CloudShare Apprentice User Guide
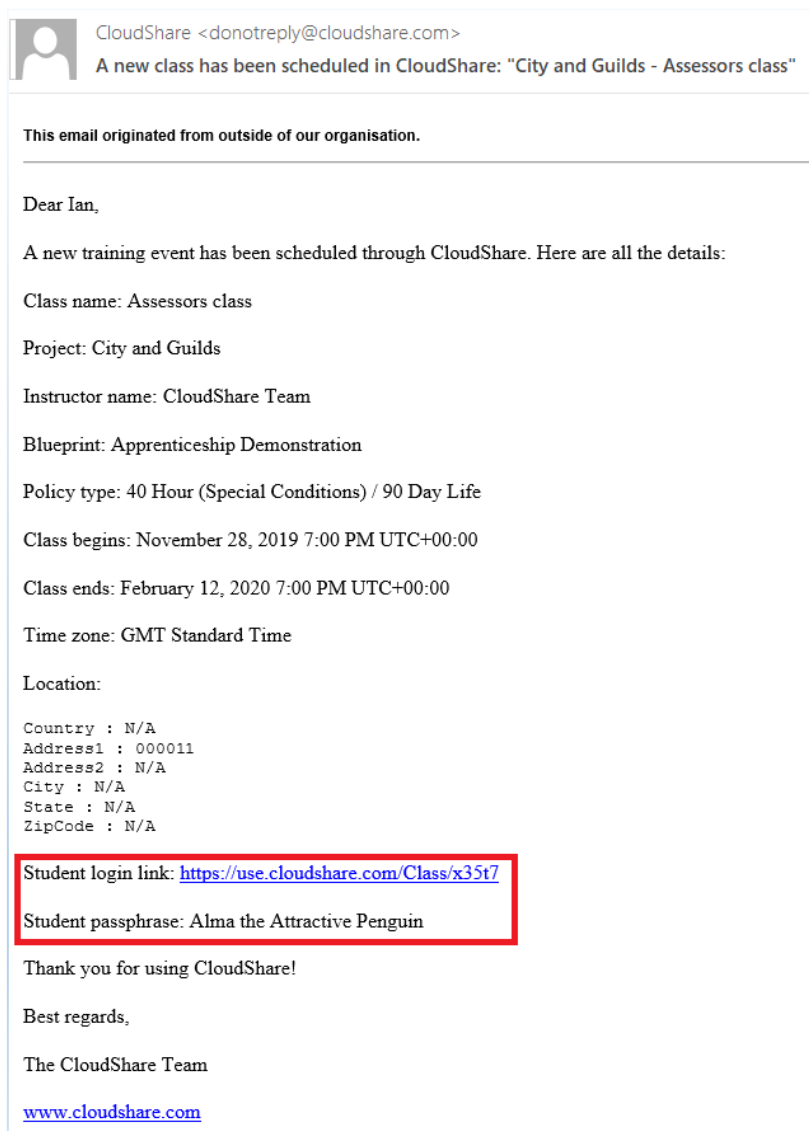
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This guide is aimed directly at helping apprentices login and use CloudShare to complete their assessment.

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Access Instructions

1. CloudShare will send you a welcome email with a Subject: **(A new class has been scheduled in CloudShare)**

   ➢ Please do not delete this email and keep it in a safe loaction.

2. Check the Class information and take note of the "**Student passphrase**".

   ➢ The screenshot below shows the class has been setup with an allowance of 40 hours and lasts upto 90 days from the dates shown. This example shows the candidate has 40 hours to complete the exam within the 90 day window period.
   ➢ **Note:** Image below is for example purposes only. Class access times and duration will be specefic to particular assessment being taken.

3. Once the class time/date begins you can click on the "**Student login link**".

CloudShare <donotreply@cloudshare.com>
A new class has been scheduled in CloudShare: "City and Guilds - Assessors class"

This email originated from outside of our organisation.

Dear Ian,

A new training event has been scheduled through CloudShare. Here are all the details:

Class name: Assessors class

Project: City and Guilds

Instructor name: CloudShare Team

Blueprint: Apprenticeship Demonstration

Policy type: 40 Hour (Special Conditions) / 90 Day Life

Class begins: November 28, 2019 7:00 PM UTC+00:00

Class ends: February 12, 2020 7:00 PM UTC+00:00

Time zone: GMT Standard Time

Location:

```
Country : N/A
Address1 : 000011
Address2 : N/A
City : N/A
State : N/A
ZipCode : N/A
```

Student login link: https://use.cloudshare.com/Class/x35t7

Student passphrase: Alma the Attractive Penguin

Thank you for using CloudShare!

