VeraLab™
Computer Lab Management Suite
User's Guide

8.2 for Microsoft Windows

January 2018

VERALAB™

VeraLab User's Guide, 8.2 for Microsoft Windows

Contents

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Preface

VeraLab is a web-based application for managing computer labs that is designed to provide the staff with all the tools needed to perform their major tasks.

This preface introduces you to the VeraLab User’s Guide, discussing the intended audience, structure, and conventions of this document. A list of related VeraLab documents is also provided.

This preface contains the following topics:

- Audience
- Organization
- Related Documentation
- Conventions

Audience

VeraLab User's Guide is intended for Computer Lab Managers, Student Assistants, Technicians, and other lab personnel who perform the following tasks:

- Manage computer lab facility and personnel
- Assign students to workstations and maintain waitlists
- Perform technical support and maintenance of computer resources

Organization

This guide contains the following chapters and appendixes:

Chapter 1, Lab Assistant’s Tasks

This chapter describes how to perform Lab Assistant’s tasks. Lab Assistant’s tasks include but are not limited to: individual and class registrations, managing waitlists, managing technical issues.

Chapter 2, Managers’s Tasks

This chapter describes how to perform lab Managers’s tasks. VeraLab allows managers to view real-time headcount statistics, get users registrations, waitlists, and lab personnel payroll reports. Managers can also mine registration logs using various search criteria and add abusers to alert lists.

Chapter 3, Supervisor’s Tasks

This chapter describes how to perform lab Supervisors’s or lead lab assistant’s tasks.

Chapter 4, Technician’s Tasks

This chapter describes how to perform lab Technician’s tasks. Technicians collaborate with Lab Assistant to resolve technical issues in efficient and timely manner. The chapter also explains how to get technician’s reports and manage workstation availability.

Related Documentation

This guide is a part of a set for computer lab personnel using VeraLab Computer Lab Management Suite. The other guides in the set are:

VeraLab Installation and Upgrade Guide

VeraLab Guard Client Installation Guide

VeraLab Administrator's Guide

Note VeraLab Suite setup and Diagnostics are described in the Administrator's Guide. Administrator's Guide also covers concurrent license management and software metering tasks that are available under Security Administrator role.

To download free release notes, installation documentation, white papers, or other collateral, please visit www.veralab.com.

Conventions

This section describes the conventions used in the text of this documentation set. We use various conventions in text to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning	Example
Bold	Bold typeface indicates screen elements, such as elements of forms or menu items.	Select the **Available** checkbox.
Italics	Italic typeface indicates book titles or emphasis.	You *can not* make currently used workstations unavailable.
Bold Italics	Bold and Italic typeface indicates screen names and areas.	The screen changes to ***Dashboard.***
<>	Angle brackets enclose variables or optional items.	The ***Dashboard*** <*counter_name*> page appears for that counter.

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Lab Assistant's Tasks

VeraLab Suite is designed to work in both Counter mode, when a user sign-in to a station is performed by Lab Assistant, and Self-Service mode, when every user signs-in directly at a workstation via LDAP or Microsoft Active Directory. This chapter describes how to perform Lab Assistant's tasks, using Counter mode as well as lab Monitoring.

This chapter covers the following topics:

- Starting/Ending Shifts
- Managing Student Registrations to Workstations
- Managing Waitlists
- Managing Class Registrations
- Managing Malfunctioning/Broken Workstations
- Viewing Personal Timesheet Information
- Using VeraLab Guard (Monitoring)
- Using Inventory

Starting/Ending Shifts

To keep track of worked hours, hourly lab employees start shifts when they begin work and stop shifts when they end work or when they leave for a break. The system keeps records of the total worked hours which then are displayed in **Lab Assistant (role) ▶ Shift Board ▶ My Payroll** (for lab assistants), **Supervisor (role) ▶ Shift Board▶ Payroll** (for supervisors), and **Manager (role) ▶ Reports ▶ Payroll Reports** (for managers). **Shift Start/End** is a default landing page for the hourly employees' roles. If a user does not have *Hourly Employee* attribute (see ***Administrator's Guide***), then "THIS TASK IS DISABLED FOR NON-HOURLY EMPLOYEES" message will be displayed.

Starting Shifts

To start a shift:

1. Navigate to **Lab Assistant (role) ▶ Shift Board ▶ Shift Start/End**.
2. Click **Start Shift**.

   The page refreshes to display the start day and time for the shift in the **Shift Started** column.

> **Note** If a second attempt to start a shift is made, the message will be displayed, saying that started shift has to be ended first. If you forgot to end shift last time, please contact your manager or supervisor to correct timesheet information.

In the environments where **Enforce Lab Assistant shifts assignment to counters** setting is enabled counter selection drop-down menu is displayed. In order to proceed with clock in a user must select a counter from the drop down list.

Ending Shifts

To end a shift:

1. Navigate to **Lab Assistant (role) ▶ Shift Board ▶ Shift Start/End**.
2. Click **End Shift**.

   The page refreshes to display the time when the shift ended and the total worked hours in the **Shift Ended** and **Total Time** columns.

> **Note** If a second attempt to end a shift is made, the message will be displayed, saying that there is no started shift. If you forgot to start shift last time, please contact your manager or supervisor to correct timesheet information.

Managing Student Registrations to Workstations

Lab assistants use a ***Dashboard*** page to assign students to available workstations in the lab. Student IDs are used to assign/unassign students. Student IDs are usually scanned using Magnetic Stripe Readers (MSR) or barcode scanners. Once a student is assigned to a workstation, the workstation is removed from the drop-down list of available workstations. If a user left the lab without unassigning, lab assistants can make the vacant workstation available for registrations by selecting the workstation from the **Unassign** drop-down list and clicking **Unassign** button.

Lab Assistant Dashboard

Lab Assistants use the dashboard to assign students to workstations and view lab statistics in real time. Lab Assistant Dashboard displays information about individual registrations, class registrations, available and unavailable workstations, and waitlists. The Dashboard page also displays warnings about expired registrations and waitlists. See Working with Warnings appendix for more information.

To view statistics on Manager's dashboard:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard**.

> **Note** The page is refreshed automatically every N seconds. See *Administrator's Guide* for more information on setting a dashboard refresh interval.

Click a digit or a warning that displays a real-time statistics to get more detailed information. A pop-up window with detailed information will be displayed.

Selecting Counters

If there is more than one counter in a computer lab, a lab assistant can choose the counter where he is currently working.

To change a counter:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard.**
2. On the bottom of the page, click the **Change Counter** link.

   The ***Counter Menu*** page appears.
3. Click the name of the required counter.

   The ***Dashboard*** <*counter_name*> page appears for that counter.

Viewing Status of Workstations in the Lab

Lab assistants can view the number of vacant workstations in each room in the lab, which includes rooms assigned to the counter as well as all other rooms in the lab. This information is displayed in **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard**. Each room displays the following statuses of workstations: *Vacant, In Use, Unavailable,* and *Class*. In order to get more detailed information about workstations for each of the above statuses, click on the number displayed under the corresponding status column. A pop-up window with the list of workstations will be displayed. A pop-up window for status *Class* will show a list of all available workstations in the room, if a class registration was exclusive; a pop-up window will display an empty list, if a class registration was not exclusive (see Managing Class Registrations section).

Assigning/Unassigning Students to Workstations

Lab assistants can assign/unassign students *only* to computers at the counter where they work. Lab assistants *cannot* assign/unassign students to computers at other counters in the lab unless they choose that counter as their current working counter.

When assigning a student to a workstation, a student ID is required.

You can unassign a student from a workstation by either specifying the student ID used to assign the student, or by specifying the workstation name if a student left the lab and forgot to unassign.

If workstation locking is enabled and locking mode is set to ‘strict’, then during *sign in* the workstation will be unlocked automatically, and during *sign out* the workstation will be automatically locked. If workstation locking is enabled and locking mode is set to ‘liberal’, then a lab assistant can lock and unlock workstations using the ***Guard*** page.

Note To use locking feature, VeraLab Guard has to be installed and configured on client workstations. For more information, see Using VeraLab Guard (Monitoring).

Assigning Students to Workstations

To assign a student to a workstation:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard**.
2. In the **School ID** textfield, enter student’s ID (usually by swiping/scanning an ID card).
3. In the **Assign** drop-down list select a workstation next to the room where you wish to assign the student.
4. Click **Assign**.

The student is now assigned to that workstation and the workstation is removed from the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the ***Dashboard*** page.

Note If there is a group of students using the same workstation, enter the number of guests in the **Guests** textfield.

Unassigning Students from Workstations by Student ID

To unassign a student from a workstation by student ID:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard**.
2. In the **School ID** textfield, enter student's ID.
3. Click **Unassign** next to the **School ID** textfield.

   The student is now unassigned from the workstation and the workstation appears in the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the ***Dashboard*** page.

Unassigning Students from Workstations by Workstation name

To unassign a student from a workstation by Workstation name:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Check-in Dashboard**.
2. In the **Unassign** drop-down list, select a workstation name.
3. Click **Unassign**.

