

# Remote Teaching Centre Service

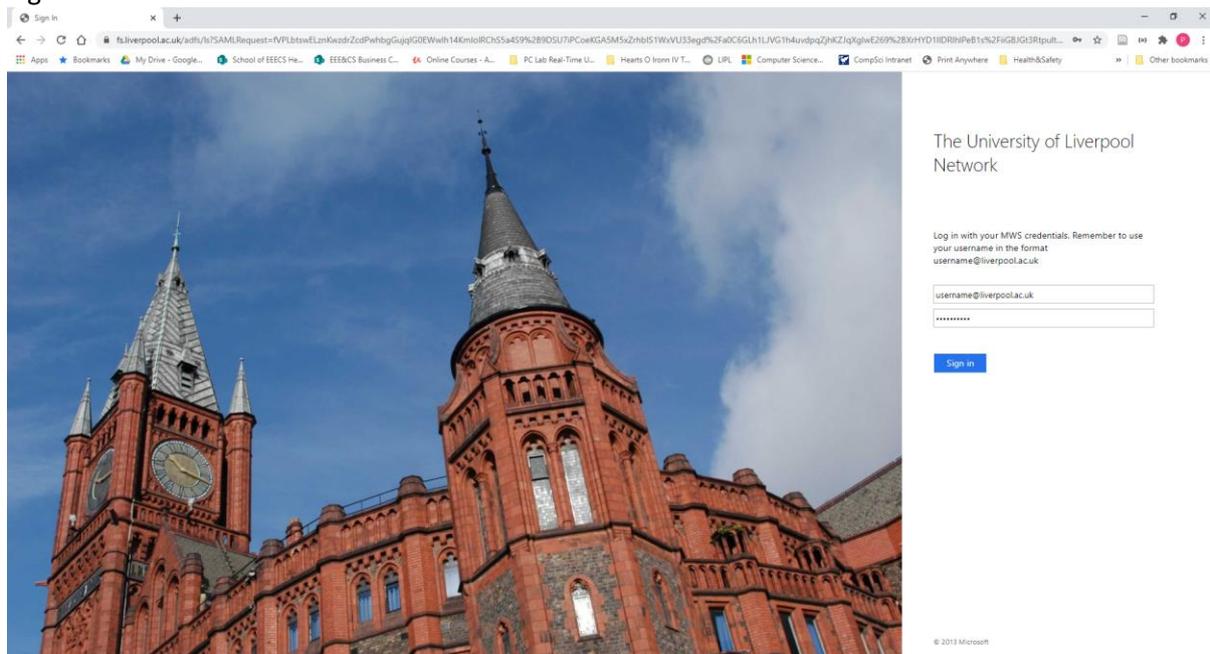
## PLEASE NOTE:

This method assumes you have the “Duo” app installed on your mobile device. This is a “Two-Factor Authentication” app.

Go to <https://guide.duo.com/enrollment> and follow the instruction of how to enroll.

- Type the link <https://remotetcs.liverpool.ac.uk/> into a web browser.
- You will be directed to the University of Liverpool Network

Fig 1.



- Login with your University credentials

Fig 2.

Choose an authentication method

Duo Push RECOMMENDED [Send Me a Push](#)

Passcode [Enter a Passcode](#)

Remember me for 14 days

[What is this?](#) [Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)

Powered by Duo Security

- Click “Send Me a Push”
- You will be prompted on your phone to take action
- Click Approve

Fig 3.