Best regards,

The CloudShare Team

www.cloudshare.com

4. Enter your **email address**.
5. Enter the **Student Passphrase**.
6. Click "**Login**".

7. You will be navigated to your class. Once loaded the Overview page will show you the remaining time of the class and the available VMs (**Virtual Machines**).
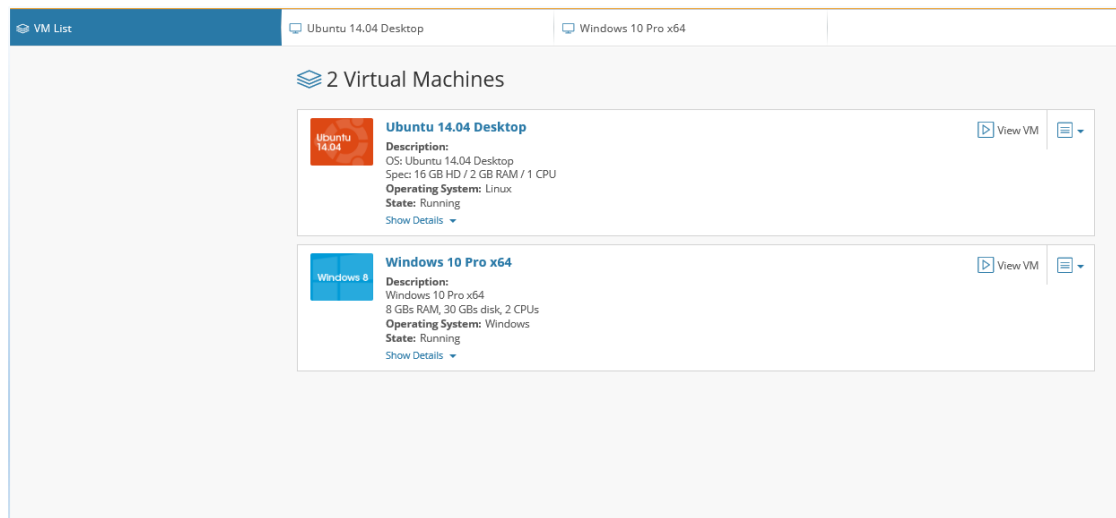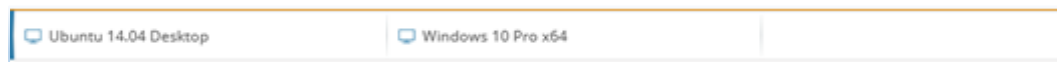

➢ Before you can start the assessment you will need to wait for the VM's to load. (**This may take a few minutes depending on your internet speed**)
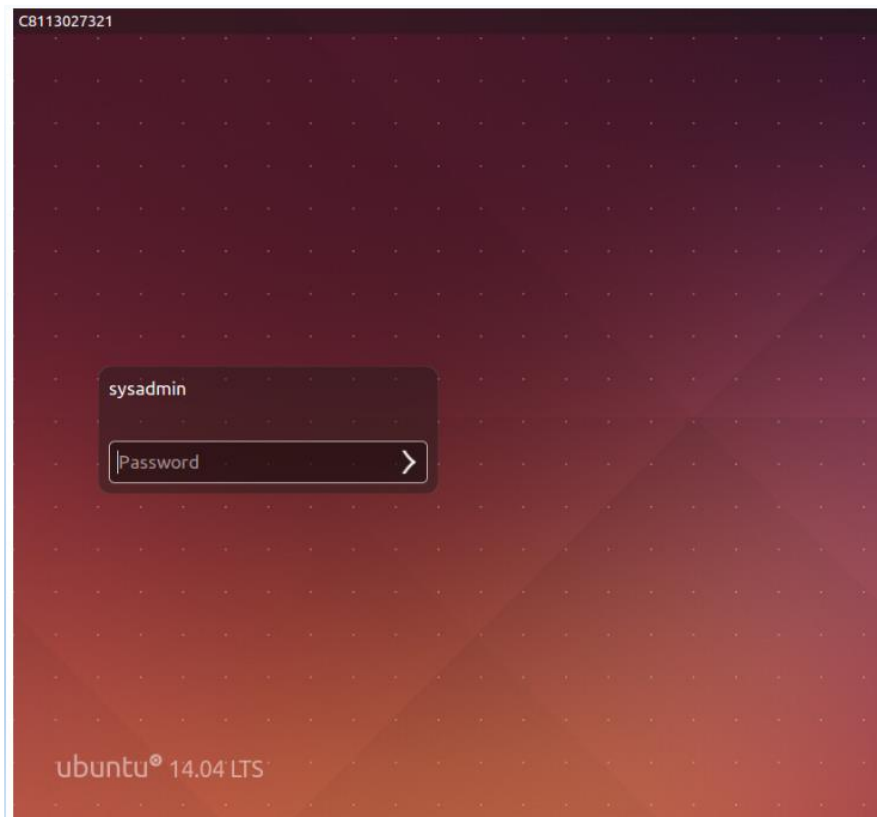
8. Select the "**VM List**" tab to check the descriptions of each VM.

