

VeraLab™
Computer Lab Management Suite

User's Guide

Release 26.2 for Microsoft Windows

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VeraLab User's Guide, 26.2 for Microsoft Windows

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Send Us Your Comments

VeraLab Inc. welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: **support@veralab.com**
- Postal service:

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  USA

If you would like a reply, please give your name, address, telephone number, and electronic mail address.

If you have problems with the software, please contact VeraLab Technical Support.

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

> **Important** VeraLab 26.2 redesigns every screen on a single design system, with a light, dark, or automatic theme, messages shown in the page instead of browser pop-ups, a session timeout warning with **Stay signed in**, and searchable, sortable tables. Reports now show summary cards, a chart, and a sortable table together. Managers get the new **AI Insights** page, and the Student Portal, LiveMap editor, Client Banners, and Workstation Availability pages are new. Where 26.2 changes a procedure in this guide, the procedure has been updated. Server-side setup, including Client Modes and AI Insights settings, is documented in the *VeraLab Administrator's Guide*.

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, Manager's Tasks

This chapter describes how to perform lab Manager's tasks. VeraLab allows managers to view real-time headcount statistics, get users registrations, waitlists, and lab personnel payroll reports, and read AI Insights about utilization, staffing, and licenses. 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 Supervisor'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.

Chapter 5, Super Manager's Tasks

This chapter describes the Site Level role available in VeraLab Enterprise Edition.

Appendix A, Dashboard Warnings

This appendix describes the warnings displayed on Manager's and Lab Assistant's dashboards.

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 Server Installation and Upgrade Guide*
- *VeraLab Guard Client Installation Guide*
- *VeraLab Administrator's Guide*
- *VeraLab Booking App Guide*

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

1 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. 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
- Scheduled Tasks

Starting/Ending Shifts

> **Note** Starting with VeraLab 26.1, the VeraLab client is a single unified client, and how each workstation signs in (Standard, LDAP, or NetWare / eDirectory) is controlled centrally from the server per room or department under **Setup → Client Modes**. In earlier releases a separate Standard, LDAP, or Novell client had to be installed. Server-controlled mode switching requires VeraLab Guard Client 26.1 or later. See the *Administrator's Guide* for configuration details.

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, and the number of users waitlisted. See Working with Warnings appendix for more information.

To view statistics on the 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. Only rooms in Counter Sign-in mode appear on this page.