Sign in

<https://remotetcs.liverpool.ac.uk>

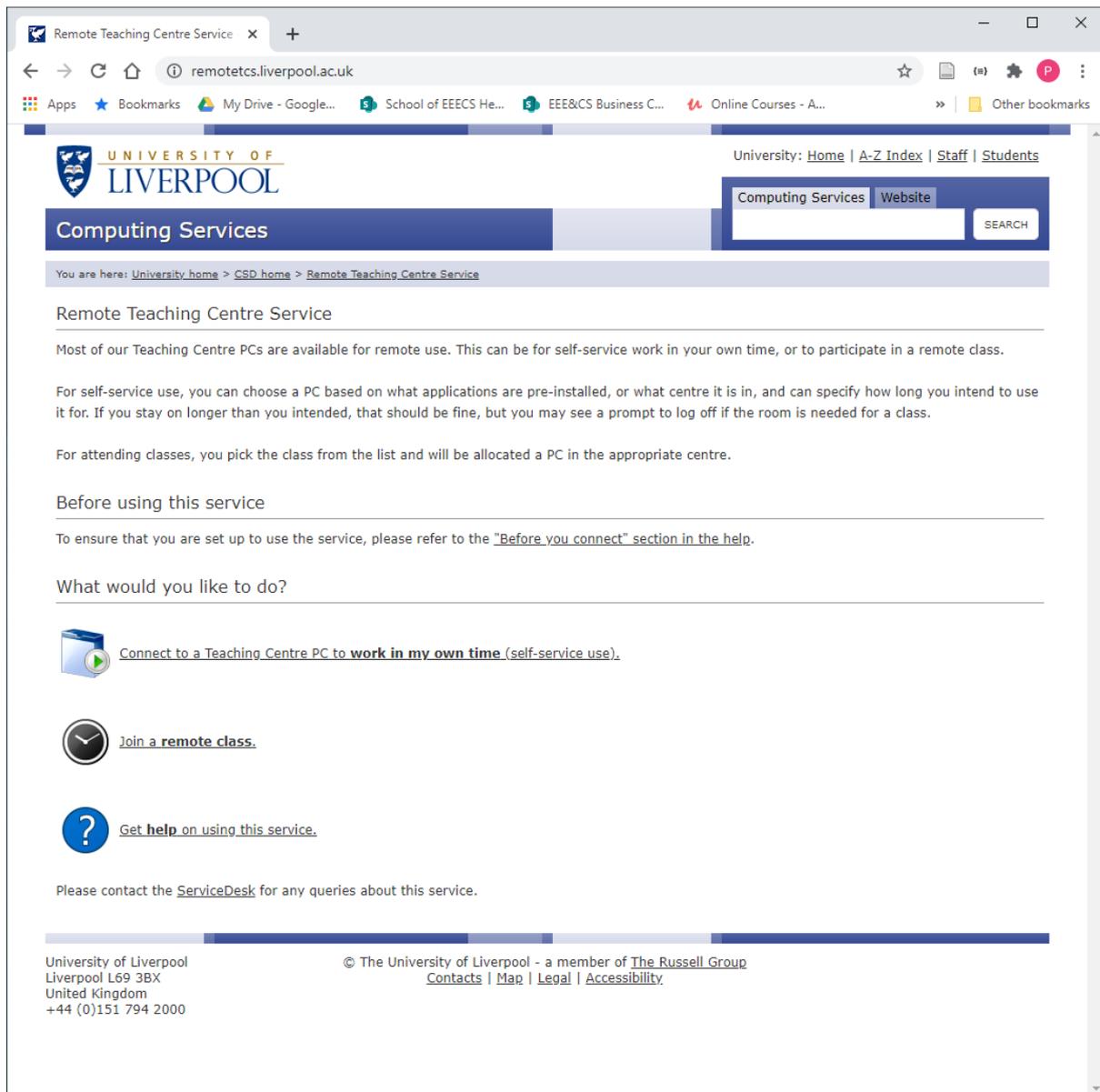
Username

Password

[Sign in](#) [Cancel](#)

- Enter your University username and password (the “@liverpool.ac.uk” is not necessary)

Fig 4.



- Click “Connect to a Teaching Centre PC to work in my own time (self-service use).”
- You should be prompted for your username and password (Fig 2.)

You will now be presented with the following screen (Fig 5a – 5b.)

Fig 5a.

The screenshot shows a web browser window with the URL `remotets.liverpool.ac.uk/self-service.php`. The page header includes the University of Liverpool logo and navigation links for Home, A-Z Index, Staff, and Students. A search bar is present with 'Computing Services' and 'Website' tabs. The breadcrumb trail reads: University\_home > CSD\_home > Remote\_Teaching\_Centre\_Service > Self-Service.

