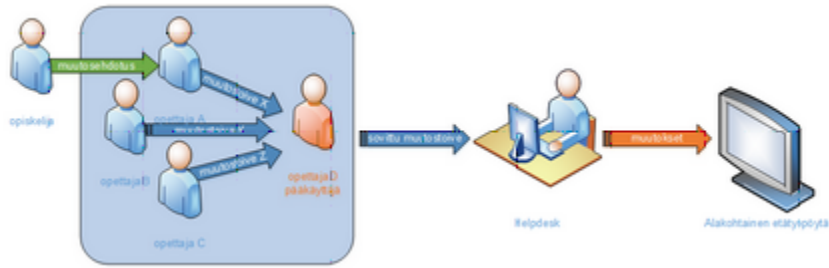


# Remote Desktop Main User



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](#)