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

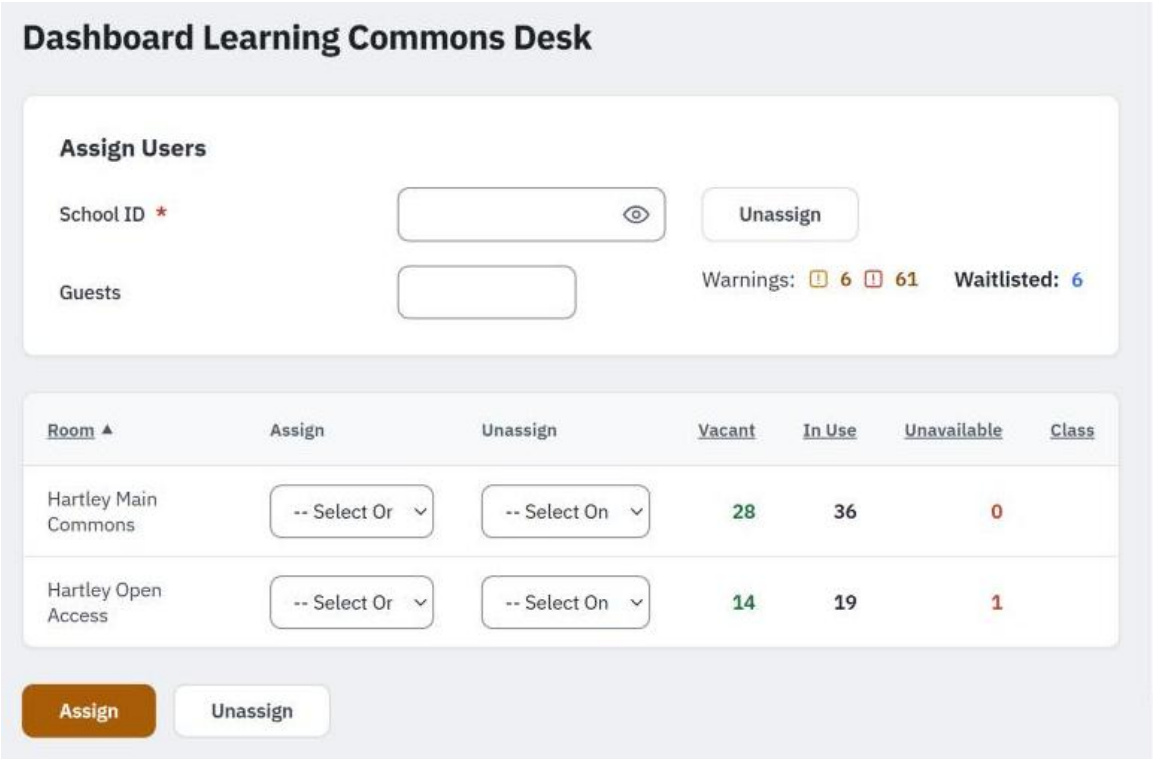


Figure 1-1. Check-in Dashboard.

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 window with the list of workstations will be displayed. A window for status Class will show a list of all available workstations in the room, if a class registration was exclusive; a 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 **Monitoring** 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** text field.

Note Starting with version 8.5, it is possible to deny check in based on student ID. If a student ID is on Alert List and has **Reject Counter Check-in** flag, it will not be possible to assign student to any workstation until conflict is resolved and reject flag is removed.

Note Starting with version 8.8, it is possible to enforce student ID or username field validation against LDAP during check in process. By default, this feature is turned off. To enable LDAP username verification, go to **Tools → Settings → Registration** and set **Enforce Counter Sign-in username verification against LDAP** to true.

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**.

The waitlist on the ***Manage Waitlist*** page shows how many minutes each user has been waiting.

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 **Monitoring** 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 page. If the 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 appear in the drop-down list of available workstations. The confirmation is displayed in the message area on the top of the 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**.

The ***Open Issues*** page lists every open issue with its workstation or device, room, image, severity, type, state, and how long it has been open. Click **PDF** to export the list.

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 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 window will be displayed. Enter a new note in the **New Note** text box and click **Add**. Click **Close** to close the 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. On the ***Confirm your password*** page, re-enter your password and click **Continue**.

> **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. Select a pay period (month) and a year or select dates using the date picker.
4. Click **Submit**.

The 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 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 gray, 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.
>
> **Note** As of VeraLab 26.1, VeraLab Guard identifies each workstation automatically by a unique Device ID, so stations stay correctly matched after a rename or hardware change, and the client reports its own computer model. Workstation unlock passwords can also be set centrally from the server (the **Guard** settings category, with optional per-room overrides). Running a Test Connection now shows the sign-in mode the client received from the server. See the *Administrator's Guide* and *Guard Client Installation Guide*. VeraLab 26.2 comes with VeraLab Guard client 26.2.

Starting with VeraLab 26.2, the Monitoring station list is a searchable, sortable table. Rooms in Maintenance mode show a **Stations to cleanup** count next to the warnings; click it to acknowledge cleanup and release the stations to users.

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 window with a list of running processes will be displayed.
5. In the ***Running Processes on <workstation_name>*** window, select the check boxes of the processes you need to terminate.
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 window.

> **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*.

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 window 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 workstations by selecting a checkbox in the column header.
5. Select an action from the **Action** drop-down menu.
6. Click **Execute**.

> **Note** Starting with VeraLab 26.2, you can also lock and unlock stations from the ***Workstation Availability*** page with **Lock now** and **Unlock now**.