   The student is now unassigned from the workstation and the workstation appears in the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the ***Dashboard*** page.

Managing Waitlists

Student assistants can create and manage waitlists for workstations. Waitlists can be created for any workstation in a room, for any workstation with a specific software image, or for a specific workstation.

For example:

- A student needs a computer in room A and have no specific software/hardware preferences. The student can be waitlisted for room A, and later registered for the first computer in room A which becomes available.
- A student needs a computer with the specific software required for his/her class, and there are 6 computers in room A that have that software installed (image 1). The student can be waitlisted for room A, image 1. Later the student can be registered for the first computer with image 1 which becomes available.
- A student needs a computer which is equipped with the ADA software (e.g. JAWS), there is 1 workstation equipped with that software: station 11. The student can be waitlisted for workstation 11. Later the student can be registered for that workstation as soon as it becomes available.

Note Once a workstation, which has a waitlist, becomes available, there will be a warning displayed on the dashboard.

Adding Students to Waitlists

To add a student to a waitlist:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Waitlist**.
2. In the **User ID** textfield, enter student’s ID (usually by swiping/scanning an ID card).
3. In the **Nickname** textfield, enter the person’s name she/he wants to go by.
4. Optionally in the **Room/Image/Workstation** drop-down lists, select the requested criteria.
5. Click **Add to Waitlist**.

Promoting Students from Waitlists to Workstations

Once a workstation with meeting criteria becomes available, a lab assistant will see a warning on the dashboard screen.

To promote a student from the waitlist to a workstation:

1. Navigate to **Lab Assistant (role)** ▶ **Lab Control** ▶ **Waitlist**.
2. Click **Promote** for a user on the waitlist.

   The screen changes to ***Dashboard*** and workstations meeting person's criteria are highlighted.
3. Click **Assign**.

Note Assigning to highlighted workstations is not mandatory and lab assistants can assign users to different available workstations.

Warning You *must* complete the registration procedure by selecting a workstation and clicking **Assign** on the ***Dashboard*** page.

Removing Students from Waitlists

To remove a student from a waitlist:

1. Navigate to **Lab Assistant (role)** ▶ **Lab Control** ▶ **Waitlist**.
2. Click **Remove** for a user on the waitlist.

Managing Class Registrations

Class Registrations are similar to Student Registrations. Class registrations are used to assign several students (a class) at once. Students are not assigned to individual workstations, but instead to the entire room.

If workstation locking is enabled and locking mode is set to ‘strict’, then during *class registration* workstations in the room will be unlocked automatically. Workstations will be automatically locked when the class is ended (lab assistant clicks **End Class** button). If workstation locking is enabled and locking mode is set to ‘liberal’, then a lab assistant can lock and unlock workstations using the ***Guard*** page.

Note To use locking feature, VeraLab Guard has to be installed and configured on client workstations. For more information, see Using VeraLab Guard (Monitoring).

Starting Classes

To start a class:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Class Registrations**.
2. In the **Instructor ID** textfield, enter instructor’s ID (usually by swiping/scanning an ID card).
3. In the **Number of Students** textfield, enter anticipated or known number of students attending the class.
4. In the **Room** drop-down list select a room for the class.
5. Optionally select the **Instructor permits individual registrations during the class** checkbox.
6. Click **Start Class**.

   The room is now assigned to the class and if the **Instructor permits individual registrations during the class** checkbox was not selected, all workstations are removed from the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the ***Dashboard*** page. If the **Instructor permits individual registrations during the class** checkbox was selected, lab assistants can continue assigning individual students to available workstations.

Note During class registrations, students are not assigned to individual workstations. If an instructor permits individual registrations, a lab assistant has to check which workstations are vacant and assign individual students to those workstations.

Ending Classes using Instructor ID

To unassign a class from a room by instructor ID:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Class Registrations**.
2. In the **Instructor ID** textfield, enter instructor's ID.
3. Click **Unassign** next to the **Instructor ID** textfield.

   The class is now unassigned from the room and workstations appears in the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the ***Dashboard*** page.

Ending Classes without using Instructor ID

To end a class without entering instructor ID:

1. Navigate to **Lab Assistant (role) ▶ Lab Control ▶ Class Registrations**.
2. Click **End Class** next to the room displaying a class registration that has expired.

Managing Malfunctioning/Broken Workstations

When a workstation in the lab is malfunctioning or broken, lab assistants can make the workstation unavailable for students, log an issue for the workstation, and provide a problem description to the technician. These issues are then reviewed, fixed, and closed by technicians.

Logging Issues for Malfunctioning/Broken Workstations

Lab assistants can log new issues and make malfunctioning or broken workstations unavailable for student registrations. Once a workstation is marked unavailable, it no longer appears in the list of available workstations for student registrations.

Warning You *can not* make a workstation unavailable if it is currently in use. That workstation has to be unassigned first.

To log a new issue for a workstation:

1. Navigate to **Lab Assistant (role) ▶ Issues ▶ Open Issues**.
2. In the ***Open Issues*** page:
   - Click **Add New Problem**.
   - Select a room from the **Select Room** drop-down list.
   - Select a workstation from the **Select Workstation** drop-down list.
3. Select a problem type. The **Type** drop-down list contains most commonly used types of software/hardware problems. For all new problems **State** is automatically set to ***open***.
4. Select a severity of the problem. The **Severity** drop-down list contains three severity types:
   - *Out-of-order.* A workstation has a fatal failure. This means that the workstation becomes unavailable for registrations.
   - *Malfunction.* A workstation has a non-fatal failure. This usually means that the workstation stays available for registrations.
   - *Function.* A workstation has a minor issue, which doesn't affect normal functionality. That workstation stays/becomes available for registrations.
5. Select the **Available** checkbox in the **Edit Station Availability** area if you wish that workstation to stay available for student registrations. Selecting *out-of-order* from the **Severity** drop-down list disables that option automatically.
6. The **Description** text box is mandatory. Input a brief description of a problem. This will allow to address the issue more efficiently.

7. Click **Add**.

Editing Issues for Malfunctioning/Broken Workstations

The system is designed to facilitate collaboration between lab assistants and technicians around technical issues. An issue can be in one of the following states:

- *Open.* Indicates all unresolved issues that have some work in progress. For all new issues the state is automatically set to *open* state.
- *Closed.* Indicates all resolved and closed issues. Once the state is set to *closed*, the workstation is automatically becomes available for registrations. If the issue has been closed and you still need to keep the workstation unavailable, you can change its availability status in the ***Availability*** page.

Note See Managing Workstations' Availability in the Technician's Tasks chapter for more details.

- *Will not Fix.* Indicates issues that can not be fixed or are not feasible to be fixed. If the state is changed to *will not fix*, the issue will not be displayed in the ***Open Issues*** page. All *Will not fix* issues can be found in the ***Search Issues*** page.

Note See Searching Issues in the Technician's Tasks chapter for more details.

- *More Info.* Indicates issues that a person trying to work on was not able to reproduce. He/she changed the status to *More Info* in order to get an additional information from an employee who originally logged that issue.

After an issue has been fixed, lab employees can close the issue, and the issue will disappear from the list of open issues.

To edit an existing issue for a workstation:

1. Navigate to **Lab Assistant (role) ▶ Issues ▶ Open Issues**.
2. Click the **Edit** icon for an issue that needs to be updated.
3. Update necessary fields.
4. In order to add or view notes, click the **Add/View Notes** link. A pop-up window will be displayed. Enter a new note in the **New Note** text box and click **Add**. Click **Close** to close the pop-up window.
5. Click **Update**.

Viewing Personal Timesheet Information

Lab assistants can view their timesheet information by pay periods or for particular dates. The information includes a day and time for each shift, total worked hours, an hourly rate, and a total pay for a shift and for an entire period.

Viewing Timesheet Information

To view timesheet information:

1. Navigate to **Lab Assistant (role) ▶ Shift Board ▶ My Payroll**.
2. Re-enter your password.

> **Note** The password to get access to the ***Payroll*** page is stored in the session for N seconds. You can return to the ***Payroll*** page without re-entering your password again during that time period. In order to edit the session time-out, see Payroll Settings in *Administrator's Guide.*

3. In the ***Payroll*** page, select a pay period (month) and a year or select dates using the date picker.
4. Click **Submit**.

The ***My Shift*** page displays all shifts for the specified time period. If the specified time period did not contain any data, then "No Data Found" note will be displayed.

To print the report, click the **Print** link. The pop-up window will be displayed. In the browser menu select File and then Print.

To generate a new report for a different time period, click **New Report**.

Using VeraLab Guard (Monitoring)

VeraLab Guard (VeraLab client) was designed to control client workstations remotely. VeraLab Guard includes the following control mechanisms: *remote workstation locking and unlocking*, *remote user logout, restarting and shutting down workstations*, *terminating client workstation processes*, *capturing client workstation screenshots*. VeraLab Guard allows sending text messages to client workstations.

Note VeraLab Guard features can be used only with client workstations that have VeraLab Guard Client installed and if the client-server connection is established. A colored two-arrow **Connection** icon indicates the status of connection. If the **Connection** icon is green, the connection is established. If the icon is red, the connection *is not* established. If the icon is grey, the connection *has never been* established or VeraLab Guard Client is not installed.