### Remote Teaching Centre Service

#### Self-Service Use

Teaching Centre PCs may be available for self-service use, so long as they are not involved in a booked class (whether in-person or remote), and so long as they are not at risk of someone trying to use them in-person.

What do you want to do?

Usage Type:

- Use **any** Teaching Centre PC.
- Use a PC with the following **application** pre-installed:  
Choose an application
- Use a PC in the following **centre**:  
George Holt : George Holt Lab 3 (GHL3)

Options:

I need to use the PC for:  
At least 2 hours

- Give me a PC I **haven't used before**.
- I'm trying to **reconnect** to an existing session.
- I am a **Lecturer**; I need to connect to the lecturer's PC to test something.  
Use the following lecturer's PC: N/A

REQUEST PC TCRDPMenu : 3.7.6

[See here for help using this service.](#)

Please contact the [ServiceDesk](#) for any queries about this service.

Notes:

- Click the radio button "Use a PC in the following centre:"
- From the drop-down list, select a teaching centre (for example: George Holt Lab 3 (GHL3))
- Click "REQUEST PC" (Fig 4a. to Fig 4d.)

Fig 5b. shows the "Notes:" on this web page.

Fig 5b.

Notes:

- Requesting a PC will take a few seconds. This is to ensure that the PC we allocate has picked up on the fact that we've given you rights to connect to it. Please be patient when requesting a PC.
- When choosing "any Teaching Centre PC", you will have access to the applications that are pre-installed in all centres, whatever else is pre-installed in the centre we happen to pick for you, and also any applications available for self-service installation via Install Uni Apps. In rare cases, specialist applications will not be available because their license prevents remote use, or they require graphics card features that do not work in a remote session.
- For this reason, the applications list above contains only applications that are large, or are not available in Install Uni Apps for some reason. Any apps that are trivial to install should just be installed from Install Uni Apps if needed.
- Choosing a particular centre is useful if you need multiple applications that you know are pre-installed together in that centre, or if you know that a particular application is better suited to the hardware in that centre.
- The system will try to allocate a PC for you that is available for at least as long as you indicate. A PC becomes unavailable if it is in a room that is about to be used for a booked class, or if it is in a room that is about to open to in-person use and the PC still has a keyboard attached. You will be prompted to log off if either of those situations applies. In the event of an upcoming booking, logoff will be forced if necessary.
- If there are no PCs available for as long as you indicate you need, you will be allocated a PC with less time available, rather than allocating no PC at all. The next page will indicate if this has happened, and how long the PC it has allocated is available for. (It will always be at least an hour.)
- By default, the system will try to provide you with a PC that you have used recently, as you'll log in faster and your settings will be already present. However, if you have had your profile reset by the Service Desk, they will advise you to use a PC you have not used before for your next login, to ensure that you get a new profile created. This is what the "Give me a PC I haven't used before" option is for. You can also use this option if you are allocated a PC that is faulty in some way (please report such cases to the service desk so that we can fix it).
- To allocate a PC for you, the system looks for PCs that meet your criteria, are currently powered on, and are not currently in use. Rebooting may cause the PC to be considered powered off for a minute or two, and if you just closed the session then the PC is still in-use. These things would normally prevent you from being allocated the same PC again. The option "I'm trying to reconnect to an existing session" overrides these checks, and will allocate a PC that appears powered off (so long as it was seen to be powered on within the past few minutes), or in-use (so long as it is in use by your username).
- NB, if you closed the remote session without logging off, the system will log such sessions off automatically after 5 minutes.
- The option to connect to a lecturer's PC is intended to allow a lecturer to test things out on the lecturer's PC well in advance of needing it for a class. As with the use of lecturer's stations during a booking, use of this service is logged, and we can see who uses this option. This should be combined with having picked a specific centre (the one where the class will be held). Centres that are not bookable will not usually have a lecturer's PC.

The following screen shots, Fig 6a. – 6e., allow you to connect to the available system, and give general instructions of how to connect. As stated in these instructions different browsers may display this in a different way.

Fig 6a.