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 workstations by selecting a checkbox in the column header.
5. Select **Send Message** from the **Action** drop-down menu.
6. Click **Execute**.
7. In the ***Send Message to Workstations*** window, type a text message. Select **Emergency Announcement** to lock client screens until users acknowledge the 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.
>
> **Note** Starting with VeraLab 26.1, you can add a comment to an inventory transaction when you take or restock items, making it easy to record context and keep a clear history of changes.

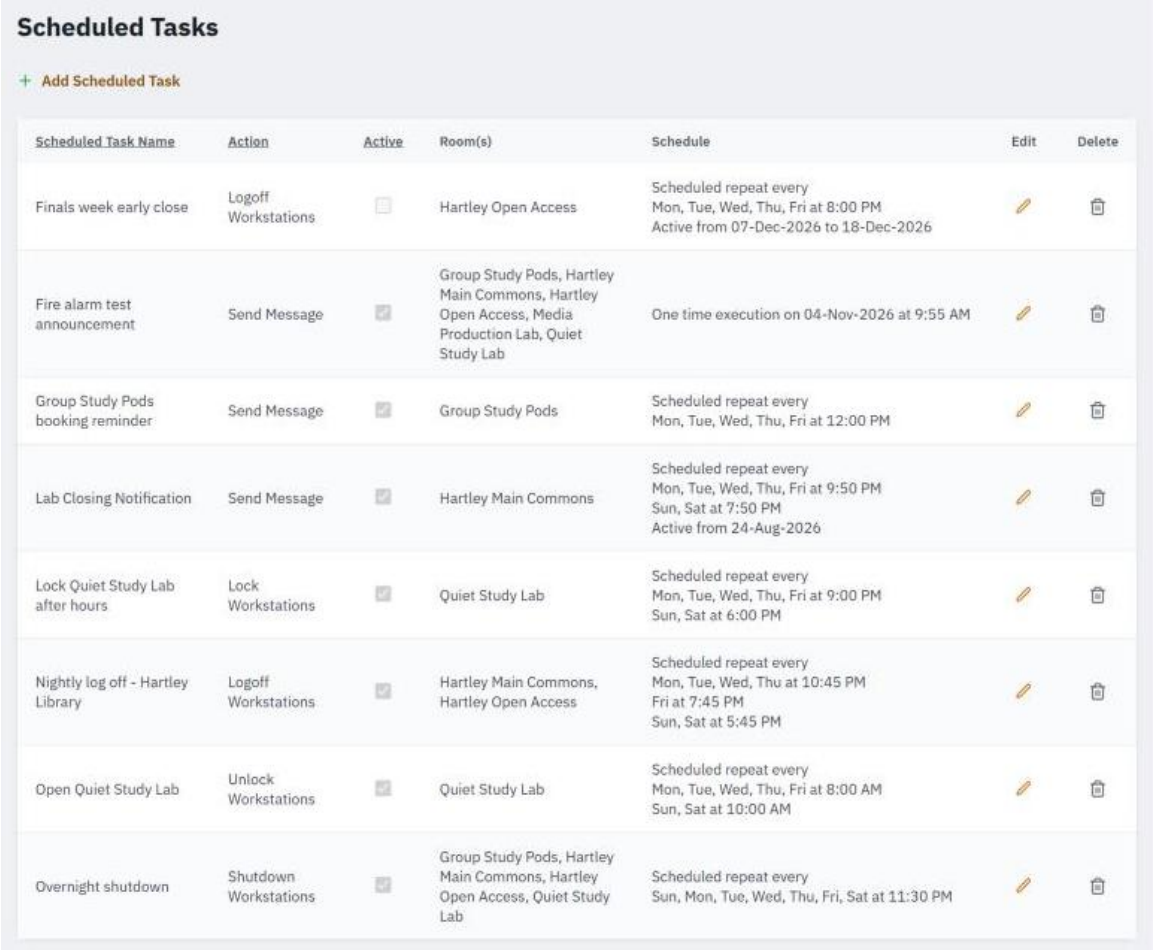
Scheduled Tasks

Starting with version 8.3, VeraLab comes with new functionality that allows scheduling remote operations on clients, such as logout, shutdown, sending messages, etc.

