 43+, and Edge version 15+. Even though Safari can be used, there are a few issues that can occur due to the browser itself. Internet Explorer is not supported.

To perform a System Pre-check use this URL: https://bmc.instructorled.training/system-precheck

Simply select **Start test**.

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Pre-check

Attending an online training? Use this page to check the readiness of your system and network.

Passed

Repeat test

💻	**Remote lab** ✓	›

💻	**Virtual classroom** ✓	›

Details

Then select **Details**.

Pre-check details   ✕

Connectivity: Copy text
- **Venue**: Yes
- **Signaling**: Yes
- **Stream**:TURN, JServer

Screen resolution: 1920x1080
Microphone: Yes
Camera: Yes
Operating system: Windows 10
Browser: Chrome 120.0.0.0
Plugins: PDF Viewer, Chrome PDF Viewer, Chromium PDF Viewer, Microsoft Ec
Browser support: Yes

Close

> Note: It is important you're able to connect to a Venue server and TURN server. If error messages are displayed or a failure occurs, see the contacting support section of this guide .
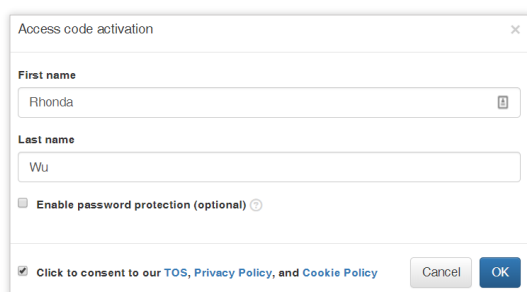
Logging in to the Instructor-Led Portal (ILP) with your access code

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

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://bmc.instructorled.training
2. (Optional) Set a **default language**.
3. Enter your **access code** and click **Continue** to activate your access code.

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**.
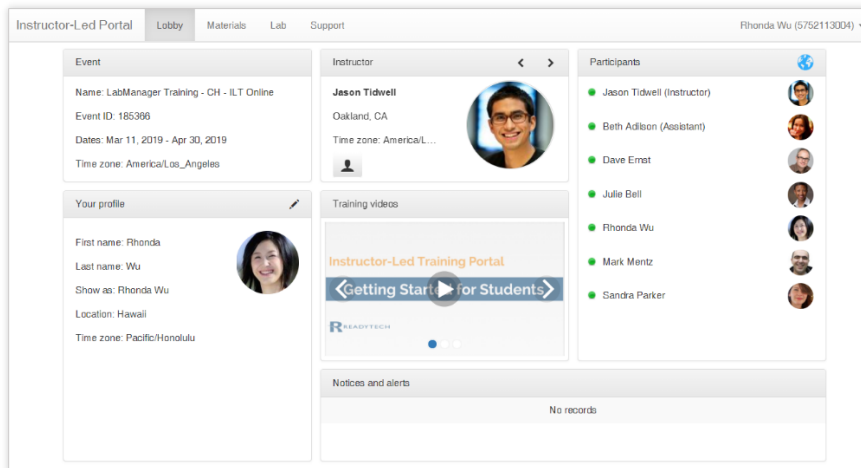
Using the Lobby page

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.

Editing your profile

We recommend completing 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. Agree to share profile information.
3. Enter **details** about yourself.
4. Select the **show** icon next to a field to share that information.
5. 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.

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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 **Preferences**.
3. Expand **Advanced options**.
4. Change desired settings and click **Save**.

Using training materials

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

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

- PDF
- 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.

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

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Joining the Classroom

Select the **Classroom** tab.

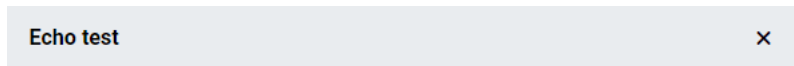Instructor-Led Portal   Lobby   Classroom   Library   Lab   Support
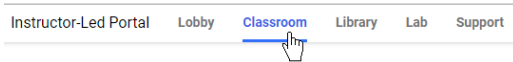
The instructor will open the classroom once class is ready to start for the day.

The classroom is closed
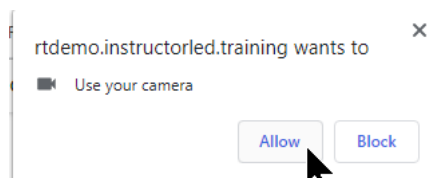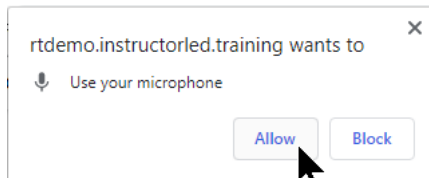You'll be notified when the instructor opens the classroom.