Note Lab employees can use VeraLab Guard features only if they have been assigned corresponding rights. See *Administrator's Guide* for more information.

Viewing and Terminating Client Processes

To view and terminate a client workstation process:

1. Navigate to **Lab Assistant (role) ▶ Tools ▶ Monitoring.**
2. Select a counter from the list of available counters.
3. In the ***Monitoring <counter_name>*** page, select a room, or **All**, from the **Select Room** drop-down menu. If a counter has only one room, this step will be omitted. The screen refreshes and displays the list of workstations.
4. Click the **Processes** icon under the **Processes** column next to an appropriate workstation. A pop-up widow with a list of running processes will be displayed.
5. In the ***Running Processes on <workstation_name>*** pop-up window, select the check boxes of the processes you need to terminate.

Note A *Terminate Client Processes* right has to be assigned to a lab employee, otherwise this functionality will be disabled. For more information, see Employee Administration in *Administrator's Guide*.

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6. Click **Terminate Selected.** The window will refresh automatically and the message will be displayed in the top part of the window. After terminating appropriate processes, close the pop-up window.

Capturing Client Screenshots

To capture a client screenshot:

1. Navigate to **Lab Assistant (role) ▶ Tools ▶ Monitoring.**
2. Select a counter from the list of available counters.
3. In the ***Monitoring <counter_name>*** page, select a room, or **All**, from the **Select Room** drop-down menu. If a counter has only one room, this step will be omitted. The screen refreshes and displays the list of workstations.
4. Click the **Screenshot** icon under the **Screenshot** column next to an appropriate workstation. A pop-up widow with a captured screenshot will be displayed. If necessary, you can use the browser's menu to save the image.

You will notice a timestamp watermark in the top right corner of the captured screenshot.

Performing Actions on Client Workstations

A number of actions can be performed remotely on workstation(s) that have VeraLab Guard and that are connected to the server.

The actions include: lock and unlock, logout, restart, shutdown.

1. Navigate to **Lab Assistant (role) ▶ Tools ▶ Monitoring.**
2. Select a counter from the list of available counters.
3. In the ***Monitoring <counter_name>*** page, select a room, or **All**, from the **Select Room** drop-down menu. If a counter has only one room, this step will be omitted. The screen refreshes and displays the list of workstations.
4. To perform an action on workstation(s), select checkboxes under the **Select** column next to appropriate workstation(s). You can select all workstation by selecting a checkbox in the **Select** column header.
5. Select an action from the **Action** drop-down menu.
6. Click **Execute.**

Sending Text Messages

To send a text message to a workstation:

1. Navigate to **Lab Assistant (role) ▶ Tools ▶ Monitoring.**
2. Select a counter from the list of available counters.
3. In the ***Monitoring <counter_name>*** page, select a room, or **All**, from the **Select Room** drop-down menu. If a counter has only one room, this step will be omitted. The screen refreshes and displays the list of workstations.
4. To send a message to workstations, select checkboxes under the **Select** column next to appropriate workstations. You can select all workstation by selecting a checkbox in the **Select** column header.
5. Select **Send Message** from the **Action** drop-down menu.
6. Click **Execute.**
7. In the ***Send Message to Workstations*** page, type a text message.
8. Click **Send.**

Using Inventory

Starting with version 5.5, VeraLab comes with new functionality to maintain a database for lab supplies such as paper, toner, windex, paper towels, etc. Student Assistants can take and restock items from the list. To start using this functionality Manager must setup a list of available inventory items.

To take or restock lab supplies:

1. Navigate to **Lab Assistant (role) ▶ Manager Board ▶ Inventory.**
2. Click on the **Restock** or **Take** button from the list of available Inventory items.
3. Enter number of units either taken or added to inventory and click **Submit**.

Note If you have multiple areas where lab supplies are stored, e.g. on counter stations, make sure you perform that operation against correct storage area.

2

Manager’s Tasks

This chapter describes how to perform Manager’s tasks.

This chapter covers the following topics:

- Lab Usage Statistics
- Managing Client Screen Banners
- Managing Staff Payroll
- Creating Manager’s Reports
- Managing Alert Lists
- Managing Lab Schedules
- Managing LiveMaps
- Managing Enrollment Data
- Managing Inventory

Lab Usage Statistics

Managers can view lab statistics in real time and over past periods of time. The statistics is displayed in read-only mode on Manger's dashboards and it is divided into two areas: **Lab Status** and **Lab Registrations Statistics. Lab Status** area comprises real-time statistics about workstations statuses for each room, waitlists for each counter, and warnings. **Lab Registrations Statistics** area comprises information about past workstations registrations for current day, current week, and current semester (if semesters have been defined). This information is displayed in two formats: *Total Registrations* and *Unique Registrations*. Self-Service registration statistics, in the environments where users log in directly at workstations, is displayed on the ***Self-Service Stats*** page. Statistics for registrations made via Counter station is displayed on the ***Counter Stats*** page.

Self-Service Stats and ***Counter Stats*** pages are available both at the same time only if you selected **Mixed Sign-In** mode during installation (See *Installation and Upgrade Guide*). If you selected one type of sign-in mode, you will see only related functionality. In order to change Sign-In mode after installation, you can edit application settings in **Administrator (role) ▶ Tools ▶ Settings ▶ Sign-in Settings.** Requires re-login after making a change.

To view Counter or Self-Service statistics:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Counter Stats [Self-Service Stats]**.

    Note The page is refreshed automatically every N seconds. See *Administrator's Guide* for more information on setting a dashboard refresh interval.

2. Click a digit or a warning that displays a real-time statistics for detailed information. A pop-up window with detailed information will be displayed.

Managing Client Screen Banners

Starting with version 5.x Manager can assign one or more banners that will be displayed on client station lockscreens. These can be campus or department logos, announcements, etc. Manager can assign them using two modes:

- **Global** - single image or set is displayed on all workstations in the lab;
- **Room Level** - single image or set are grouped room by room.

In both cases selected images will be automatically pushed from VeraLab server to client stations and displayed when client screens are locked.

Note It may take several minutes for newly assigned images to get propagated to workstations.

To add images to the banner library and propagate them to client screens:

1. Navigate to **Manager (role) ▶ Setup ▶ Client Banners**.
2. Click on the **Manage Lockscreen Banner Library** link in the top of the screen.
3. On the ***Lockscreen Banner Library*** page, click on the Choose File button and upload image file (PNG, GIF, JPEG, BMP) to the server. Repeat this step to upload additional images.
4. Click on the **Assign banners to rooms** link. The same window will refresh with a new page.
5. On the ***Assign banners to rooms*** page select one of two modes. To assign an image or a group of images on room level, select *Room Level* option from the **Current mode** drop-down and click on the **Change** button. New drop-down menu **Select Room** will be displayed.
6. Select images from the list using checkboxes and click on the **Update** button.

Note Starting from version 6.5 it is possible to change client images rotation interval. By default it is set to 20 seconds. Go to **Tools ▶ Settings ▶Guard Settings** to update *Client Banners Rotation Interval*.

Managing Staff Payroll

Managers/Supervisors can create payroll reports and edit timesheet information for hourly employees.

Warning Starting from version 5.5, ***Payroll*** is no longer displayed in manager task menu. Viewing and managing payroll has been moved out to Manager's ***Reports*** task under **Payroll Reports** category. See "Payroll Reports" for more information.

Closing Runaway Employee Shifts

Starting with version 5.x Manager can force the closing of employee shifts directly from Manager's dashboard **Manager (role) ▶ Manager Board ▶ Counter Stats [Self-Service Stats]**. This may be required when employees forget to close their own shifts.

Note Before Manager can edit employee shift, it must be closed. See "Editing Timesheet Information" for more information.

To close runaway shift:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Counter Stats [Self-Service Stats]**.
2. Review the list of **Users with Open Shifts**.
3. Click on the **End Shift** button next to appropriate user

Creating Manager’s Reports

Managers can generate various reports and analyze usage and waitlists data. Managers can run ad-hoc queries to find registrations to individual workstations or to classes. Starting with version 5.x Manager’s Reports list includes all reports available in the VeraLab Suite. Other roles have reports that match role’s subject area.

VeraLab Business Intelligence

Starting with version 5.x VeraLab comes with even more powerful analytics tool - VeraLab Business Intelligence Reports. These reports compare usage statistics trends with student enrollment on campus.

Usage Trends and Seat Hours and **Monthly Usage Stats by Computer Room** reports generate an output of data for entire academic year. **Login Statistics and Time Average by Station** report generates output for a specific period of time within range of dates.

Information about student enrollment should come from external sources. VeraLab stores this data and it is used only for generating reports, such as **Usage Trends and Seat Hours**, etc.

Note To add or edit student enrollment data in VeraLab application, see “Managing Enrollment Data” section.