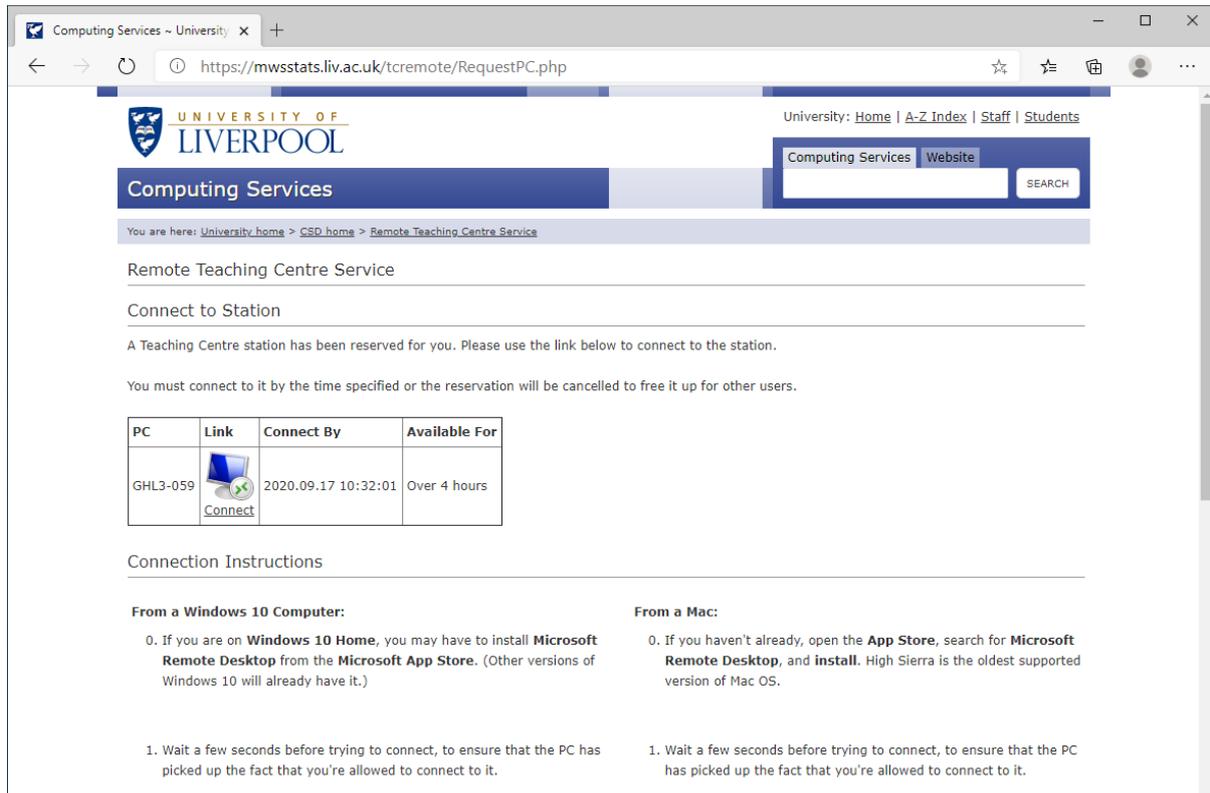


Fig 6b.

