



Central Community College – Instructional Terminal Services – FAQ

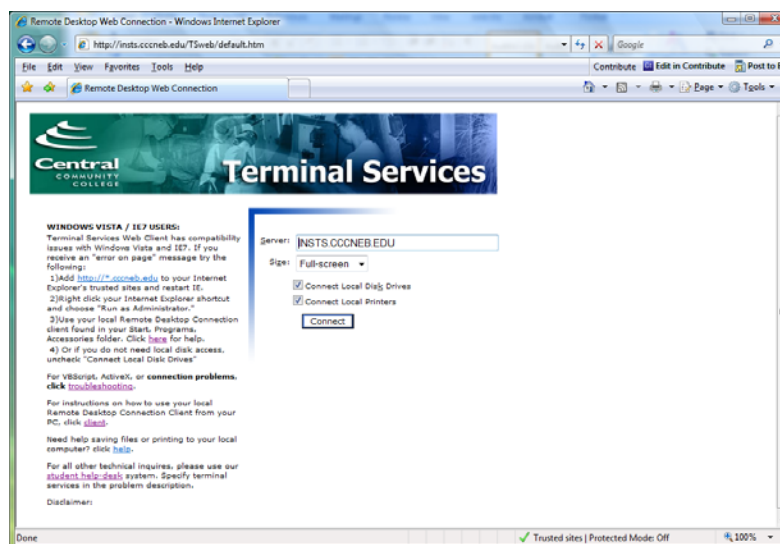
The Instructional Terminal Services (INSTS) is a remote application delivery tools providing both on and off campus students access to a large variety of software without ever setting foot on campus. INSTS is available 24 hours a day, 7 days a week. All you need is your instructional username and password.

So how do I get started? You have two options. You can use INSTS's Web Client or the Remote Desktop Connection Client that comes standard with your computer. Let's first take a look as the Web client.

If at any time you have troubles getting connected, please use our student helpdesk system and mention INSTS in the subject body. <http://www.ccnneb.edu/helpdesk/>

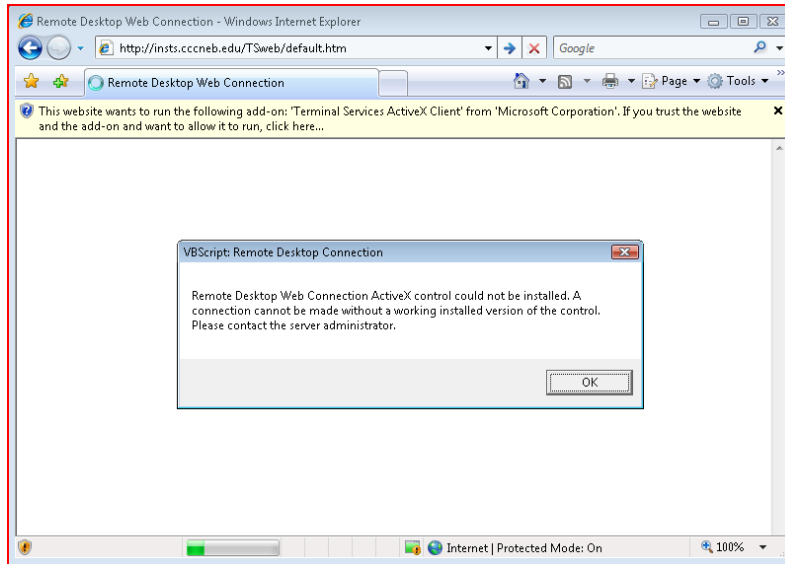
(INSTS Web Client) – Internet Explorer supported only

Open your IE browse to Central Community College's website, <http://www.ccnneb.edu> and click on the "MY CCC" tab. Click on the "Students Online" link on the left navigation bar, then scroll down and click on the "Instructional Terminal Services" link in the middle of the page. This will bring you to the main INSTS web client that looks like this:



On the left you will find helpful announcements and links to additional troubleshoot pages. You will also see the server you will be connecting to, the screen size selection, and local disk drives and printer's connection options.

