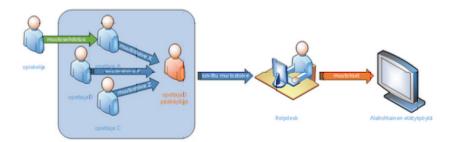
Remote Desktop Main User



Remote desktops can be divided broadly along the lines of degree programs. Each remote desktop must have a main user. Helpdesk installs all software in the remote desktops on the main user's request, as permitted by any possible system limitations.

The main user's role

The main user...

- · decides together with the remote desktop users what software selection best serves instruction and then submits the information to Helpdesk.
- does not have to know how to install the requested programs.
- must ensure that requested changes suit all remote desktop users. If they do, the main user submits the change requests to Helpdesk to be fulfilled.

How is the main user decided?

The instructors using the degree program's remote desktop (hereinafter referred to as *users*) select a main user from among themselves. They know best their program specific software and their own ways of teaching them.

Other users' role

- When users want a change in the remote desktop's software selection, they contact first the main user.
- Students send their addition/change requests to their own instructor. If the instructor supports the request, he or she contacts the main user.

Helpdesk's role

Helpdesk...

- creates the remote desktop and fulfills change requests that are made in time.
- · installs the requested programs in the remote desktop using the configurations accepted by the main user.
 - If no special configuration has been requested, programs are installed on default settings.

Keep in mind

- A degree program can have more than one remote desktops only if there are good reasons for it. Our system resources are limited.
- The same program cannot be installed in a remote desktop using many different configurations.
- The license conditions of the programs must be within the limits of our resources (budget). Users are urged to find out beforehand the license
 information of the requested programs.

Etätyöpöydän pääkäyttäjä