To schedule a new task:

1. Navigate to **Lab Assistant** (role) → **Lab Control** → **Scheduled Tasks**.
2. Click the **Add Scheduled Task** link.
3. On the ***Add New Scheduled Task*** page, enter a **Scheduled Task Name**, select one or more rooms under **Select Room(s)**, and choose how the task repeats in **Repeat On**. For a repeated task, set the optional **Active from** and **End Date**, then select the days of the week and the time. Click **Add another schedule** to add more days and times.
4. Select the **Action**. Optionally select **Show message before** and enter the number of minutes, **and before 1 minute**, and **Emergency Announcement**. You can embed the `%minute%` variable in the message; it is replaced with the number of minutes on client screens.
5. Click **Add**.

> **Note** To schedule a task without end date (indefinitely), leave End Date field empty. You can add multiple schedules for the same task, e.g. if your lab closes at different times on weekends, you can add another line for Sat and Sun.



Scheduled Tasks

+ Add Scheduled Task

Scheduled Task Name	Action	Active	Room(s)	Schedule	Edit	Delete
Finals week early close	Logoff Workstations	☐	Hartley Open Access	Scheduled repeat every Mon, Tue, Wed, Thu, Fri at 8:00 PM Active from 07-Dec-2026 to 18-Dec-2026		
Fire alarm test announcement	Send Message	☑	Group Study Pods, Hartley Main Commons, Hartley Open Access, Media Production Lab, Quiet Study Lab	One time execution on 04-Nov-2026 at 9:55 AM		
Group Study Pods booking reminder	Send Message	☑	Group Study Pods	Scheduled repeat every Mon, Tue, Wed, Thu, Fri at 12:00 PM		
Lab Closing Notification	Send Message	☑	Hartley Main Commons	Scheduled repeat every Mon, Tue, Wed, Thu, Fri at 9:50 PM Sun, Sat at 7:50 PM Active from 24-Aug-2026		
Lock Quiet Study Lab after hours	Lock Workstations	☑	Quiet Study Lab	Scheduled repeat every Mon, Tue, Wed, Thu, Fri at 9:00 PM Sun, Sat at 6:00 PM		
Nightly log off - Hartley Library	Logoff Workstations	☑	Hartley Main Commons, Hartley Open Access	Scheduled repeat every Mon, Tue, Wed, Thu at 10:45 PM Fri at 7:45 PM Sun, Sat at 5:45 PM		
Open Quiet Study Lab	Unlock Workstations	☑	Quiet Study Lab	Scheduled repeat every Mon, Tue, Wed, Thu, Fri at 8:00 AM Sun, Sat at 10:00 AM		
Overnight shutdown	Shutdown Workstations	☑	Group Study Pods, Hartley Main Commons, Hartley Open Access, Quiet Study Lab	Scheduled repeat every Sun, Mon, Tue, Wed, Thu, Fri, Sat at 11:30 PM		

Figure 1-2. List of Scheduled Tasks.