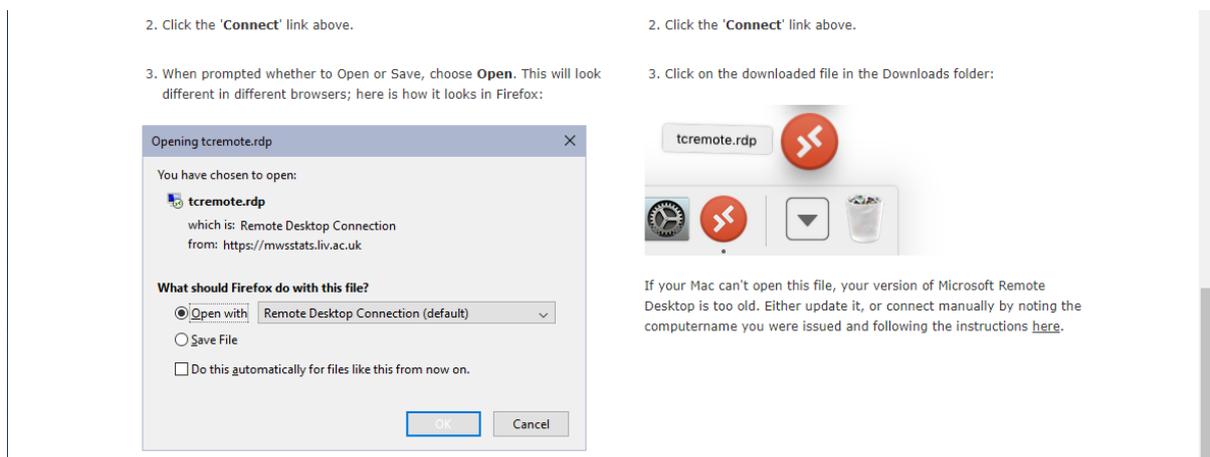
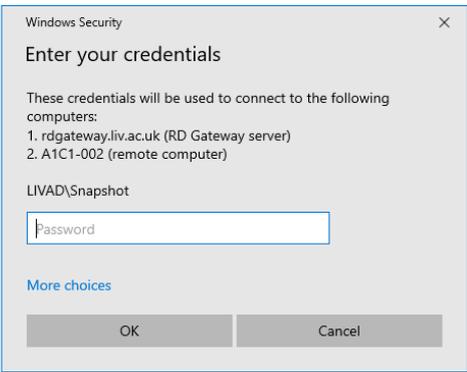
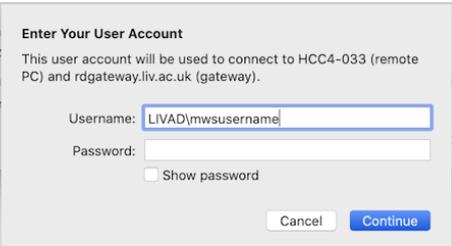


Fig 6c.

4. The credentials dialog opens. Enter your password and click OK.



4. The credentials dialog opens. Enter your password and click Continue.



5. A Remote Desktop session starts on the assigned Teaching Centre computer.

6. **When you are finished**, and want to disconnect, run the "Log Off" shortcut on the remote computer's desktop.

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If you have problems following the above instructions, see [here](#) for more detailed help using this service.

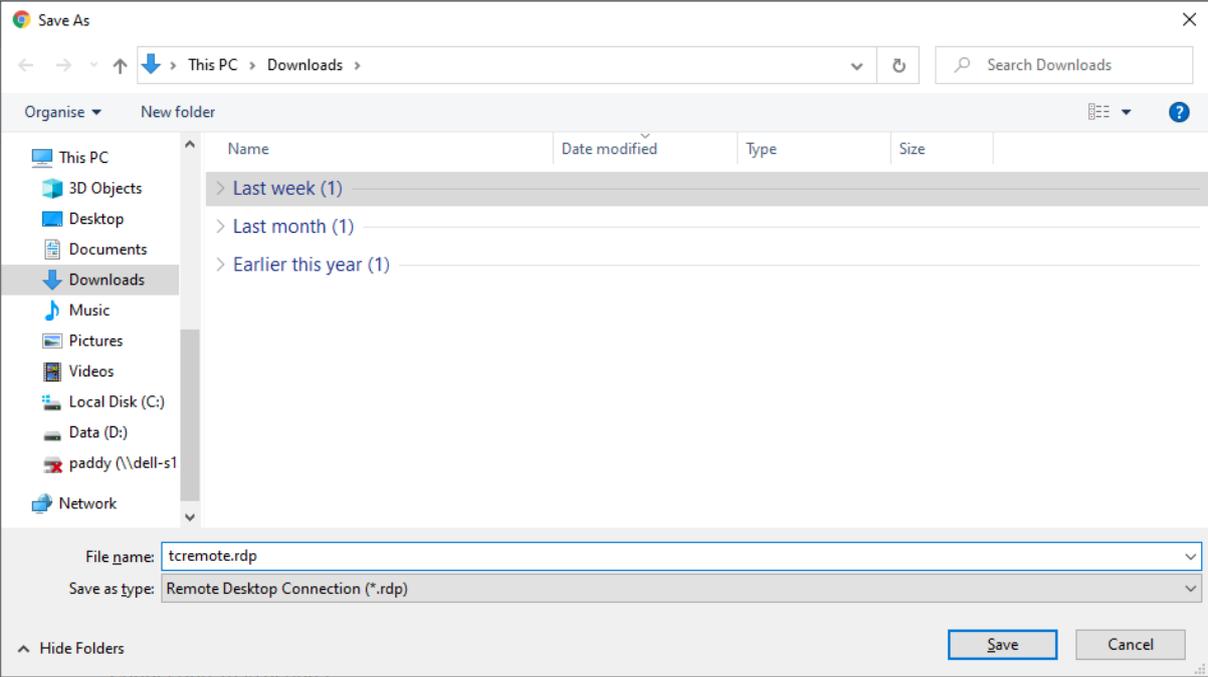
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- Click "Connect" (Fig 6a.)