To generate a report:

1. Navigate to **Manager (role) ▶ Reports.**
2. In the ***All Reports*** page click on required report under **VeraLab Business Intelligence** section.
3. Select a month when your institution academic year begins in or select the range of dates and other input filters.
4. Click **Submit.**

Searching Counter Registrations

Managers can view registrations to workstations and to classes. This report will show only registrations via Counter Sign-in. The result of a registrations search will display users IDs, locations, start and end times, durations, and lab assistants who assigned and unassigned users.

To search registrations:

1. Navigate to **Manager (role) ▶ Reports.**
2. In the ***All Reports*** page click the **Search Counter Registrations** link.

3. In the ***Search Counter Registrations*** page enter any of the following search criteria: School ID, Dates, Room, and Workstation. A **Workstation(s)** multiple-option drop-down list will appear automatically only after making a selection from the **Room Name** drop-down list.

   Note If no search criteria is specified, the search will return all records from the database.

4. Click **Search**.

   Note If a search returns records, the result set will contain the **Alert List Status** column. You have an option to add a person to an Alert List by clicking **Add** next to the appropriate record. See Managing Alert Lists for how-to information.

Creating Counter Registrations Report

This report displays a registrations distribution across rooms for each weekday and registrations fluctuations during rooms open hours for each weekday. A report can be created using specific date intervals as well as using predefined academic timelines such as semesters, quarters, etc. Reports can be displayed either in a tabular or in a graphical form.

To generate a report:

1. Navigate to **Manager (role) ▶ Reports.**
2. In the ***All Reports*** page click the **Counter Registrations Report** link.
3. In the ***Counter Registrations Report*** page:
   - Specify time period by selecting beginning and ending dates or by selecting a predefined **Semester** period in the **Choose Time Period** area.
   - Select one or more rooms (hold *Ctrl* key) in the **Choose Room(s)** area.
   - Select a form in which you wish the report to be displayed from the **Choose Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.
4. Click **Submit**.
5. To view registrations fluctuations during open hours, click an appropriate underscored digit for a weekday (if an output is a table), or an appropriate weekday bar (if an output is a chart).

   You have an option to switch between output forms by clicking the **View Chart/View Table** link. You can display a printer friendly version of the report by clicking the **Print** link above the report.

6. To get a new report click the **New Report** link. The ***Counter Registrations Report*** page will be displayed.

Creating Waitlist Reports

This report displays waitlists distribution across lab counters for each weekday and waitlists fluctuations during counters open hours for each weekday. Reports can be created using specific date intervals as well as using predefined academic timelines such as semesters, quarters, etc. Reports can be displayed either in a tabular or in a graphical form.

To generate a report:

1. Navigate to **Manager (role) ▶ Reports.**
2. In the ***All Reports*** page click the **Waitlist Reports** link.
3. In the ***Waitlist Report by Days of Week*** page:
    - Specify a time period by selecting beginning and ending dates or by selecting a predefined period in the **Select Time Period** area.
    - Select one or more counters (hold Ctrl key) in the **Select Counter(s)** area.
    - Select a form in which you wish the report to be displayed from the **Select Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.
4. Click **Submit**.
5. To view waitlists fluctuations during open hours, click an appropriate underscored digit for a weekday (if an output is a table), or an appropriate weekday bar (if an output is a chart).

    You have an option to switch between output forms by clicking the **View Chart/View Table** link. You can display a printer friendly version of the report by clicking the **Print** link above the report.
6. To get a new report click the **New Report** link. The ***Waitlist Report by Days of Week*** page will be displayed.

Searching Self-Service Logins

If your lab or a room operates in Self-Service mode, when users sign-in to workstations directly at computers and bypassing counter, use **Search Self-Service Logins** report. Managers can view logins to workstations. The result of a logins search will display usernames, domain, account type (admin or non-admin), locations, start and end times, total session times.

To search self-service logins:

1. Navigate to **Manager (role) ▶ Reports.**

2. In the ***All Reports*** page click the **Search Self-Service Logins** link.

3. In the ***Search Self-Service Logins*** page enter any of the following search criteria: username, Dates, Domain, Room Name. A **Station(s)** multiple-option drop-down list will appear automatically only after making a selection from the **Room Name** drop-down list.

Note If no search criteria is specified, the search will return all records from the database.

4. Click **Search**.

Note If a search returns records, the result set will contain the **Alert List Status** column. You have an option to add a person to an Alert List by clicking **Add** next to the appropriate record. See Managing Alert Lists for how-to information.

Creating Self-Service Logins Report

This report displays a computer logins distribution across rooms for each weekday and logins fluctuations during open hours for each weekday. A report can be created using specific date intervals as well as using predefined academic timelines such as semesters, quarters, etc. Reports can be displayed either in a tabular or in a graphical form.

To generate a report:

1. Navigate to **Manager (role) ▶ Reports.**

2. In the ***All Reports*** page click the **Self-Service Logins Report** link.

3. In the ***Self-Service Logins Report*** page:
   - Specify time period by selecting beginning and ending dates or by selecting a predefined **Semester** period in the **Choose Time Period** area.
   - Select one or more rooms (hold *Ctrl* key) in the **Choose Room(s)** area.
   - Select a form in which you wish the report to be displayed from the **Choose Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.

4. Click **Submit**.

5. To view registrations fluctuations during open hours, click an appropriate underscored digit for a weekday (if an output is a table), or an appropriate weekday bar (if an output is a chart).

You have an option to switch between output forms by clicking the **View Chart/View Table** link. You can display a printer friendly version of the report by clicking the **Print** link above the report.

6. To get a new report click the **New Report** link. The ***Self-Service Logins Report*** page will be displayed.

Creating Headcount Report

This report is introduced in version 7.0 and displays headcounts across rooms for each weekday and headcounts fluctuations during open hours for each day. A report can be created using specific date intervals as well as using predefined academic timelines such as semesters, quarters, etc. Reports can be displayed either in a tabular or in a graphical form.

To generate a report:

1. Navigate to **Manager (role) ▶ Reports.**
2. In the ***All Reports*** page click the **Headcount Report** link.
3. In the ***Create Headcount Report*** page:
   - Specify time period by selecting beginning and ending dates or by selecting a predefined **Semester** period in the **Choose Time Period** area.
   - Select one or more rooms (hold *Ctrl* key) in the **Choose Room(s)** area.
   - Select an output form in which you wish the report to be displayed from the **Choose Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.
4. Click **Submit**.

   The report provides information about Average Occupancy, Maximum Occupancy and Average Occupance as a percent of total room capacity.

   You have an option to switch between output forms by clicking the **View Chart/View Table** link. You can display a printer friendly version of the report by clicking the **Print** link above the report.
5. To get a new report click the **New Report** link. The ***Create Headcount Report*** page will be displayed.

Payroll Reports

Payroll reports can be generated to display detailed information for each individual employee or to display summary information. Managers/Supervisors can edit timesheet information to reconcile payroll.

Creating Detailed Payroll Reports

This report displays timesheet information individually for each employee. Information includes shifts' start and end time, pay rate, total hours for each shift and for entire period, and total pay.

To create a detailed payroll report:

1. Navigate to **Manager (role) ▶ Reports**.
2. In the ***All Reports*** page click the **Detailed Payroll** link under Payroll reports.
3. In the ***Detailed Payroll Report*** page select employee's username from the **Username** drop-down list.
4. Select a month and a year for the report or specify a time period interval using date pickers.
5. Click **Submit.**

Editing Timesheet Information

Managers/Supervisors can change a start and an end time for hourly employees' shifts within payroll editable period. If the shift data is older than editable period threshold Edit icon will not displayed.

Note See Settings in *Administrator's Guide* for more information on changing *Payroll Editable Period* setting.

To edit individual shift:

1. Navigate to **Manager (role) ▶ Reports**.
2. In the ***All Reports*** page click the **Detailed Payroll** link.
3. In the **Specify Search Criteria** area select a username and a time period.
4. Click **Submit.**
5. Click the **Edit** icon for a shift that needs to be edited.
6. In the ***Edit Shift Time for <username>*** page change start or/and end time.
7. Click **Update** to update timesheet information or **Cancel** to return to the previous page without update.

Creating Summary Payroll Reports

This report displays summary information for one or more employees for each month within a specified time period. The information includes employees' pay rates, total pay, and total worked time.

To create a summary payroll report:

1. Navigate to **Manager (role) ▶ Payroll**.
2. In the ***Payroll Reports*** page click the **Summary Payroll** link.
3. In the ***Summary Payroll Report*** page select the start and the end month and select one or more employees' usernames (hold *Ctrl* key) from the **User(s)** drop-down list.
4. Click **Submit.**

Inventory Reports

Inventory reports allow managers to monitor lab supplies levels and make decisions if there is shortage or overstock. Inventory control allows to get email notifications when minimum stock level threshold is reached. By default such notifications are disabled. To enable inventory shortage notifications go to **Administrator (role) ▶Tools ▶ Settings ▶ Email and Notification Settings ▶ Inventory Notification Email** and enter one or multiple emails (separated by comma) of employees who should be notified.

Search Inventory Transactions

This report displays a transaction history based on the entered parameters in the filter section of the search criteria. All filters are optional. The report allows to track date, username, inventory name, storage area and number of items taken or restocked.