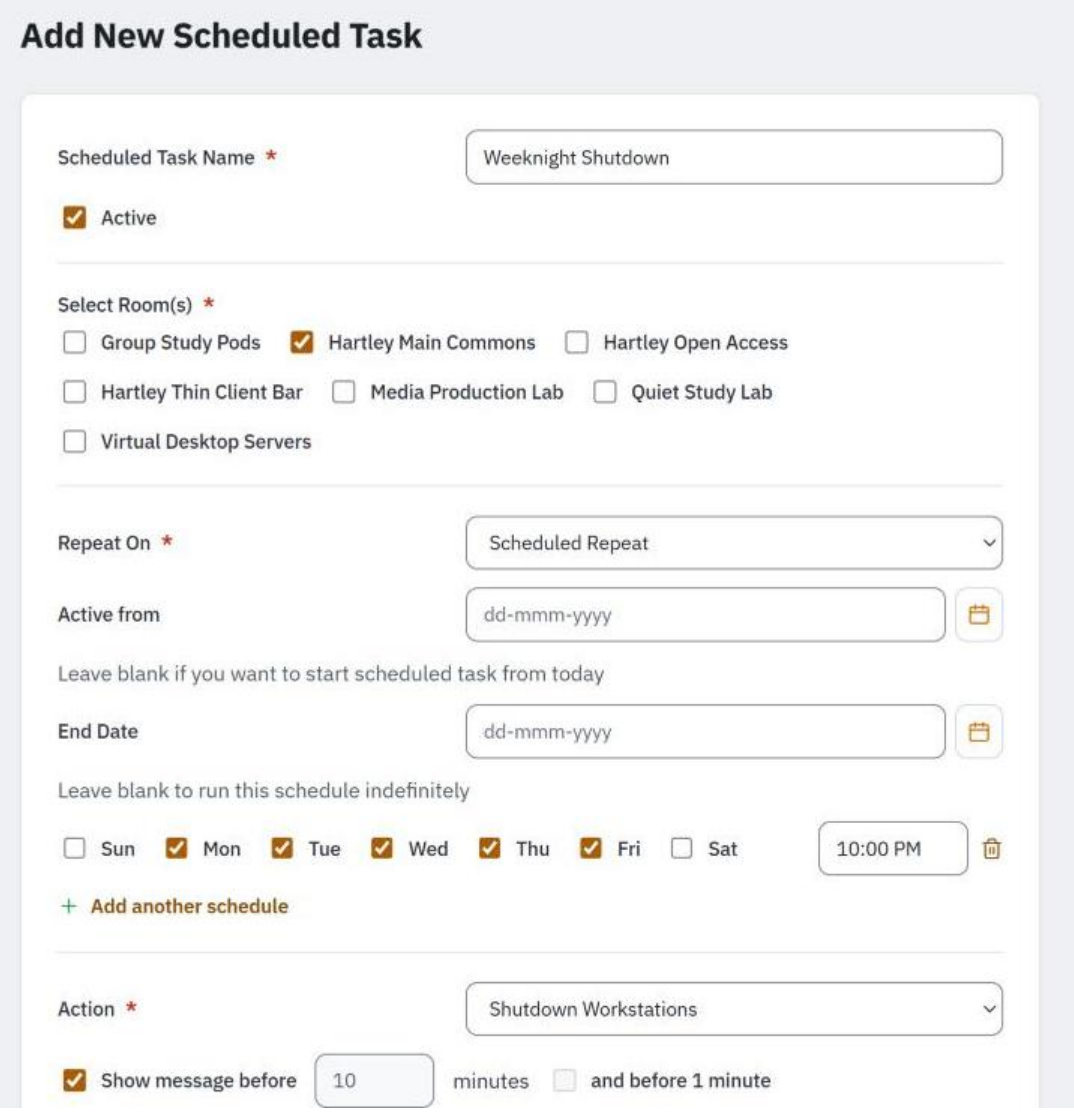


Figure 1-3. Add New Scheduled Task page.

2 Manager's Tasks

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

- Lab Usage Statistics
- Using AI Insights
- Managing Client Screen Banners
- Managing Staff Payroll
- Creating Manager's Reports
- Managing Alert Lists
- Managing Lab Schedules
- Managing LiveMaps
- Managing Enrollment Data
- Managing Inventory
- Managing Remote Access
- Managing Quick Links
- Managing Session Limits
- Managing User Agreements

Lab Usage Statistics

Managers can view lab statistics in real time and over past periods of time. 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.

Starting with VeraLab 26.2, both pages open with summary cards: total stations, unavailable (or offline) stations, stations in use, and users online with open shifts. Below the cards are:

- **Lab Status** – real-time workstation statuses for each room.
- **Real-Time Occupancy by Room** – a bar for each room showing stations in use, vacant, and unavailable or offline.
- **4-Month History** – registrations (Counter Stats) or visits (Self-Service Stats) for the last four months.
- Waitlists and warnings for each counter (Counter Stats), lab registrations statistics for the current day, week, and semester, and the list of users with open shifts. Click **More Analysis...** for related reports.