Perform an Echo test

Echo test   ✕

The echo test helps you check that you can hear others and be heard in the classroom by sending your audio to our servers and echoing it back to you.

Start echo test

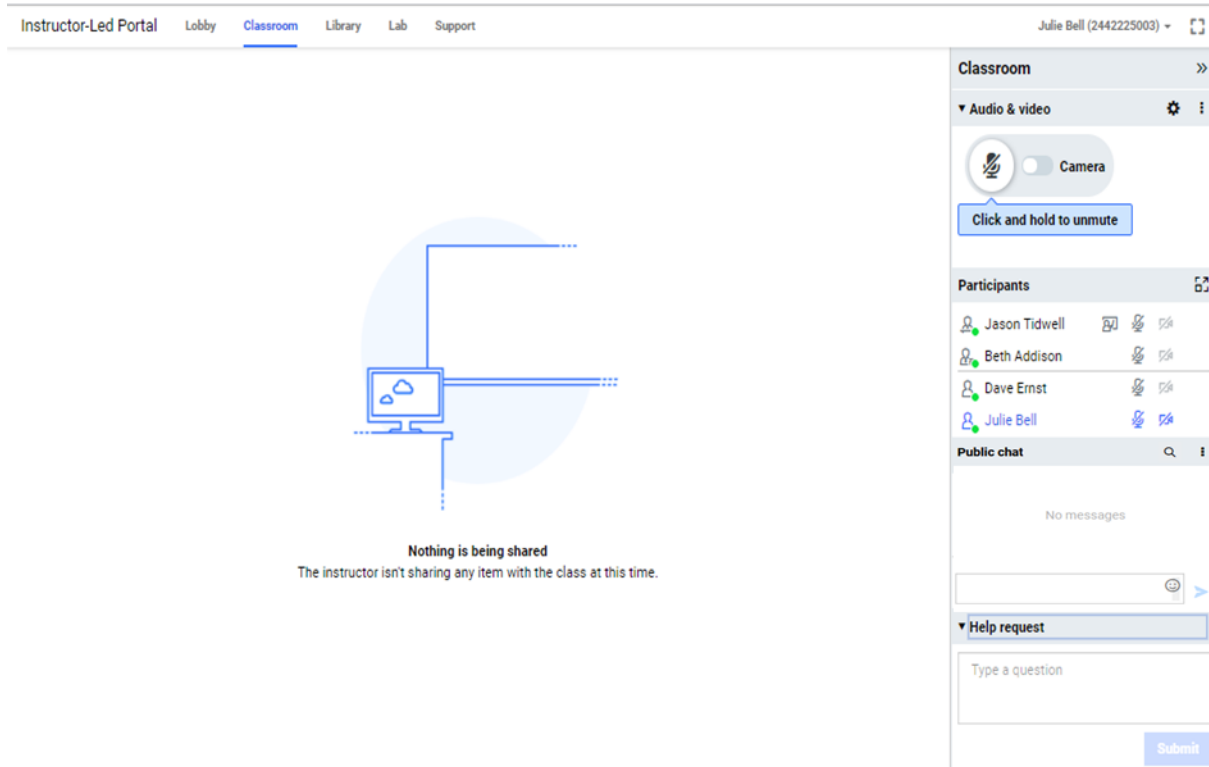Allow access to the microphone and webcam when your browser requests permission.

rtdemo.instructorled.training wants to   ✕
🎤   Use your microphone
     Allow   Block

rtdemo.instructorled.training wants to   ✕
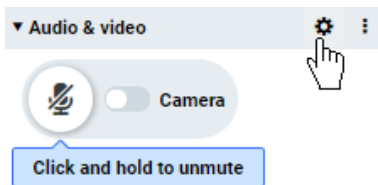📹   Use your camera
     Allow   Block

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Content shared by the instructor will be displayed in the main panel.

The Classroom panel contains the Audio & video panel, Participants panel, Public chat panel, and Help request panel.