Inventory Usage by Day of Week or by Hour

This report displays aggregated Inventory usage data over a period of time. The report counts items taken from inventory storage across all areas.

Station Inventory Report

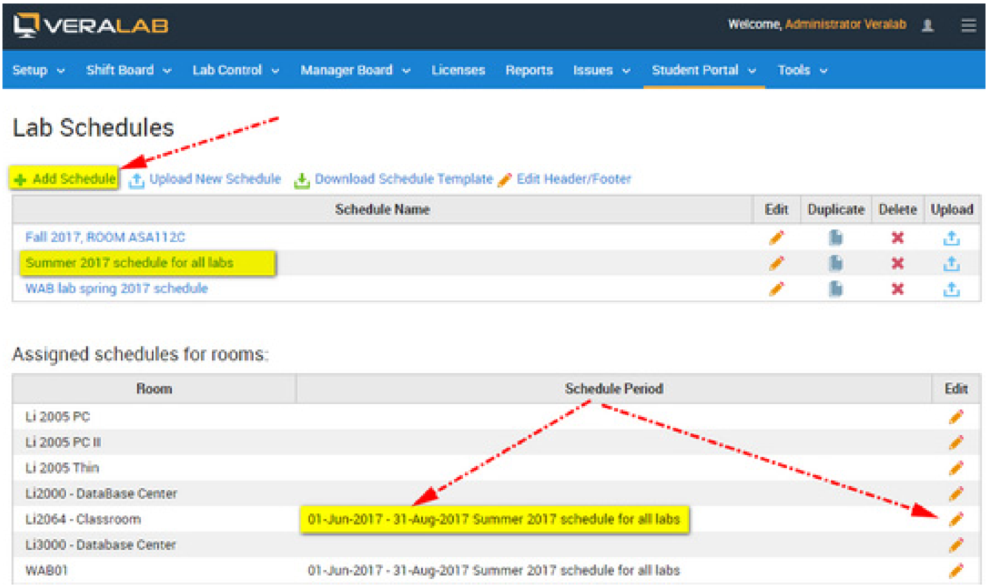
This report creates a list of stations in the lab.You can select desired fields (station attributes) to be displayed in the output and export output into Excel.

Users Reports

Users reports allow viewing non-payroll information about Employees, such as what roles have been assigned to application users and what actual lab coverage by employees was for a room during a selected week.

Note Coverage Chart report shows time periods covered and not covered by actual employee shifts. Shifts with duration less than one minute are ignored. If you do not see uncovered time periods, please make sure that Lab Schedule (lab open hours) has been created and assigned to the room. Go to **Manager (role)** ▶ **Student Portal** ▶ **Lab Schedules** (see Figure 2-1 below).

Figure 2-1:



Managing Alert Lists

The *alert list* task was designed to help improve safety in the computer lab environment. Managers can add abusive users to an alert list. There are several alert levels: *green, yellow,* and *red.* Managers decide which level is appropriate for each particular user at their own discretion. Once a user is added to the alert list, a warning message will be displayed on the lab assistant's dashboard as soon as a lab assistant attempts to assign the user to a workstation or a class.

Adding Users to the Alert List

To add a user to an alert list:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Alert List.**
2. In the ***Alert List*** page click the **Add Alert** link. The ***Add Alert*** page will be displayed.
3. Enter a user's ID in the **School ID** textfield.
4. Select an alert level from the **Alert** drop-down list.
5. Enter a description in the **Description** text box. The description is the message that will be displayed on the lab assistant's dashboard during future registrations.
6. Click **Add**.

Editing/Deleting Users from the Alert List

To edit/delete user from an alert list:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Alert List.**
2. In the ***Alert List*** page click **Edit** or **Delete** icon. If you click **Edit** icon, the ***Edit Alert <School ID>*** page will be displayed. Update appropriate fields and click **Update**. If you click the **Delete** icon, the alert will be deleted from the system and a confirmation message will be displayed on the ***Alert List*** page.

Managing Lab Schedules

Starting with Version 3.0, VeraLab comes with a new functionality allowing you to define lab schedules, assign them to rooms, and publish online where users can see them via any browser.

Lab Schedules are designed to provide lab personnel with a robust tool to publish computing labs open hours.

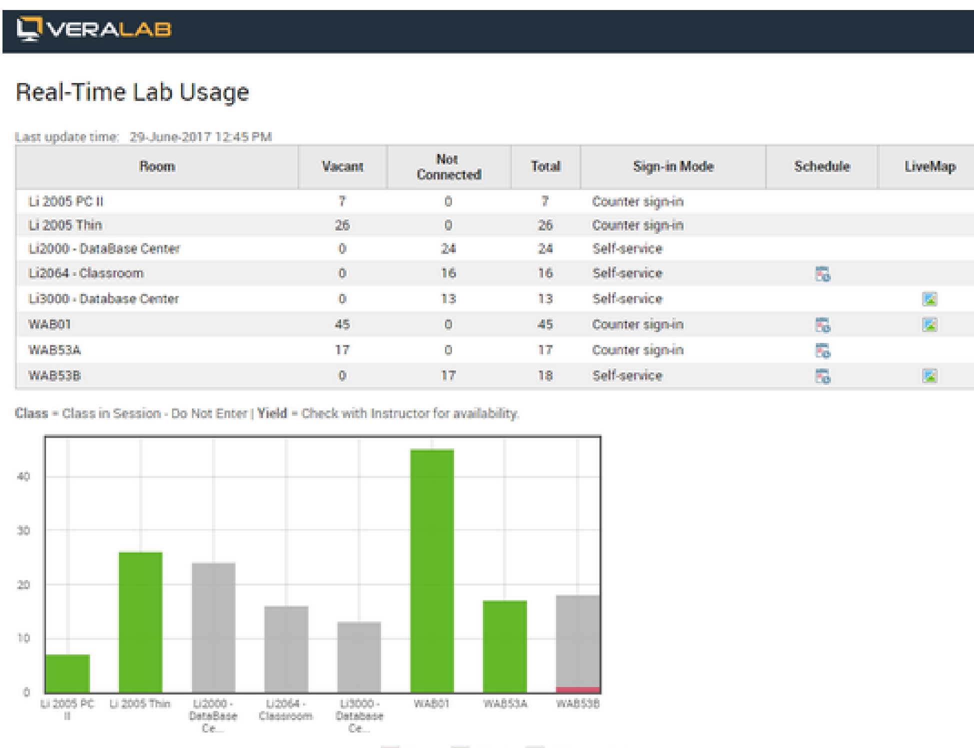
Common URL to access Lab Schedules without providing login credential is:

http://[yourhostname]:[port]/veralab/portal
or
https://[yourhostname]:[ssl_port]/veralab/portal (if using SSL)

for example:

http://veralab-prod:8080/veralab/portal
https://veralab-prod:8443/veralab/portal

Figure 2-2: *Student Portal Page*



Room	Vacant	Not Connected	Total	Sign-in Mode	Schedule	LiveMap
Li 2005 PC II	7	0	7	Counter sign-in		
Li 2005 Thin	26	0	26	Counter sign-in		
Li2000 - DataBase Center	0	24	24	Self-service		
Li2064 - Classroom	0	16	16	Self-service		
Li3000 - Database Center	0	13	13	Self-service		
WAB01	45	0	45	Counter sign-in		
WAB53A	17	0	17	Counter sign-in		
WAB53B	0	17	18	Self-service		

Creating Lab Schedules

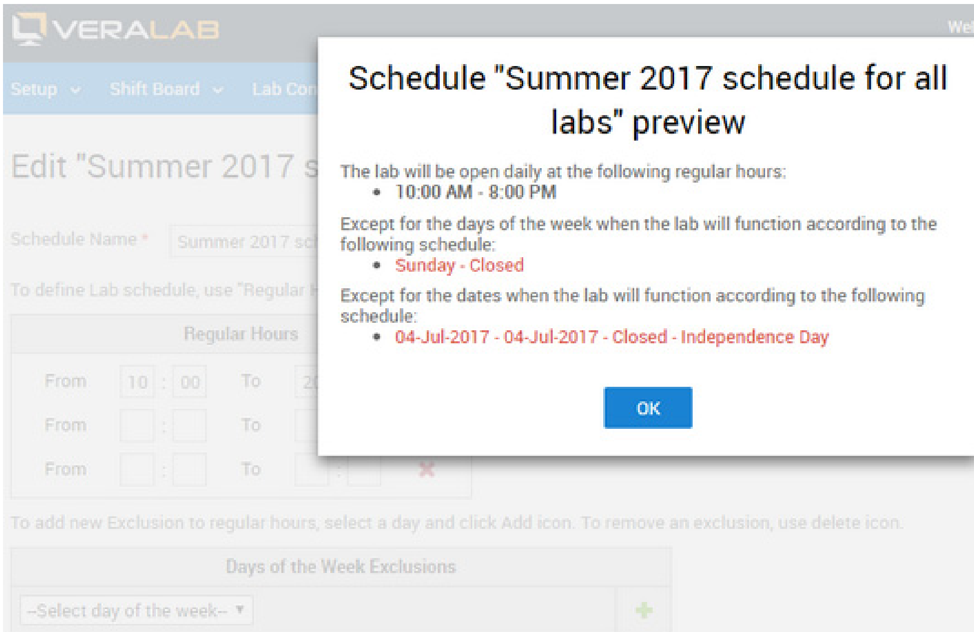
Lab Managers have access to the interface where they can create, edit, duplicate, delete online schedules.