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 *Server 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**. Requires re-login after making a change.

> **Note** The Counter / Self-Service / Mixed Sign-In setting above controls how registration statistics are gathered and which dashboards appear. It is distinct from the VeraLab Client Modes introduced in 26.1 (Standard, LDAP, NetWare / eDirectory), which control how a workstation authenticates and are set per room or department under **Setup** → **Client Modes**. See the *Administrator's Guide*.

To view Counter or Self-Service statistics:

1. Navigate to **Manager** (role) → **Manager Board** → **Counter Stats** [**Self-Service Stats**].
2. Click a digit or a warning that displays a real-time statistics for detailed information. A window with detailed information will be displayed.

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

Using AI Insights

Starting with VeraLab 26.2, the **Manager Board → AI Insights** page reads the sessions recorded in your labs and explains what they show. It answers the questions lab managers are asked most — which room is busiest, whether there is enough staff at peak, which stations look faulty, and which licenses are paid for but not used — and shows how each answer was worked out. AI Insights is included in every edition and is available at Site Level and for each department.

> **Note** All AI Insights figures and summaries are calculated by your VeraLab server from your own session data. Nothing is sent to an outside service.

The page header shows the period covered (the last 90 days by default) and how many days have data. The page is organized as follows:

- **Saved questions** – ten ready answers, for example "Which room is busiest?", "When is the busiest hour of the week?", "Do we have enough staff at peak?", "Which stations look faulty?", and "Which licenses are we paying for but not using?". Each answer includes a **How this is worked out** explanation.
- **Utilization & Room Traffic** – seat hours delivered, utilization at peak and on average, the busiest room, and a table of every room with its logins, seat hours, mean and peak utilization, and a verdict (full, steady, or spare capacity). A chart shows the busiest hour each week against the average.
- **Demand Forecast & Staffing** – the forecast peak, the recommended number of lab assistants at peak, the quietest window, and the hours at or above 85% of capacity, with a typical-week occupancy heat map.
- **Anomaly Detection** – hours in the most recent week that were busier, quieter, or emptier than the same hour in earlier weeks, with what was observed and what was expected. A room or hour that was quieter than usual or had no usage is a common sign of a closed room or a network fault.
- **License Intelligence** – peak concurrent use of each product compared with the seats you own, with right-sizing recommendations and the seats you could reclaim at renewal.

Each tier ends with an **AI insights** panel that explains the figures in plain language. Every figure comes from the same nightly roll-up.