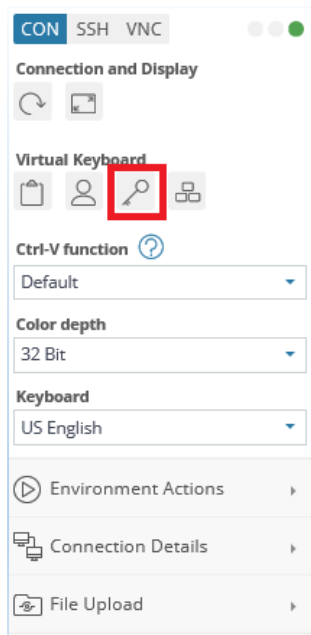9. Select a **VM** from the tabs to start the assessment.

10. You may find a **password** is needed to gain access to the VM. (**If not skip to step 11**)

> ➢ To gain access to a VM that is Password protected please follow the steps from **10.1**.
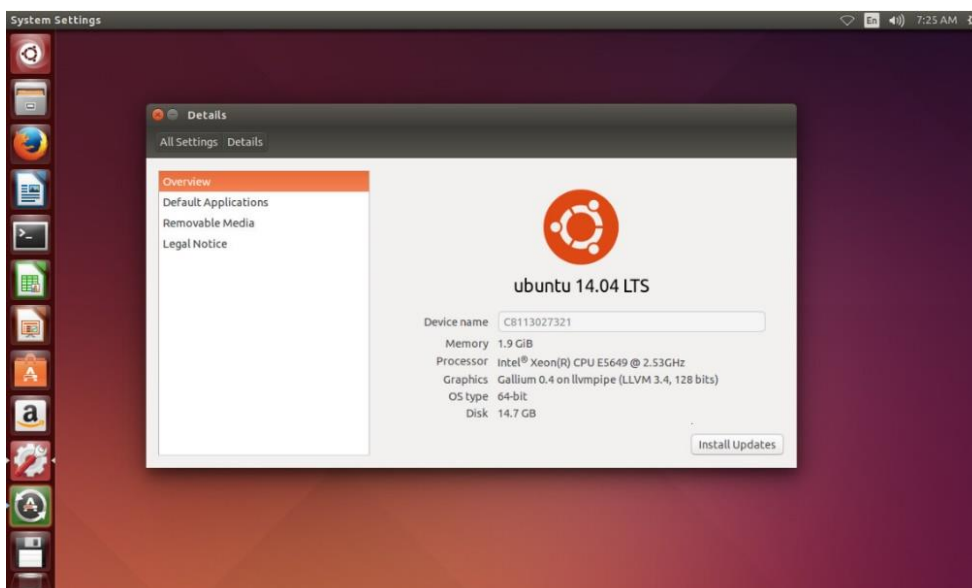
10.1   Under the "**Virtual Keyboard**" section in the action box click on the "**Key Icon**"
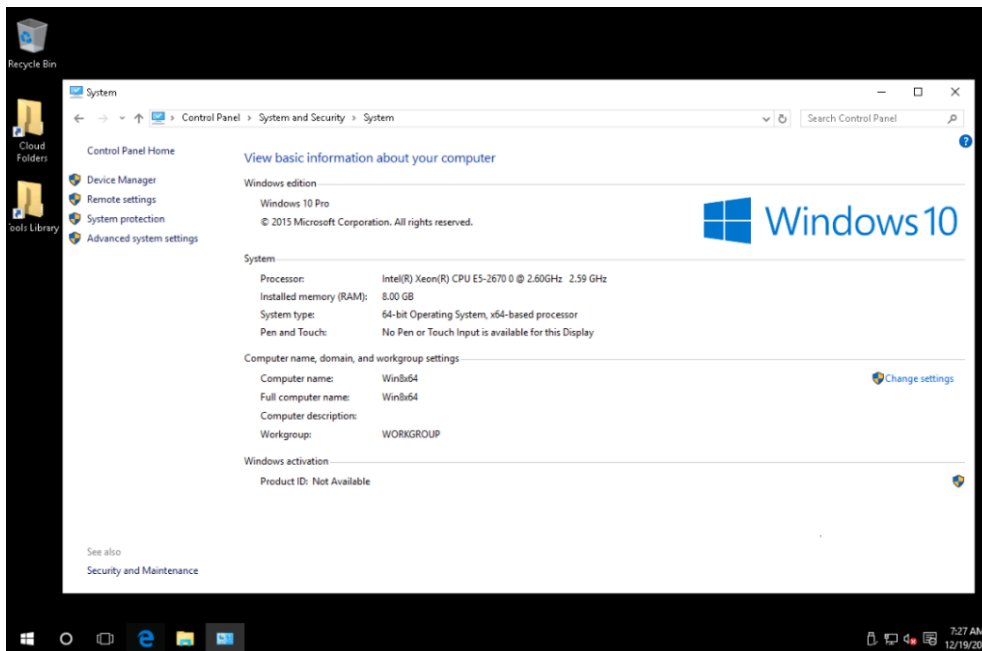