To create a new lab schedule and assign it to a room:

1. Navigate to **Manager (role) ▶ Student Portal ▶ Lab Schedules**. If no schedules have been defined so far the page will be blank.
2. In the ***Schedules*** page:
   - Click **Add Schedule**.
3. In the ***Add Schedule*** page:
   - Type in **Schedule Name**. This can be any name that uniquely identifies it, e.g. *Library Fall 2013*.
   - Next step is to define regular hours. Use military format for hours. For example, if your lab is open from 6am to 11:45pm, input From: *06:00* To: *23:45*.
   - Next step is to define exclusions to regular hours. For example, if your lab is closed on Sundays and on Saturdays open 9am to 6pm, do the following:
     - In the **Days of the Week Exclusions** table select *Sunday* from the **Select day of the week** drop-down menu and click **Add new Days of Wee**k icon on the right.
     - Uncheck **open** check-box.
     - Select *Saturday* from the **Select day of the week** drop-down menu. Input From: *09:00* To: *18:00*.
     - You can leave extra empty rows as they will not be displayed on the schedule.
   - Next task is to define holidays or a range of days during which lab hours will be different from regular hours and days of week exclusions. For example, if your lab will be closed on Columbus Day, second Monday in October, and four days during Thanksgiving recess starting with fourth Thursday in November, do the following:
     - In the **Holidays / Other Exclusions** table, select date range for Columbus Day: From: *13-Oct-2013* To: *13-Oct-2013*. Click **Add New Exclusion** icon on the right.
     - Uncheck **open** check-box. Instead of default *Closed* description, you can input *Columbus day (Closed)*.
     - In the **Holidays / Other Exclusions** table, select date range for Thanksgiving recess From *20-Nov-2013* To: *23-Nov-2013*. Instead of default *Closed* description, you can input *Thanksgiving Recess (Closed)*.

- You can click **Preview** button on the top of the ***Add Schedule*** page to preview your changes.

Figure 2-3: *Preview lab Schedule.*



4. Click **Save**, if you are ready to save new schedule and exit. All added schedules will be displayed on the ***Schedules*** page. You can edit, duplicate, or delete schedules.

5. To assign a schedule to a room, pick a room from the **Assigned schedules for rooms** table and click **Edit** icon.

6. In the ***Assigned Schedules for Room N*** page, click on **Add schedule period** link.

7. Input start and end dates when this schedule is going to be valid, for example, from *22-Sep-2013* to *19-Dec-2013* and select a schedule from **Schedule** drop-down list.

8. Click **Save**.

Managing LiveMaps

Starting with Version 3.0, VeraLab comes with a new functionality allowing you to create and manage computing lab maps. You can publish VeraLab LiveMaps online where users can see them via any browser.

Common URL to access VeraLab LiveMap without providing login credential is:

http://[yourhostname]:[port]/veralab/portal
or
https://[yourhostname]:[ssl_port]/veralab/portal (if using SSL)

for example:

http://veralab-prod:8080/veralab/portal
https://veralab-prod:8443/veralab/portal

See Figure 2-2 in " Creating Lab Schedules" section.

To create a new LiveMap and assign it to a room:

1. Navigate to **Manager (role) ▶ Student Portal ▶ LiveMaps**. You should see a list of rooms that were defined in your environment. See *Administrator's Guide* to get more information on how to configure Rooms.

2. In the ***LiveMap List*** page:
   - Pick a room for which you need to create LiveMap and click **Add** icon on the right.

3. In the pop-up window you will see a pool of available workstations that were assigned to this room. If you do not see any stations in the pool, go to **Administrator (role) ▶ Setup ▶ Stations** and configure new stations. See *Administrator's Guide* for more information. You also have an option to assign a new workstation to a room during VeraLab Guard client installation.

4. When you design a room LiveMap layout you can do the following actions:
   - Select stations from the pool on the left and drag them to LiveMap area on the right using mouse.
   - Change image type. You can select from four available types: workstation, scanner, printer, and laptop. Select station with a mouse, click **Change Image** button and choose a different image.
   - Change icon images size. You can select from three available options: large, medium, and small. Click **Map Properties** button and make a selection from **Select icon size** drop-down menu.
   - Display workstation names under their images. Click **Map Properties** button and select **Show host captions on the map** check-box. You will still see station names on the right panel even if you decide not to select this option. This is designed to facilitate editing.

- Define LiveMap caption, description, and dimensions. Click **Map Properties** button and make necessary changes.
- Change LiveMap background. You can upload your own computing lab floor plan or pick from the list of sample backgrounds. Click **Select Background** button to upload and assign new image to the LiveMap. You can use Microsoft Vision or similar program to create a floor plan image and then upload it to VeraLab LiveMap.

Note You can change an icon image type of several stations at the same time or move several stations as a group. Select multiple stations by clicking on each station while holding Ctrl key. The images will become sightly greyed out.

Note Starting with version 7.2, LiveMaps have “Snap to Grid” option available under Map Properties. This option facilitates alignment of icons on the floor plan map. To enable (by default it is disabled for existing maps for backward compatibility), go to LiveMap editor -> Map Properties.

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5. Click **Save & Close** button when you finish editing room’s LiveMap.

Managing Enrollment Data

Enrollment data is used to calculate enrollment trends and compare them with lab usage statistics. Information about student enrollment should come from external sources. VeraLab stores this data and it is used only for generating reports, such as **Manager ▶ Reports ▶ Usage Trends and Seat Hours**, etc.

To add/edit enrollment data:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Enrollment**.
2. In the ***Enrollment*** page:
   - Click **Add/Edit Enrollment**.
3. Input student enrollment for required academic year(s).
4. Click **Update**.

Note To read more about running reports that display enrollment and lab usage data, see "VeraLab Business Intelligence"

Managing Inventory

Starting with version 5.5, VeraLab comes with new functionality to maintain a database for lab supplies such as paper, toner, windex, paper towels, etc. Student Assistants can take and restock items from the list. Managers own the task to manage storage locations and the list of inventory items. There may be a single centralized location where lab supplies are stored and distributed or in a larger environments such storage areas can be located on every counter in the lab. In the second case, you may want to add all storage locations before creating the list of inventory items you would like to maintain.

To add/maintain inventory data:

1. Navigate to **Manager (role)** ▶ **Manager Board** ▶ **Inventory**.
2. To review/change Storage locations, click on the **Storage Administration** link in the ***Inventory Administration*** page:
3. To add new inventory item, click on the **Add Inventory** in the ***Inventory Administration*** page.

Note The list of inventory items will also show on the Lab Assistant's ***Inventory*** task. All employees with Lab Assistant role will be able to take/restock lab supplies using ***Inventory*** task. Only Managers are allowed to make changes to the list of inventory items and storage areas.

Managing Quick Links

Starting with version 5.5, VeraLab comes with new functionality to maintain a list references external to VeraLab application. Links can be displayed in three areas within VeraLab application: Help & Links, Dashboards, and Student Portal. When adding new reference to the list, Manager has a flexibility to control what area such link should be displayed on.

To add new Quick Link reference:

1. Navigate to **Manager (role) ▶ Manager Board ▶ Quick Links**.
2. In the ***Quick Links Administration*** page click on the **Add Quick Link** link.
3. In the Add New Quick Link page enter Quick link name as it would appear for users, URL and check checkbox(es) where that link should appear:
   - Show Link in Help&Links
   - Show Link in Dashboards
   - Show Link in Student Porta

3

Supervisor's Tasks

This chapter describes how to perform Supervisor's tasks. This chapter covers the following topics:

- Starting/Ending Shifts
- Managing Staff Payroll
- Managing Lab
- Employee Schedule

Starting/Ending Shifts

To keep track of worked hours, hourly lab employees start shifts when they begin work and stop shifts when they end work or when they leave for a break. The system keeps records of the total worked hours which then are displayed in **Lab Assistant (role) ▶ Shift Board ▶ My Payroll** (for lab assistants), **Supervisor (role) ▶ Shift Board ▶ Payroll** (for supervisors), and **Manager (role) ▶ Shift Board ▶ Payroll** (for managers). **Shift Start/End** is a default landing page for the hourly employees' roles. If a user does not have *Hourly Employee* attribute (see ***Administrator's Guide***), then "THIS TASK IS DISABLED FOR NON-HOURLY EMPLOYEES" message will be displayed.

Starting Shifts

To start a shift:

1. Navigate to **Supervisor (role) ▶ Shift Board ▶ Shift Start/End**.
2. Click **Start Shift**.

   The page refreshes to display the start day and time for the shift in the **Shift Started** column.

Note If a second attempt to start a shift is made, the message will be displayed, saying that started shift has to be ended first. If you forgot to end shift last time, please contact your manager or supervisor to correct timesheet information.

