



How to Connect to the PPM Global Services, Inc. Virtual Training Environment via Remote Desktop Connection (PPMGS)

DATE: JANUARY 1ST, 2018

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1. Purpose

The purpose of this document is to provide students who are participating in a PPM Global Services, Inc. training class with the guidance needed to **test their ability to connect to the PPM Global Services, Inc. virtual training environment via remote desktop connection.**

2. Instructions

Each student will receive an email with a link to download an RDP file. The RDP File enables your computer to connect to a specific virtual training machine that has been assigned to the student for this training class.

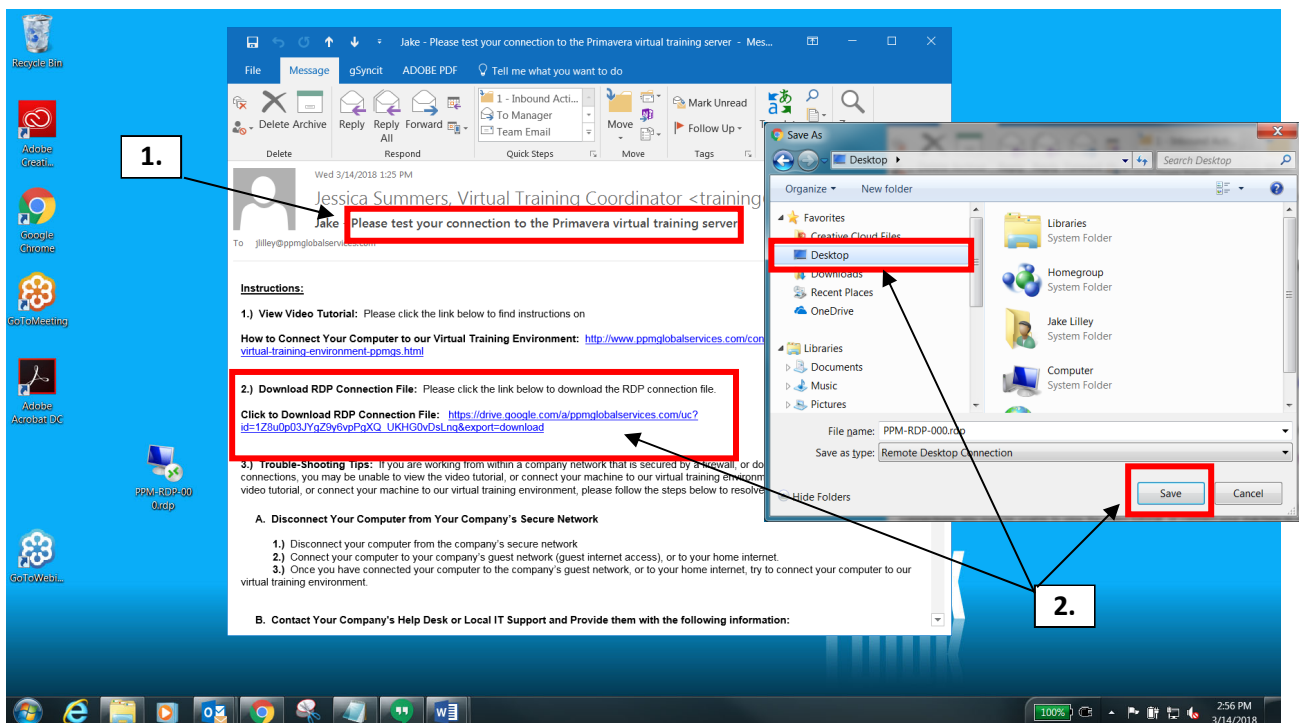
The training machine and RDP file contained within this email is **for your use only**. **Do not share** the RDP file contained within these instructions with other students in the class. If two students attempt to connect to the virtual training environment using the same RDP file, then each student will disconnect the other student when attempting to make the connection.

The virtual training machines are powered on and available for testing, **Monday - Friday 7:00 am - 7:00 pm (Eastern, U.S.)**. If you attempt to test your connection outside of these hours, your connection will fail.