Fig 6d.



Save As

This PC > Downloads >

Organise New folder

This PC  
3D Objects  
Desktop  
Documents  
Downloads  
Music  
Pictures  
Videos  
Local Disk (C:)  
Data (D:)  
paddy (\\dell-s1)  
Network

Name	Date modified	Type	Size
> Last week (1)			
> Last month (1)			
> Earlier this year (1)			

File name: tcremote.rdp

Save as type: Remote Desktop Connection (\*.rdp)

Hide Folders

Save Cancel

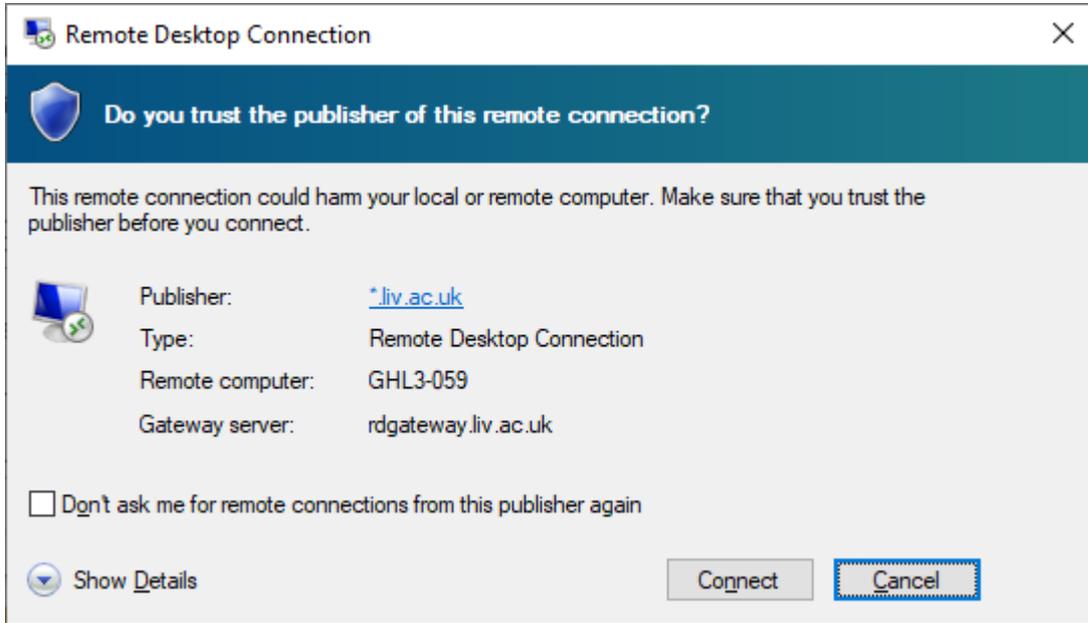
- Save the "tcremote.rdp" file (Fig 6d.)

Fig 6e.