Ending Shifts

To end a shift:

1. Navigate to **Supervisor (role) ▶ Shift Board ▶ Shift Start/End.**
2. Click **End Shift**.

   The page refreshes to display the time when the shift ended and the total worked hours in the **Shift Ended** and **Total Time** columns.

Note If a second attempt to end a shift is made, the message will be displayed, saying that there is no started shift. If you forgot to start shift last time, please contact your manager or supervisor to correct timesheet information.

Managing Staff Payroll

Managers/Supervisors can create payroll reports and edit timesheet information for hourly employees. Payroll reports can be generated to display detailed information for each individual employee or to display summary information. Managers/Supervisors can edit timesheet information to reconcile payroll.

Creating Detailed Payroll Reports

This report displays timesheet information individually for each employee. Information includes shifts' start and end time, pay rate, total hours for each shift and for entire period, and total pay.

To create a detailed payroll report:

1. Navigate to **Supervisor (role) ▶ Shift Board ▶ Payroll**.
2. In the ***Payroll Reports*** page click the **Detailed Payroll** link.
3. In the ***Detailed Payroll Report*** page select employee's username from the **Username** drop-down list.
4. Select a month and a year for the report or specify a time period interval using date pickers.
5. Click **Submit.**

Editing Timesheet Information

Managers/Supervisors can change a start and an end time for hourly employees' shifts within payroll editable period.

Note See Settings in *Administrator's Guide* for more information on changing *Payroll Editable Period* setting.

To edit individual shift:

1. Navigate to **Supervisor (role) ▶ Shift Board ▶ Payroll**.
2. In the ***Payroll Reports*** page click the **Detailed Payroll** link.
3. In the **Specify Search Criteria** area select a username and a time period.
4. Click **Submit.**
5. Click the **Edit** icon for a shift that needs to be edited.
6. In the ***Edit Shift Time for <username>*** page change start or/and end time.

7. Click **Update** to update timesheet information or **Cancel** to return to the previous page without update.

Creating Summary Payroll Reports

This report displays summary information for one or more employees for each month within a specified time period. The information includes employees' pay rates, total pay, and total worked time.

To create a summary payroll report:

1. Navigate to **Supervisor (role) ▶ Shift Board ▶ Payroll**.
2. In the ***Payroll Reports*** page click the **Summary Payroll** link.
3. In the ***Summary Payroll Report*** page select the start and the end month and select one or more employees' usernames (hold *Ctrl* key) from the **User(s)** drop-down list.
4. Click **Submit.**

Managing Lab

Supervisors bear the responsibility to ensure that VeraLab application is in sync with the lab environment. This includes making sure that there were no individual or class registrations during the time a room or a lab was closed. Supervisors have an option to close a room and unassign all used workstation in the room, or to close the entire lab and unassign all used workstations in the lab.

Closing Rooms

By closing a room, all used workstations in that room are automatically unassigned.

To close a room:

1. Navigate to **Supervisor (role) ▶ Lab Control ▶ Manage Lab.**
2. In the ***Manage Lab*** page select a room from the **Room** drop-down list.
3. Click **Close Room**.

   If there is any *in use* workstation in the room, a ***Warning*** page will be displayed. The page will display the number of workstations that are currently used.
4. Click **Continue** to proceed and unassign all used workstations or click **Back** to abort the operation. The ***Manage Lab*** page will be displayed with a confirmation message.

Closing the Lab

To close a lab:

1. Navigate to **Supervisor (role) ▶ Lab Control ▶ Manage Lab.**
2. In the ***Manage Lab*** page click **Close Room**.

   If there is any *in use* workstation in the lab, a ***Warning*** page will be displayed. The page will display the list of rooms with the number of workstations that are currently used in each room.
3. Click **Continue** to proceed and unassign all used workstations or click **Back** to abort the operation. The ***Manage Lab*** page will be displayed with a confirmation message.

Employee Schedule

Starting with version 6.x VeraLab comes with new functionality allowing to generate Lab Employee schedules, export schedules to PDF, and/or email to employees. The assumption is that employees are working at counter stations, therefore Schedules are applied to counters, not rooms.

To create employee schedule:

1. Navigate to **Supervisor (role) ▶ Employee Schedule.**
2. In the ***Employee Schedule*** page click on the **Add New Schedule Period** link.
3. In the ***Add Schedule*** page select **Employee** and **Counter** from the drop down menus, Shift start and end times and day(s) of the week.
4. Click **Add** button to add the entry.

To edit or delete an entry click on **Edit** or **Delete** icon inside the cell of a corresponding entry.

The table will display time periods from 12AM to 12AM for each day of the week from Sunday to Saturday. Covered periods are displayed in green and uncovered periods are displayed in red color.

To clear all entries from room schedule:

1. Navigate to **Supervisor (role) ▶ Manager Board ▶ Employee Schedule.**
2. In the ***Employee Schedule*** page click on the **Clear Schedule** link.
3. Select a counter from the drop-down menu and click **OK** button.

4

Technician’s Tasks

This chapter describes how to perform Technician’s tasks. This chapter covers the following topics:

- Managing Malfunctioning/Broken Workstations
- Managing Workstations’ Availability
- Creating Technician’s Reports
- Searching Issues

Managing Malfunctioning/Broken Workstations

Technicians can view, edit, and close open issues for malfunctioning or broken workstations. Technicians can collaborate with Lab Assistants about open issues. Once the problem is fixed they can enter cost of repair and close issues.

Logging Issues for Malfunctioning/Broken Workstations

Technicians can log new issues and make malfunctioning or broken workstations unavailable for student registrations. Once a workstation is marked unavailable, it no longer appears in the list of available workstations for student registrations.

Warning You *can not* make a workstation unavailable if it is currently in use. That workstation has to be unassigned first.

To log a new issue for a workstation:

1. Navigate to **Technician (role) ▶ Issues ▶ Open Issues**.
2. In the ***Open Issues*** page:
   - Click **Add New Problem**.
   - Select a room from the **Select Room** drop-down list.
   - Select a workstation from the **Select Workstation** drop-down list.
3. Select a problem type. The **Type** drop-down list contains most commonly used types of software/hardware problems. For all new problems **State** is automatically set to ***open***.
4. Select a severity of the problem. The **Severity** drop-down list contains three severity types:
   - *Out-of-order.* A workstation has a fatal failure. This means that the workstation becomes unavailable for registrations.
   - *Malfunction.* A workstation has a non-fatal failure. This usually means that the workstation stays available for registrations.
   - *Function.* A workstation has a minor issue, which doesn't affect normal functionality. That workstation stays/becomes available for registrations.
5. Select the **Available** checkbox in the **Edit Station Availability** area if you wish that workstation to stay available for student registrations. Selecting *out-of-order* from the **Severity** drop-down list disables that option automatically.
6. The **Description** text box is mandatory. Input a brief description of a problem. This will allow to address the issue more efficiently.

7. Click **Add**.

Editing Issues for Malfunctioning/Broken Workstations

The system is designed to facilitate collaboration between lab assistants and technicians around technical issues. An issue can be in one of the following states:

- *Open.* Indicates all unresolved issues that have some work in progress. For all new issues the state is automatically set to *open* state.
- *Closed.* Indicates all resolved and closed issues. Once the state is set to *closed*, the workstation is automatically becomes available for registrations. If the issue has been closed and you still need to keep the workstation unavailable, you can change its availability status in the ***Availability*** page.

Note See Managing Workstations' Availability in this chapter for more details.

- *Will not Fix.* Indicates issues that can not be fixed or are not feasible to be fixed. If the state is changed to *will not fix*, the issue will not be displayed in the ***Open Issues*** page. All *Will not fix* issues can be found in the ***Search Issues*** page.

Note See Searching Issues in this chapter for more details.

- *More Info.* Indicates issues that a person trying to work on was not able to reproduce. He/she changed the status to *More Info* in order to get an additional information from an employee who originally logged that issue.

After an issue has been fixed, lab employees can close the issue, and the issue will disappear from the list of open issues.

To edit an existing issue for a workstation:

1. Navigate to **Technician (role)** ▶ **Issues** ▶ **Open Issues**.
2. Click the **Edit** icon for an issue that needs to be updated.
3. Update necessary fields.
4. In order to add or view notes, click the **Add/View Notes** link. A pop-up window will be displayed. Enter a new note in the **New Note** text box and click **Add**. Click **Close** to close the pop-up window.
5. Click **Update**.

Managing Workstations’ Availability

There are situations, other than problems with functionality, when workstations need to be made unavailable for registrations. Workstations can be made temporarily unavailable for registrations so they can be used for internal purposes such as reimaging, scheduled maintenance, etc.

Making Workstations Unavailable for Student Registrations

Technicians can make one or more workstations unavailable for student registrations once at a time without logging an issue.

To make workstations unavailable for student registrations:

1. Navigate to **Technician (role) ▶ Issues ▶ Availability**.
2. In the ***Workstation Availability*** page, select a room or an option *ALL* from the **Select Room** drop-down. The page refreshes and displays the list of workstations satisfying the selected criteria.
3. Deselect checkboxes under the **Available** column for those workstations you want to make unavailable.
4. Select the reason for making them unavailable from the drop-down list under the **Reason** column.