The INSTS web client requires a Windows ActiveX client install approval so you may receive a popup message that looks like this:



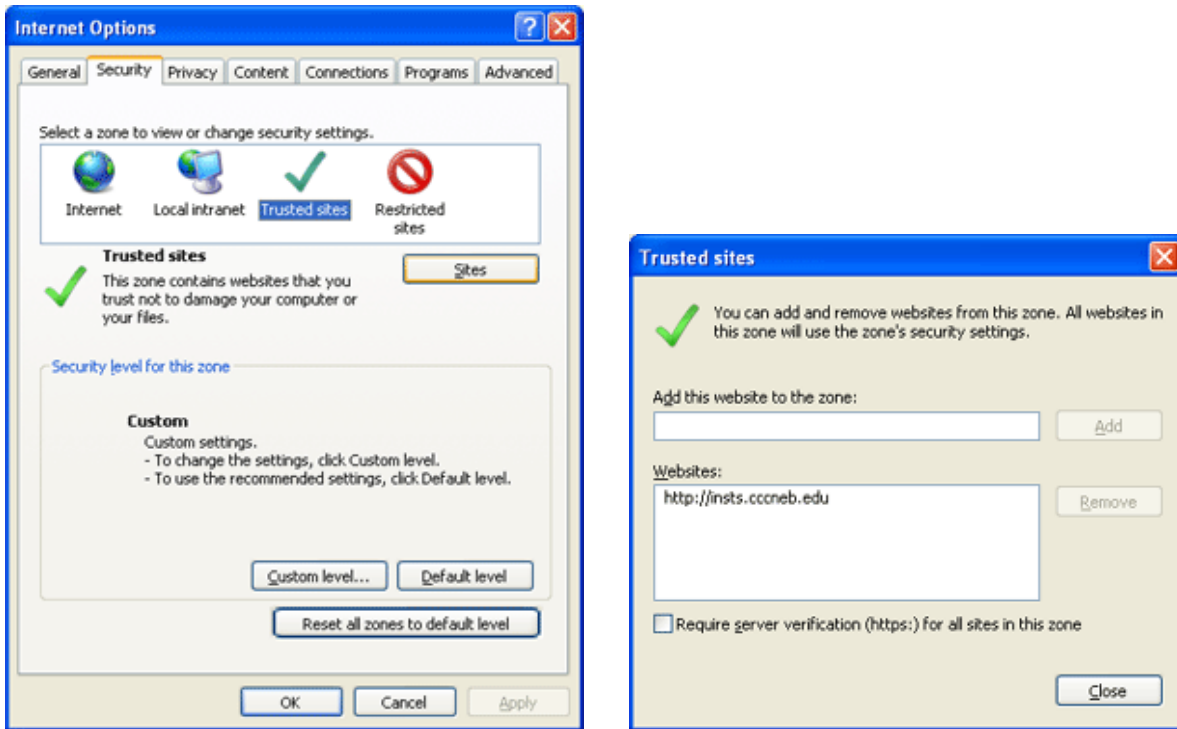
Click OK to the message and then click the IE pop-down message “This website wants to run the following add-on” and click “Run ActiveX Control”.

Click the “Connect” button and if everything is configured right, it should bring you to the server’s login prompt. You may receive a confirmation popup message asking if you trust the computer you are connecting to. Click YES. The login screen should look like this:



Enter your INS username and password and make sure INS is selected in the “Log on to:” box and click OK. If you have never logged in before, you may experience a bit of a wait before the desktop comes up.

If you are unable to connect or you receive an error on page message when you click “Connect” you may have to add the website as a trust site. Click on your Internet Explorer’s Internet Options under the Tools menu. Click on the Security Tab then the Trust Sites check mark. Click the Sites Button.

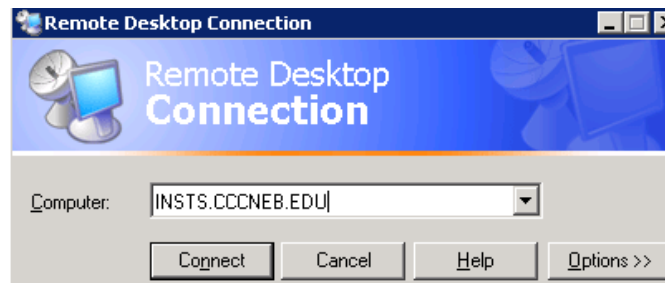


In the Trust sites windows, type the following into the “Add this website to the zone:”
http://insts.ccnneb.edu then click Add. The “Require server verification” box must be unchecked to allow the add. Click the Close button then OK. Restart your Internet Explorer and try it again. **If you still can’t get connected, then you must use your local Remote Desktop Connection Client that comes with your computer.**

(Remote Desktop Connection Client) – Windows XP/Vista, downloads available for Win98/2000/MAC

(Windows XP)

Execute the Microsoft Remote Desktop Connection Client from your Computer’s Start Menu, All Programs, Accessories, Communications folder. Type the server name “INSTS.CCCNEB.EDU” into the Computer: box.