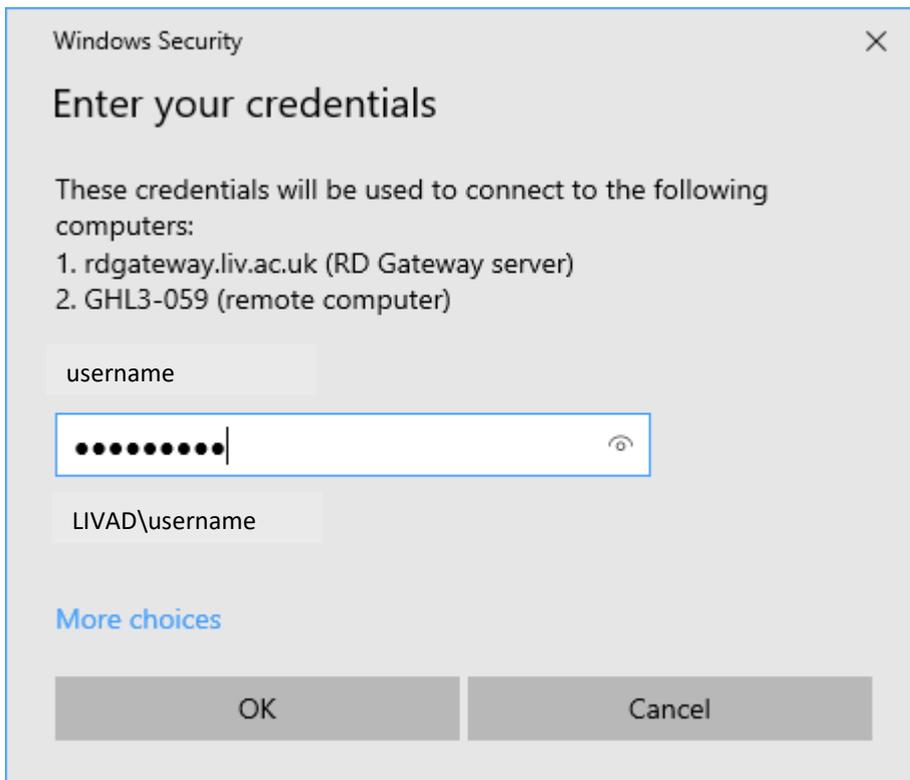
- Click “Open file”

Fig 7.



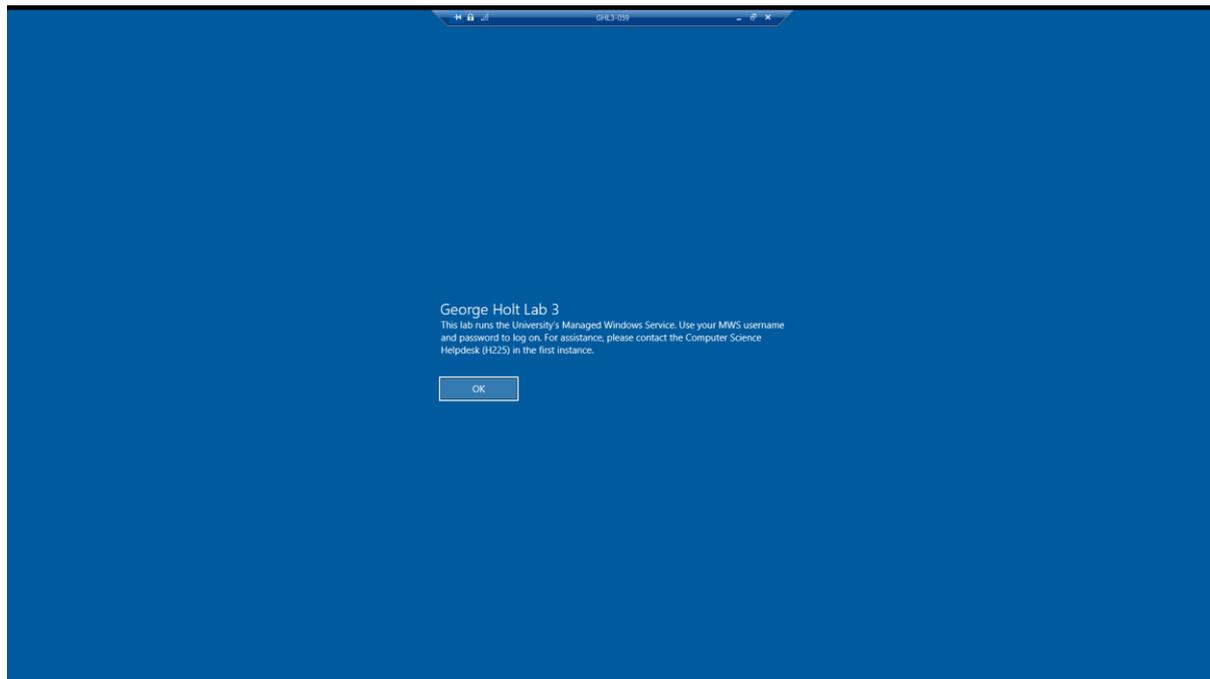
- Click “Connect”
- On the next screen (Fig 6.), type in your password, then click “OK”

