

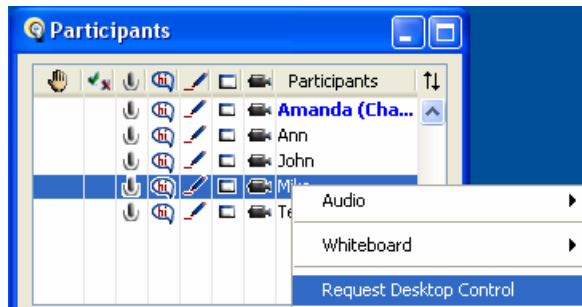


## Remote Desktop Sharing Quick Reference Guide for Moderators

The Moderator or a Participant may request control of another participant's desktop at anytime during a session. Both the person requesting control and the person being requested must have hosting application sharing permission.

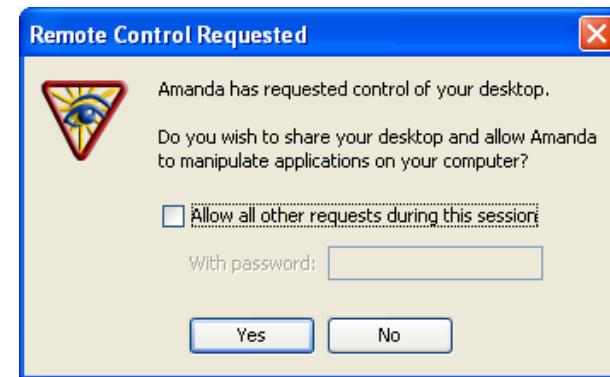
### To Request Control of a Participant's Desktop

1. Select the participant in the Participants' window from whom you wish to request desktop control.
2. Right-click (Control-click for Mac users) on the participant's name and select Request Desktop Control from the context menu.

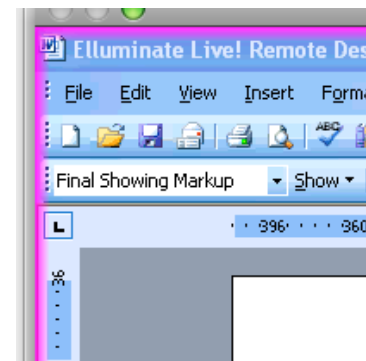
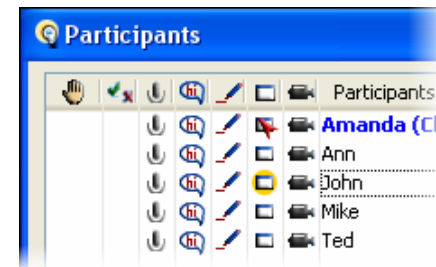


3. The Participant will receive a message indicating someone has requested control. The participant can:
  - a. Accept by clicking **Yes**
  - b. Refuse by clicking **No**
  - c. Select **Allow all other requests during this session** and then click **Yes**



- d. Select **Allow all other requests during this session**, add a **Password** and then click **Yes**



4. You will now have control of the Participants desktop You will know you are remotely controlling an Application Sharing session by the presence of a magenta border in the Application Sharing window. This border is displayed to you (the remote controller) only.




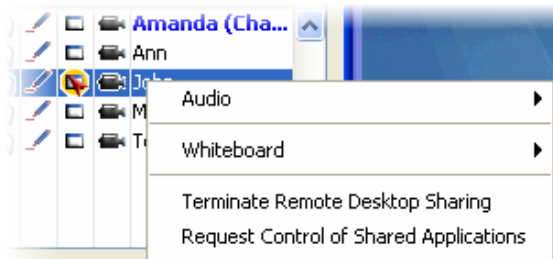
## Return Control of a Participant's Desktop

The participant can take control back by selecting the Ctrl key plus the Space bar or by clicking the  button located in the tool bar. The participant controlling the application can give control back by clicking the  button.

## Request Control of Shared Applications


If you give control of the shared application back to the participant and later wish to gain control again:

1. Select the participant in the Participants' window.
2. Click the  button
3. Right-click and select **Request Control of Shared Applications**



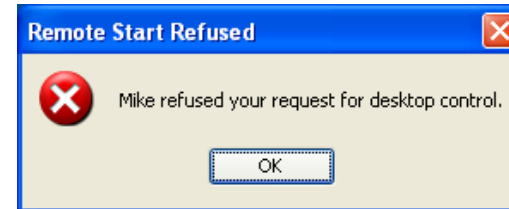
## Terminate Remote Desktop Sharing


There are two ways to stop Remote Desktop Sharing:

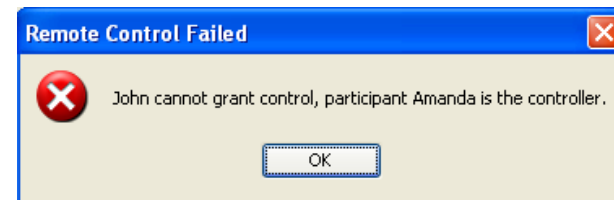
1. Select the Participant's name, right-click and select Terminate Remote Desktop Sharing.
2. The Participant may also choose to stop the application sharing session by clicking the  button.


## Tips

- A Participant can always refuse to give control over their desktop. The Moderator will receive a message saying **Remote Start Refused**.

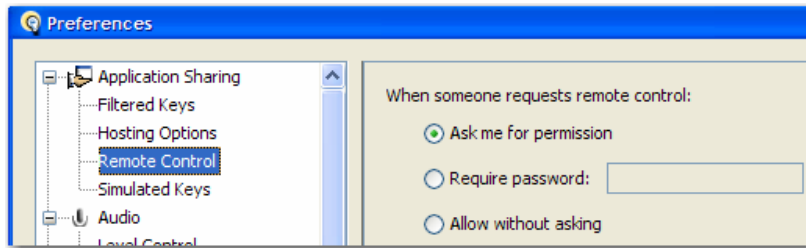


- Simulated keystrokes can be sent using by select the  button. The simulated keystrokes will be sent to the host machine and interpreted appropriately. For example, sending Ctrl+Escape to a Windows platform will result in the Start menu popping up. The host machine will accept these keystrokes as long as they are not in the Filtered Keystrokes list.
- If a Participant requests control of a shared application while someone else is controlling the application, they will receive the **Remote Control Failed** message.



- Remember you must have the Application Sharing permission () to be able to request control and to give control.
- In the Preferences dialog box, you are able to define your preferred prompt for Remote Desktop Sharing to ensure the level of security you wish. There are three options available from Tools > Preferences (or Illuminate Live! > Preferences on a Mac).
  - You can always be prompted to allow someone to take control of your desktop

- You can set a password so that the user requesting control has to enter a password before control is given
- You can allow users to take control automatically



### Ideas for using Remote Desktop Sharing

- Help Desk staff are able to use Remote Desktop Sharing to take over a caller's desktop. In this way the help desk can immediately diagnose the problem and fix it for the caller.
- Conduct real-time virtual lab sessions. Virtual lab applications make it possible to view and fully-interact with all of the applications on one computer from any other computer. Conduct hands-on training session just as you would in a physical lab.
- Sometimes in an instructional setting it is easier for the teacher to take control of a student's computer and to fix the problem for the student rather than describing how to fix the problem. Use Remote Desktop Sharing in this type of situation.