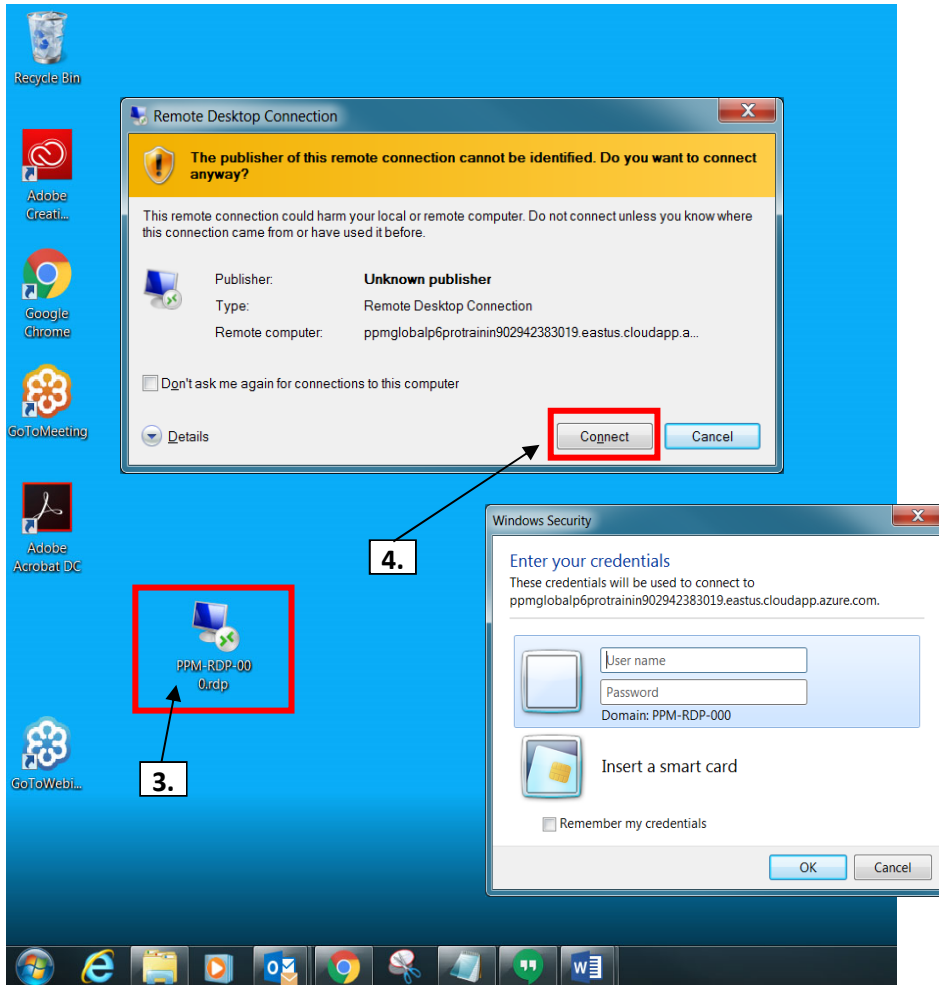
Each student should follow the instructions below to confirm his/her ability to connect to the virtual training environment. The example within this document illustrates a test connection using a computer that is operating on **Windows 7**. Images may vary by operating system.

1. **Open the Email:** that you received from the PPM Global Services Training Department, titled: ***Have you tested your connection to the virtual training server?***
2. **Download and Save the RDP File:** From the email, click the link to download and save the RDP File to your desktop, or other location on your computer that will be easy for you to find.

Note: The name of the RDP file will vary by student.

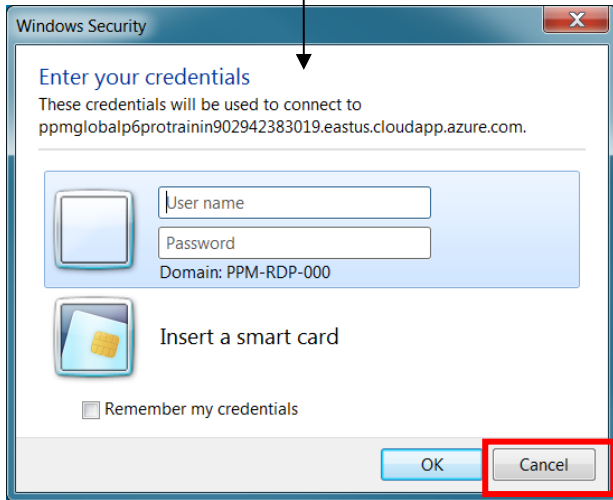


3. **Double-Click the RDP File:** Locate the RDP file that you have saved to your computer and double-click on the file. **Note:** The name of the RDP file will vary by student.
4. **Click Connect:** You may receive the following warning: *The publisher of this remote connection cannot be identified. Do you want to connect anyway?* If you receive this warning, **Click Yes, or Connect.**