Audio & video

The Audio & video panel is where you can enable or disable your microphone or webcam.
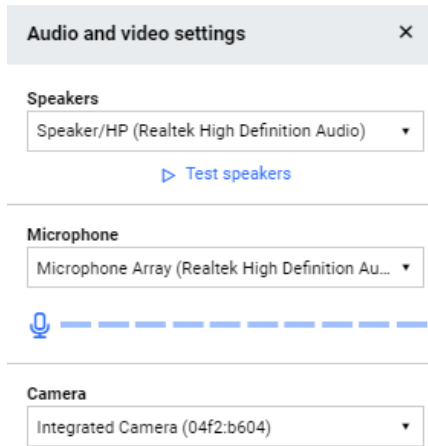
The settings icon will allow you to select the microphone and webcam you would like to use.

The vertical ellipsis will display dial-in information if the instructor has enabled dial-in access for the class.
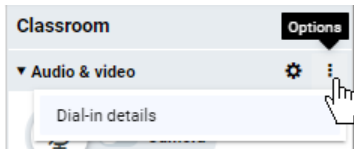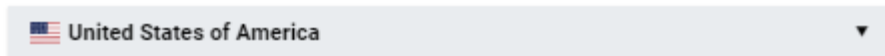

If you'd like to dial into the class, select your country or one that is closest to you to display the suggested phone number. When prompted, enter the event code and seat ID as shown in your Dial-in details.

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Participants

The Participants panel shows everyone in the class. The microphone and webcam icons next to your name shows their status of muted or unmuted and on or off.
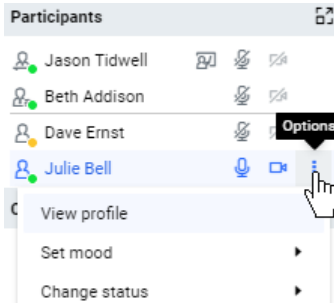
The vertical ellipsis next to your webcam icon allows you to show a mood icon to the class and toggle your status from online to busy.
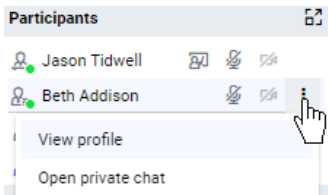
Selecting the vertical ellipsis for another person allows you to view their profile.

Public chat

A message entered in this area will be sent to the class.

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Help request

If you feel you need help from instructor, send a help request. Submitting a request will notify the instructor and place you in a Help queue. When the instructor is ready, they will contact you via a private chat or possibly a call.

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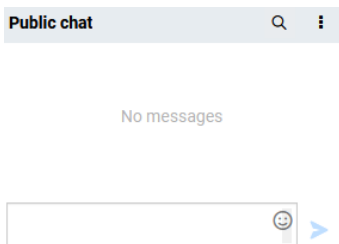
To connect to your remote lab, follow the steps below:

1. Click **Lab** from the navigation bar.
2. Click the **Connect to the lab** image from the Remote desktop panel.
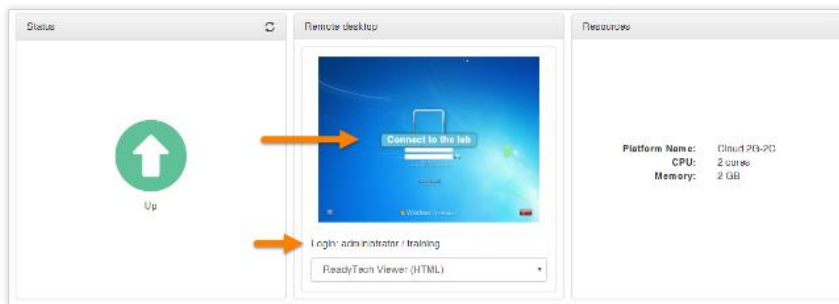
> The log in credentials for the remote lab are found below the Connect to the lab image.

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

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Managing your remote desktop

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

- Change display settings
- Send keyboard commands
- 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**.

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Using the Desktop actions menu

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

- Transfer a file to the remote system
- View action history

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

Transfer a file to the remote system

Use the Transfer file to remote systems command to send a file from your local system to your remote system.

To send a local file to your remote system, follow the steps below:

1. Click **Lab** from the navigation bar, then click **Actions**.
2. Choose **Upload file to remote systems…**
3. Select Browse to choose a file from your local system to upload.
4. Select your remote system.
5. Click **OK** to proceed.

> Only one file can be transferred at a time. To transfer multiple files, zip the files into a single file before transferring.

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…**

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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.