   You can specify one of the three different options for workstation unavailability: *Reimaging, Put on Hold,* and *Other*.
5. Click **Update**

Note You *can not* make workstations unavailable if they are currently in use. A warning message will be displayed on the screen and workstation’s status will remain unchanged. You need to unassign a user from the workstation first.

Making Workstations Available for Student Registrations

Technicians can make one or more workstations available for student registrations if they were made unavailable using **Availability** task. Workstations with logged open issues need to be made available in the ***Open Issues*** page.

To make workstations available for student registrations:

1. Navigate to **Technician (role) ▶ Issues ▶ Availability**.

2. In the ***Workstation Availability*** page, select a room or an option *ALL* from the **Select Room** drop-down. The page refreshes and displays the list of workstations satisfying the selected criteria.

3. Click the appropriate check box under the **Available** column to make your selections.

4. Click **Update.**

Creating Technician's Reports

Technicians can generate various reports and analyze data related to technical issues. Technician can see total costs of ownership for individual workstations as well as for entire rooms within a specified time period. Other reports show number of failures and how long workstations were unavailable for registrations due to malfunctioning or other problems.

Total Cost of Ownership of a Workstation

This report displays a list of issues related to a particular workstation, a cost of repair for each issue, and a total cost of repair within a given time period.

To generate a report:

1. Navigate to **Technician (role) ▶ Reports.**
2. In the ***Technician Reports*** page, click the **Total Cost of Ownership of a Workstation** link.
3. In the ***Cost of Ownership by Workstation*** page, select a room from the **Room Name** drop-down list, then select a workstation from the **Workstation Name** drop-down list.

   The screen refreshes automatically after making a selection from the **Room Name** drop-down list.
4. Specify a time period for the report using date pickers. If no time period is specified the report will be generated for all issues in the system for a given workstation.
5. Click **Submit**.

Note This report will not show issues that have cost of repair equal to zero or null.

Total Cost of Ownership of a Room

This report displays consolidated costs of repairs for one or more rooms in the lab. Reports can be created using monthly or multi-monthly time intervals as well as using predefined academic timelines. Reports can be displayed either in a tabular or in a graphical form.

To generate a report:

1. Navigate to **Technician (role) ▶ Reports.**
2. In the ***Create 'Total Cost of Ownership by Room' Report*** page:
   - Specify a time period by selecting the beginning and the ending months or by selecting a predefined period in the **Choose Time Period** area.

- Select one or more rooms (hold *Ctrl* key) in the **Select Room(s)** area.

Note You *can not* select more than N options from multiple-option drop-down lists. Default for N is seven. See Report Settings in *Administrator’s Guide* for more details.

- Select an output form which you wish the report to be displayed in from the **Choose Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.

3. Click **Submit**.

Downtime and Total Failures

This report displays information about workstations’ downtime (in hours) and number of times failures occurred. Calculated downtime is based on time intervals when workstations were unavailable because of malfunctioning or other software/hardware problems. Number of failures is calculated based on number of times workstations were unavailable because of malfunctioning or other software/hardware problems.

To generate a report:

1. Navigate to **Technician (role) ▶ Reports.**

2. In the ***Create ‘Downtime and Number of Failures’ Report*** page:

- Specify a time period by selecting the beginning and the ending months or by selecting a predefined period in the ***Choose Time Period*** area.
- Select an output form which you wish the report to be displayed in from the **Choose Output Type** drop-down list. Reports can be generated in a tabular or a graphical form.

3. Click **Submit**.

Note The report accounts downtime only for workstations that had logged issues. The report doesn’t account other downtime reasons.

Searching Issues

Technicians can search for issues using various search options and criteria. Search criteria and options include any or all of the following: Workstation Name, Issue Description, Problem Type(s), Location (Rooms), Status, Severity, and Time Period. Alternatively an issue can be found by specifying an issue ID.

To search for issues:

1. Navigate to **Technician (role) ▶ Issues ▶ Search Issues.**
2. Click the appropriate check boxes and options from the drop-down lists to make your selections.

Note If you use more than one word in the **Issue Description** field, the search will return results that include ALL words entered in that field. For example, if you entered *"broken monitor,"* the search will return such issues that have in the description *"monitor broken," "monitor glass broken,"* but will not include such as *"monitor doesn't turn on."*

3. Click **Search**.

Note Issues returned in the result set *can* be edited. Open issues can be closed and vice versa. See Editing Issues for Malfunctioning/Broken Workstations in this chapter for how-to information.

5

Super Manager’s Tasks

This chapter describes how to perform Super Manager’s tasks.

This chapter covers the following topics:

- Site Level Access

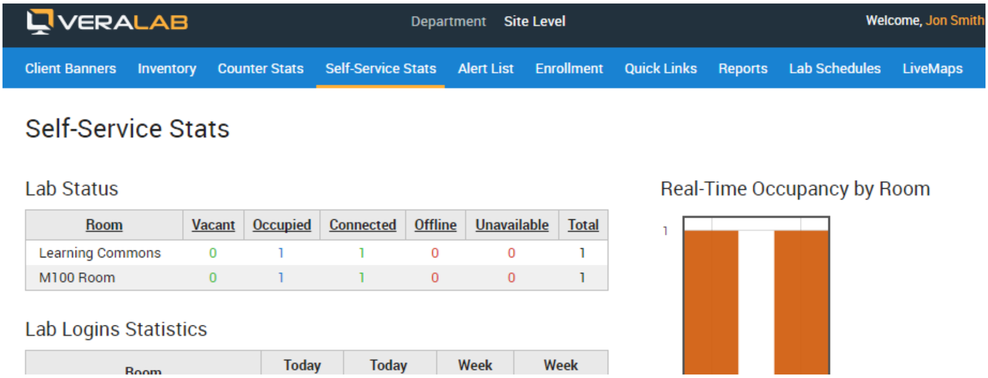
Site Level Access

A new role called Super Manager has been introduced in VeraLab 8.1 Enterprise Edition. This role essentially is a clone of existing Manager role with all respective tasks. For details on Manager's tasks and how to use them in VeraLab application, please refer to Manager's Tasks in Chapter 2.

Super Manager role is a Site Level role and it allows making setups and running reports for entire VeraLab environment, for all rooms and departments comprising your organization.

For example, if you are the user with Super Manager role and your environment is running in LDAP-enabled or MSAD environment, navigate to Self-Service Stats task to view all configured rooms and real-time statistics.

Figure 5-1:



As a user with Super Manager role you can perform the following tasks on respective levels (refer to Table 1 below):

Table 1: Super Manager's Task Permission Matrix

Task Name	Department Level	Site Level
Client Screen Banners	x	x
Inventory Items	x	
Alert Lists	x	x
Student Enrollment Data		x
Quick Links	x	x

Table 1: Super Manager's Task Permission Matrix

Task Name	Department Level	Site Level
Lab Schedules	**x**	
LiveMaps for Rooms	**x**	

For such functionality as "Client Screen Banners", "Alert Lists", and "Quick Links" you can create new objects and assign them either on Site or Department level. You can also modify these objects to re-assign to a different department or to a Site Level at any time.

Important As a user with Super Manager role you can execute reports displaying data for multiple Departments with totals rolled up to Site Level.

A

Dashboard Warnings

This chapter describes how to perform Manager's tasks. This chapter covers the following topics:

- Working with Warnings

Working with Warnings

Warnings are displayed on Manager's and Lab Assistant's dashboards. Warnings have several levels of importance. Warnings displayed in *yellow* serve to drive lab employees' attention to certain events. Warnings displayed in *red* serve to alert lab employees about an important event or in order to request a further action.

Warning Name	Level of Importance	Description	Action
Workstation *<name>* **registration expired**	red	The user has been registered to the workstation beyond the limit specified in the Registration Settings. See Administrator's Tasks	Unassign the user from the workstation
Registration for class in room *<name>* **expired**	red	The class has been registered to the workstation beyond the limit specified in the Registration Settings. See Administrator's Tasks	Unassign the class/ instructor from the room
User *<nickname>* **has been waitlisted for** *N* **minutes**	red	The user has been listed on the waitlist beyond the limit specified in the Registration Settings. See Administrator's Tasks	Promote or delete the user from the waitlist
Workstation *<name>* **registration will expire in** *N* **minutes**	yellow	There is N minutes left before individual registration expires	Advise the user that his/ her registration will expire in N minutes
Class in room *<name>* **registration expires in** *N* **min**	yellow	There is N minutes left before class registration expires	Usually no action is required, since classes have limited durations
Workstation *<name>* **available for user** *<nickname>* **from the waitlist**	yellow	The appropriate workstation has become available for the qualified user from the waitlist	Promote the user from the waitlist to the appropriate workstation

Warning Name	Level of Importance	Description	Action
Workstations available for user *<nickname>* **from the waitlist**	yellow	Several workstations have become available for the qualified user from the waitlist	Promote the user from the waitlist to any of the appropriate workstations

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