10.2   This will auto generate the password field allowing you to login.
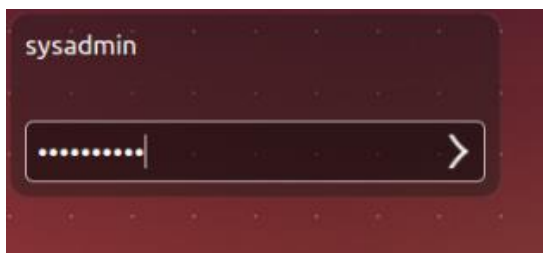

11   The VM will load and will mirror the operation system assigned to your assessment. The specifications and hardware as stated in the "**VM List**" Should also be the same.

> ➢ The CloudShare action box on the left hosts some useful tools which includes a helpful information hover bubble for each icon giving more detail about what each tool does.

12 To logout of the assessment click on the **Profile icon** in the top right corner and click "**Log Out**".
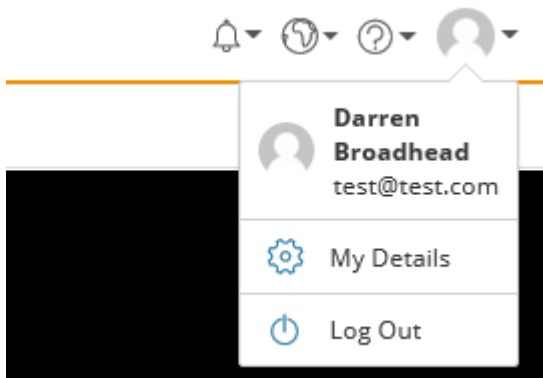
> ➢ Once you have logged out of your class, the time allowance will pause and will continue the next time you login.
> ➢ When you log back into your class all programs and documents that were left open will remain open and unchanged.

File evidence for your assessor

Evidence should show everything important you've been instructed to complete. To document this evidence you will need to take a screen shot of your work and save this on your local machine.

- ➢ To take a screen shot press the "PrtScn" key on your keyboard or you may have to press and hold the "FN" key whilst pressing "PrtScn".
- ➢ Save your screenshots in a word document or as a JPEG.
- ➢ If you are unsure where to save the evidence, check with your assessor.

Note: Before saving your file consider referencing the file name with the evidence included within. This will help your assessor understand what the evidence is when it comes to marking.

See examples below of how to reference evidence.