Click the Options >> button. Under the local Resources tab, check the local devices boxes to enable your local printers and disk drives to be accessible from the server.



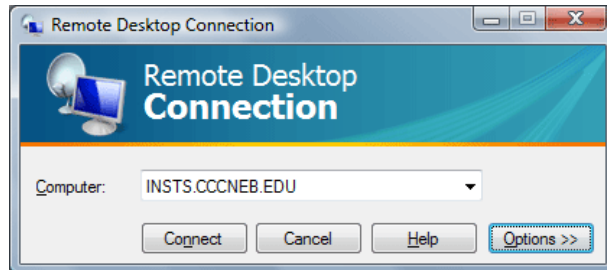
Then click the “Connect” button.



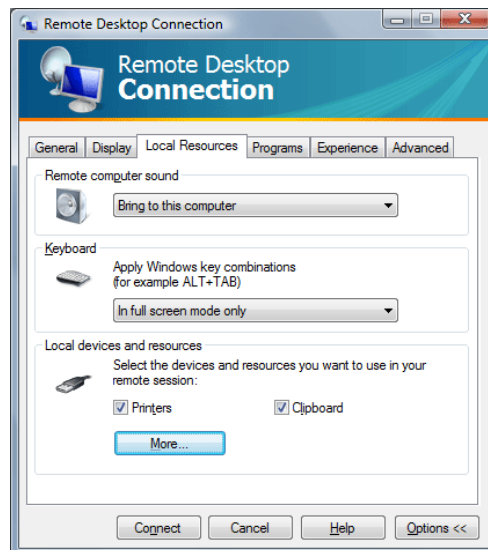
Enter your INS username and password and make sure INS is selected in the “Log on to:” box and click OK. If you are unable to connect or you receive an error on page message when you click “Connect” please submit a student helpdesk at <http://www.cccneb.edu/helpdesk>.

(Windows Vista)

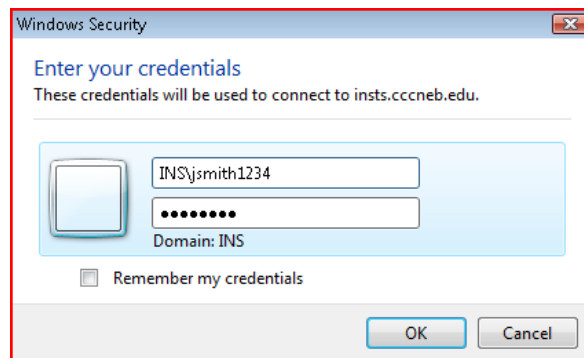
Windows Vista comes installed with an updated version of the Remote Desktop Connection Client so some of the screens are different. Execute the Microsoft Remote Desktop Connection Client from your Computer's Start Menu, All Programs, Accessories folders. Type the server name "INSTS.CCCNEB.EDU" into the Computer: Box. Click the Options >> button



Under the Local Resources tab, check the local devices boxes to enable your local printers and clipboard to be accessible from the server.



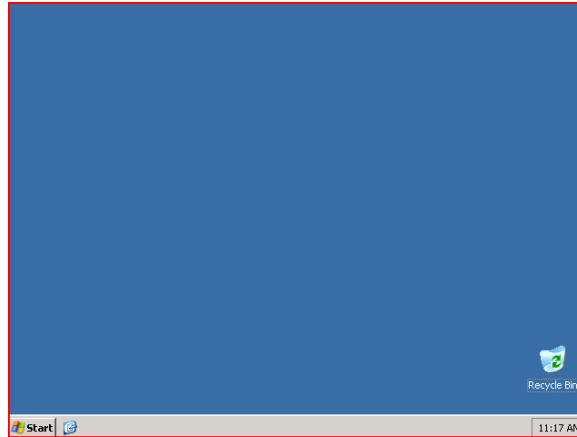
Click the More... button. Check the drives boxes to enable your local disk drives to be accessible from the server Click OK and then Connect to login



Enter your INS username and password. You must add INS\ before your username so it knows you are logging into the INS network. If you are unable to connect or you receive an error on page message when you click "Connect" please submit a student helpdesk at <http://www.ccneb.edu/helpdesk>.