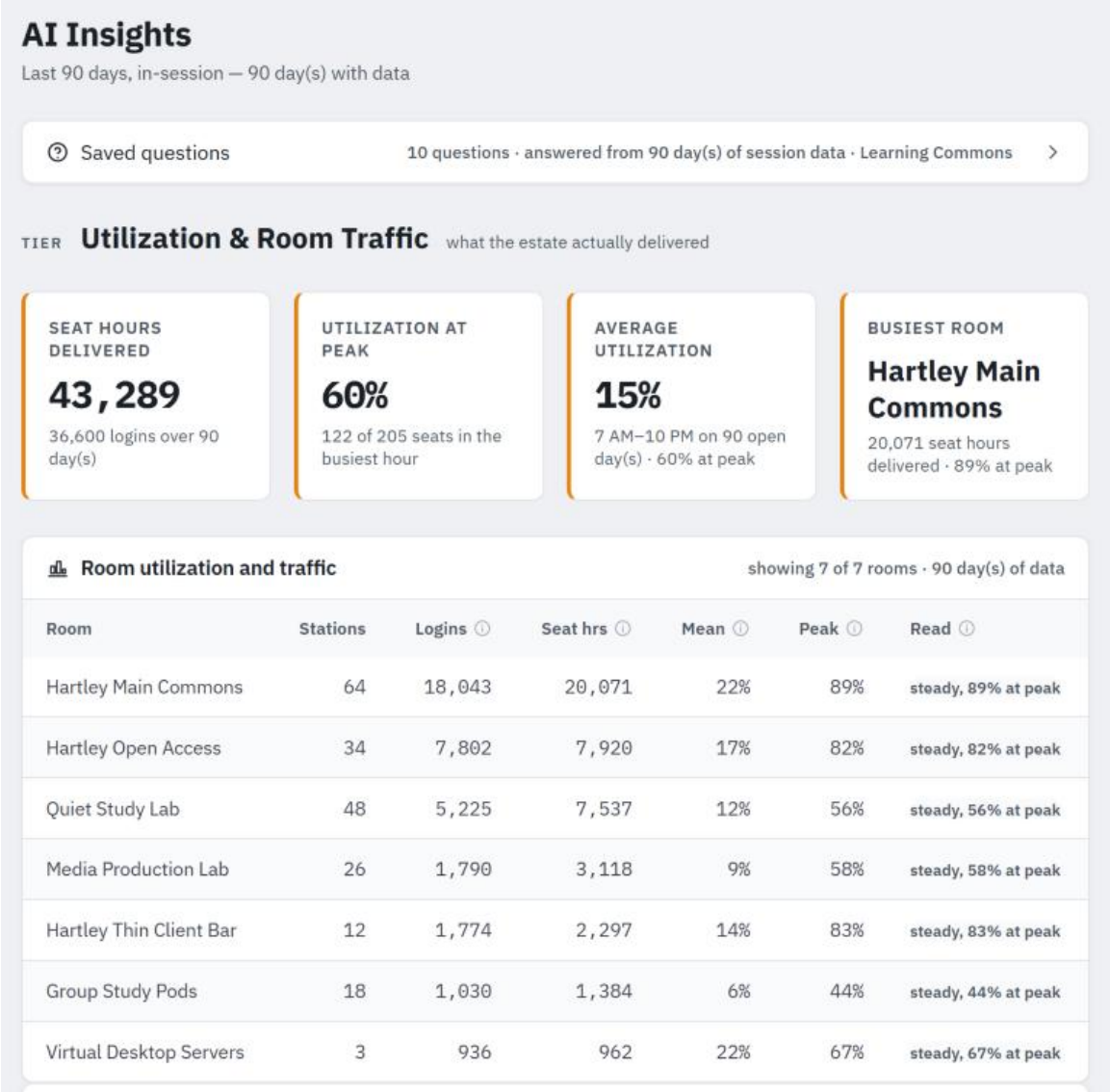


Figure 2-1. AI Insights: Utilization & Room Traffic.

To read AI Insights:

1. Navigate to **Manager** (role) → **Manager Board** → **AI Insights**.
2. To see a ready answer, click **Saved questions** and choose a question.
3. Scroll through the tiers. Point to the information icon next to a column heading to see how it is calculated.