Untitled.jpg

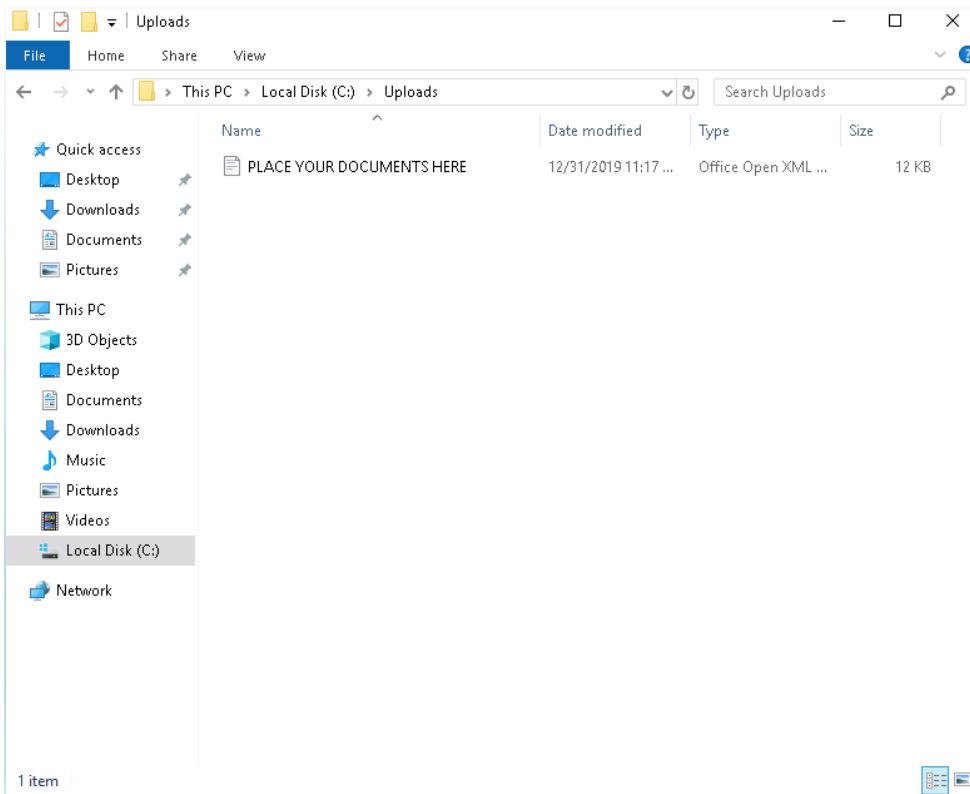Part 1 firewall configuration .jpg
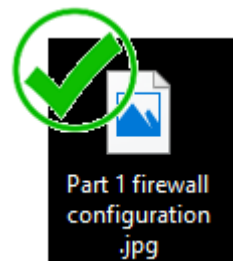
Note: If there are particular files you have created that the assessor may find useful you can use the File Upload tool In Cloudshare. All files uploaded will be placed in the Uploads folder of your Virtual Machine.
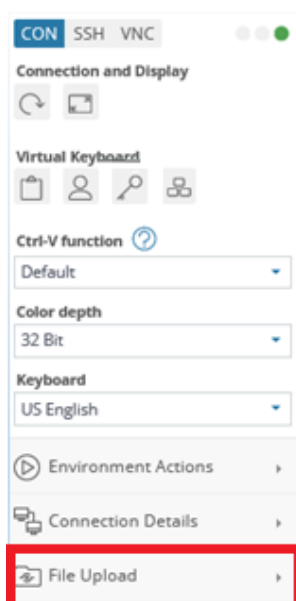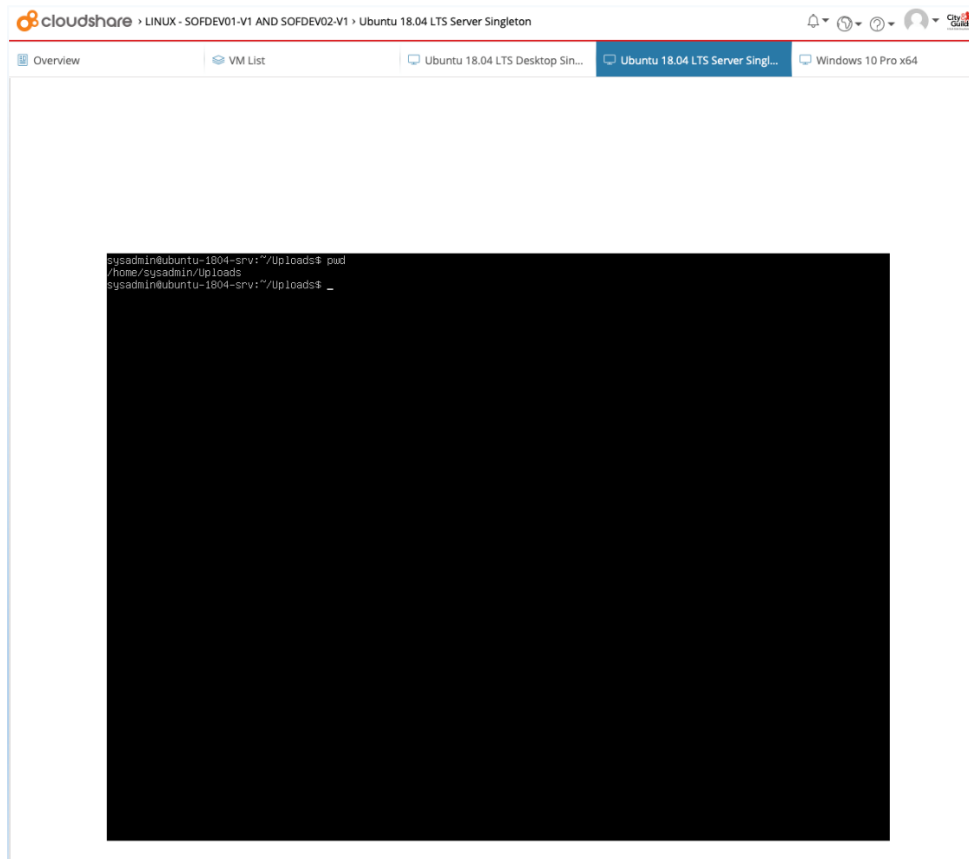
For the Ubuntu the folder is at **/home/Documents/Uploads**
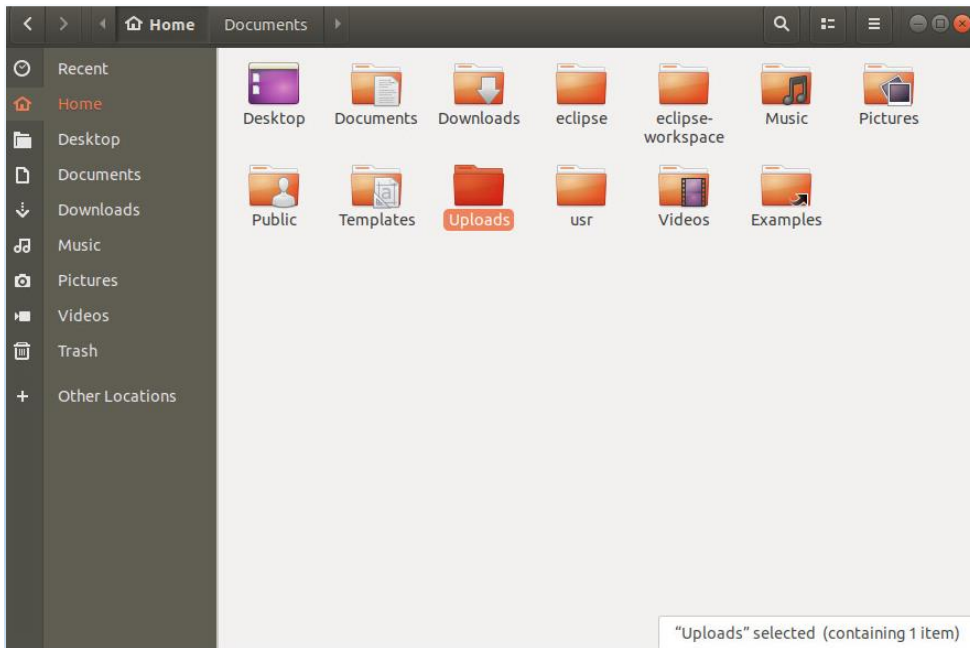
For Windows 10 the folder is in: **This PC/Local Disk (C:)/Uploads**.

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For the Ubuntu server system the folder is at **/home/sysadmin/Uploads**

Note: There is a maximum upload limit of 50MB per file. If your file is larger than 50MB you will need to reduce the size before uploading.

Note: Not all uploaded files will be recognised by the virtual machine as the program that would run these files may not be installed. The virtual machine may try to use another program already installed to try and open the uploaded file.

CloudShare Apprentice user video

This video will help you understand how to use CloudShare.

Click here to open the CloudShare apprentice user video in your browser.

Help and Support

If you are experiencing difficulty or technical issues please contact our Customer Service team on (0844 543 0033) or email us at: learnersupport@cityandguilds.com.

If you are a training provider, please contact our Centre support team on: (0844 543 0000) or email us at: centresupport@cityandguilds.com.