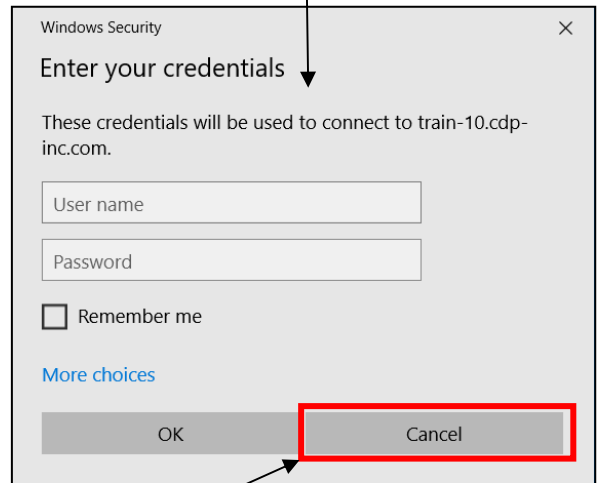


5. If you receive a screen which prompts you to enter your username and/or password, then **you have successfully connected your computer to the virtual training environment.**
 - A. Example of **Windows 7** screen prompt for username and password (successful connection)
 - B. Example of **Windows 10** screen prompt for username and password (successful connection)
6. The **Username** and **Password** will be provided to you by your instructor **on the day of training.**
 - **WARNING:** Do not attempt to enter a username or password into this screen until it has been provided to you by your instructor. If you make several attempts to enter the wrong username and password into this screen, then our training server will block your IP address and you will be unable to connect to our training environment on the day of training.
7. From the **Windows Security** credential prompt window, click **Cancel**

5.A. Example of **Windows 7** successful screen prompt (successful connection)



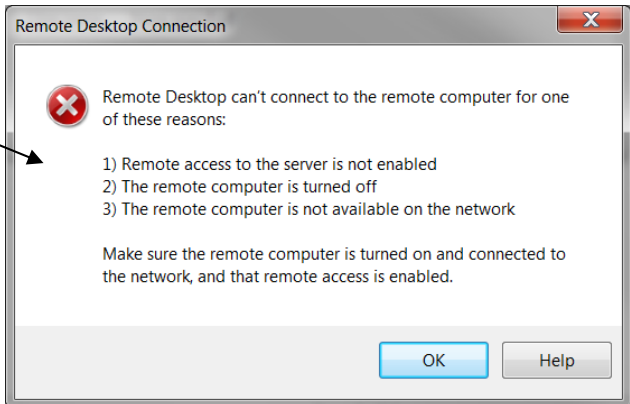
5.B. Example of **Windows 10** successful screen prompt (successful connection)



7.

- 8. If your computer fails to connect to our virtual training server, then you will receive the following error message on a Windows 7 or Windows 10 computer. In the event of failure, please see troubleshooting tips listed on the following page of this document (**Section 3. Trouble-Shooting Tips**):

8. Example of **failure to connect message** (failed connection)



3. Trouble-Shooting Tips

If you are working from within a company network that is secured by a firewall, or does not allow remote desktop connections, you may be unable to view the video tutorial, or to connect your machine to our virtual training environment. If you are unable to view the video tutorial, or to connect your machine to our virtual training environment, please follow the steps below to resolve the issue:

1. **Disconnect Your Computer from Your Company's Secure Network**
 - A. Disconnect your computer from the company's secure network
 - B. Connect your computer to your company's guest network (guest internet access), or to your home internet.
 - C. Once you have connected your computer to the company's guest network, or to your home internet, try to connect your computer to our virtual training environment.

2. **Contact Your Company's Help Desk or Local IT Support and Provide them with the following information:**
 - A. PPM Global uses RDP protocol for accessing our virtual training machines. Each student is assigned a **unique virtual machine** with a **unique port number**. To access the virtual machine that has been assigned to this student, the student will need:
 - A laptop or computer with internet access
 - Microsoft Terminal Services Client (mstsc) or equivalent
 - **Outbound Traffic Port Enabled: Port is unique to each student – please refer to port number provided within the “Please test your connection” email that was sent to each student**
 - **IP address: IP Address is unique to each training class – please refer to IP Address provided within the “Please test your connection” email that was sent to each student**

3. **If You Need Help:** If you have questions or trouble connecting, please contact the PPM Global Services Training Department at the following e-mail address or phone number.

PPM Global - Training Department
e-mail: training@ppmglobalservices.com
Phone: 1-800-746-4029 x 2