(INSTS Desktop Experience)

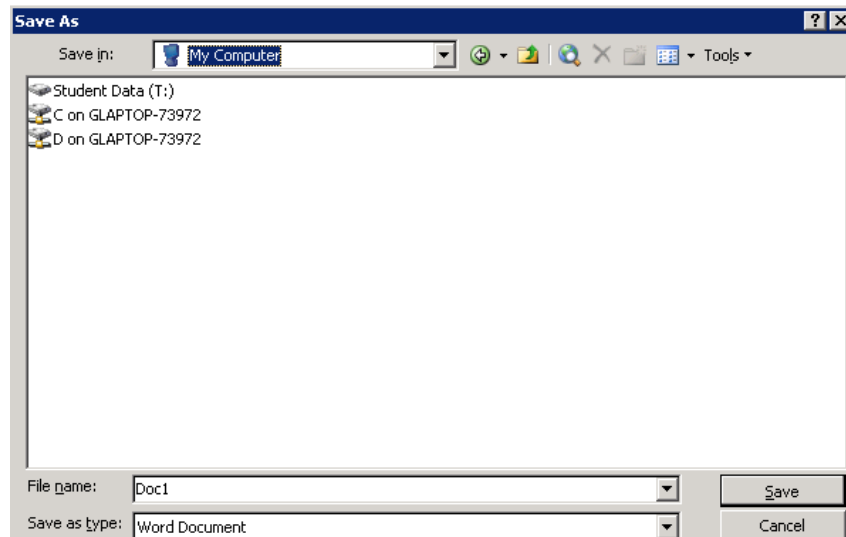
Congratulations! You got connected to the Instructional Terminal Server. You now have access to various applications found in the Start Menu. Use this server to complete your homework and assignments. If you get disconnected for the server, don't worry, your session is still active on the server. Once you reconnect, you programs and documents will still be running. This only way you are truly disconnected is if you click the Start, Log Off button.



(Local Resources) – Disk drives and Printing

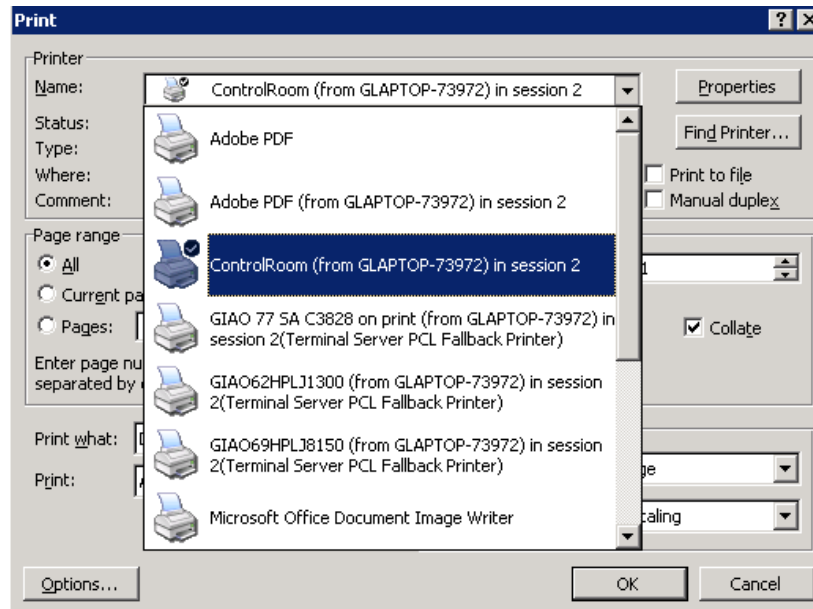
(Disk Drives)

If you enabled local disk drives and want to save a file to your local disk drive or USB drive, Click the Save in: drop down arrow and choose My Computer, you will see the drive labeled "C on COMPUTERTNAME". C is my local drive letter and GLAPTOP-73972 is my computer's name. Yours will look similar based on your computer name and how many disk drive you have. If your USB thumb drive is D on your local computer then you would choose "D on Computertname". **Caution: The MY Documents in the Save in drop down is *not* your local MY Documents. Always use the My Computer unless otherwise instructed.**



(Printing)

If you enabled printers and want to print to your local printer, click the printer drop down arrow and you will see a list of both server side printers and your local printers. Your local printers will have (from Computername) in the name. For example above, my printer is named ControlRoom and my Computername is GLAPTOP-73972. We apologize if your printer is not listed, it is because the server was unable to find a suitable driver for your printer.



That's IT!

If you have any troubles getting connected to the Instruction Terminal Server. Remember to use our student helpdesk system <http://www.cccneb.edu/helpdesk> and include INSTS in the subject body. If you are having problems with a particular program or completing assignments, contact your instructor first before using the helpdesk.