Fig 8.



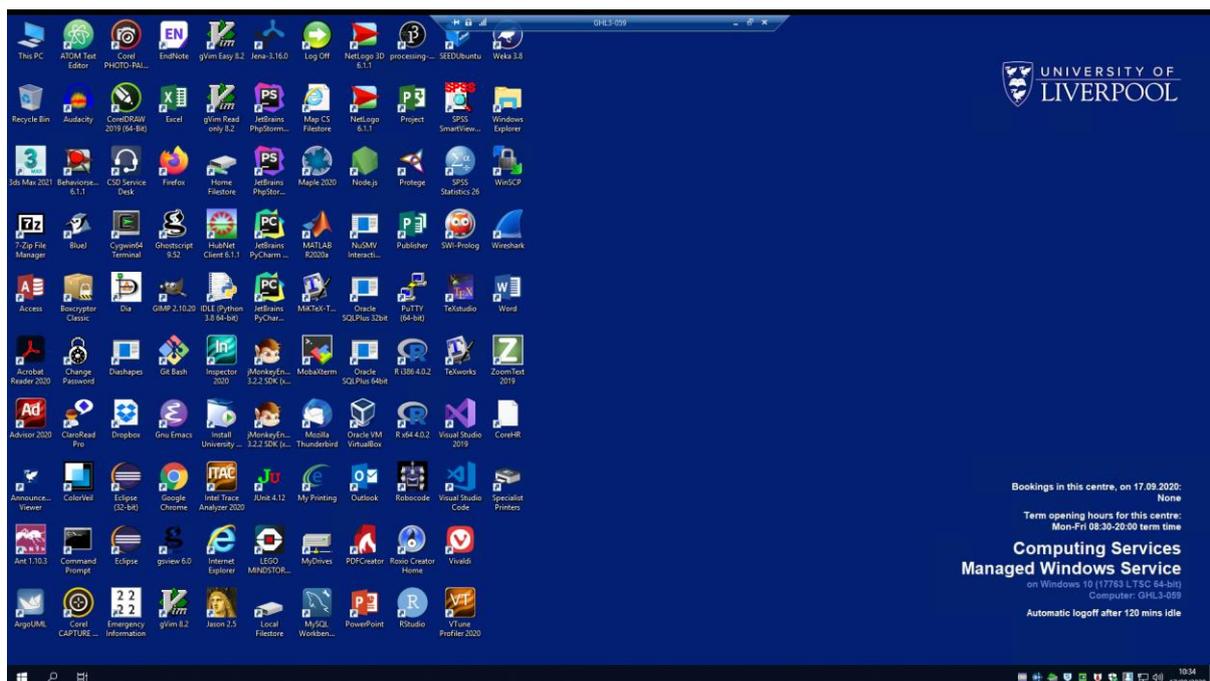
You will now be presented with the following screen (Fig 9.)

Fig 9.



- Click "OK"
- You have now successfully established a remote desktop connection (Fig 10.)

Fig 10.



- When you are finished, and want to disconnect, run the "Log Off" shortcut on the remote computer's desktop.