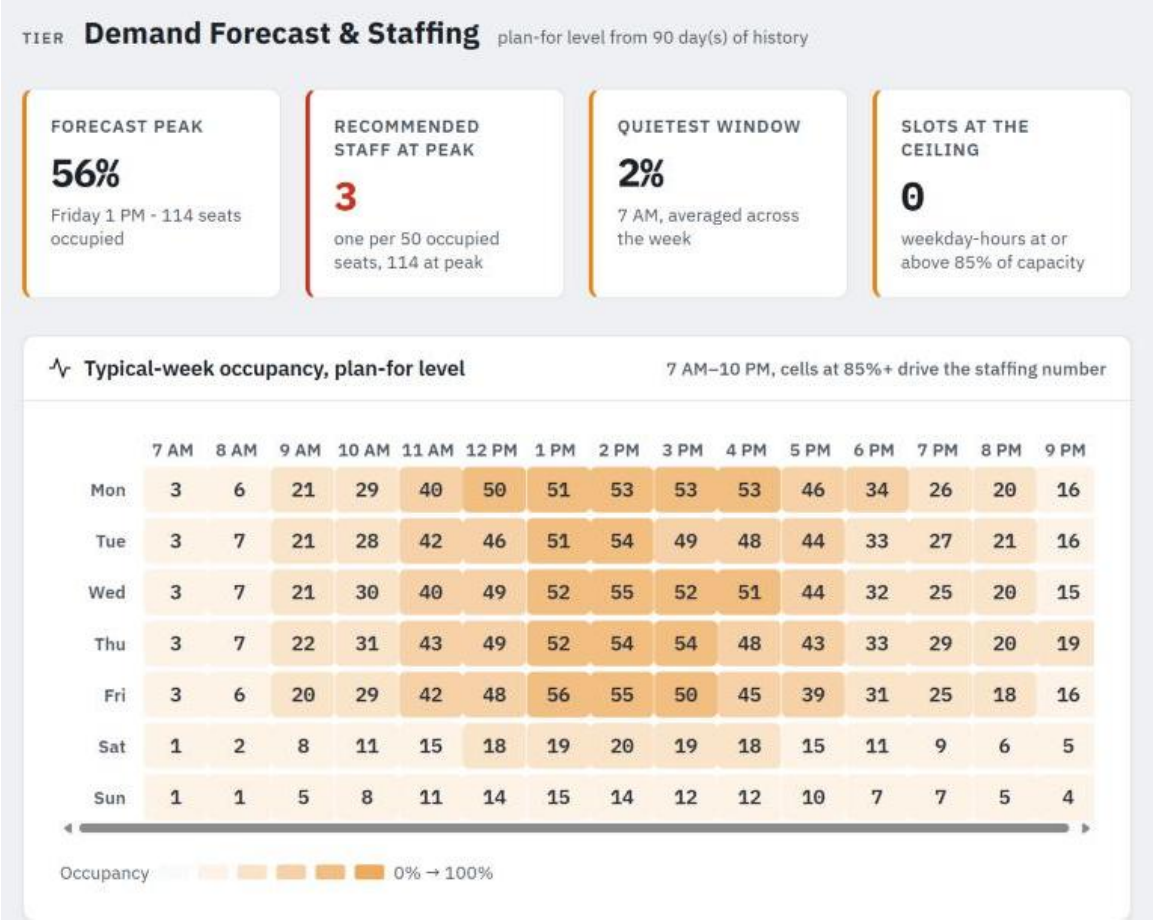


Figure 2-2. AI Insights: Demand Forecast & Staffing heat map.

Note Opening hours, the number of seats one lab assistant can cover, the longest session counted, the roll-up time, and the history window are set by an administrator under **Tools → Settings → AI Insights**. After an upgrade, AI Insights builds its history in the background; progress is shown on the ***Maintain Data*** page. After history is imported or purged, an administrator rebuilds the figures with **Tools → Maintain Data → Rebuild Insights Data**. See the *Administrator's Guide*.

Note The upgrade to 26.2 gives AI Insights to the Manager role and, in Enterprise Edition, to the Super Manager role. An administrator can change this under Roles.

Managing Client Screen Banners

Managers can choose one or more banners that are displayed on locked client workstation screens. These can be campus or department logos, announcements, etc. Selected images are pushed from the VeraLab server to client stations automatically; changes reach workstations within a few minutes.

Starting with VeraLab 26.2, the redesigned ***Client Banners*** page lets you upload banners and choose the level at which each banner applies on one screen. Banner files are kept within the department that owns them. Under **Where <department> gets its banners**, choose one of three options:

- **Inherit from Site Level** – stations show the Site set and follow any change made there.
- **One set for the department** – every room in the department shows the same banners.
- **A set per room** – each room has its own banners, chosen room by room. A room with none shows none.

To upload banners and choose where they are shown:

1. Navigate to **Manager** (role) → **Setup** → **Client Banners**.
2. Click **Upload banner**, then drop an image onto the **Banner library** area or click to choose one. Any common image format is accepted and stored as PNG; 1920 × 1080 is recommended for a 16:9 screen.
3. Under **Where <department> gets its banners**, select an option.
4. Click **Edit set** for the department set (or for a room), select the banners to show, and click **Save**.

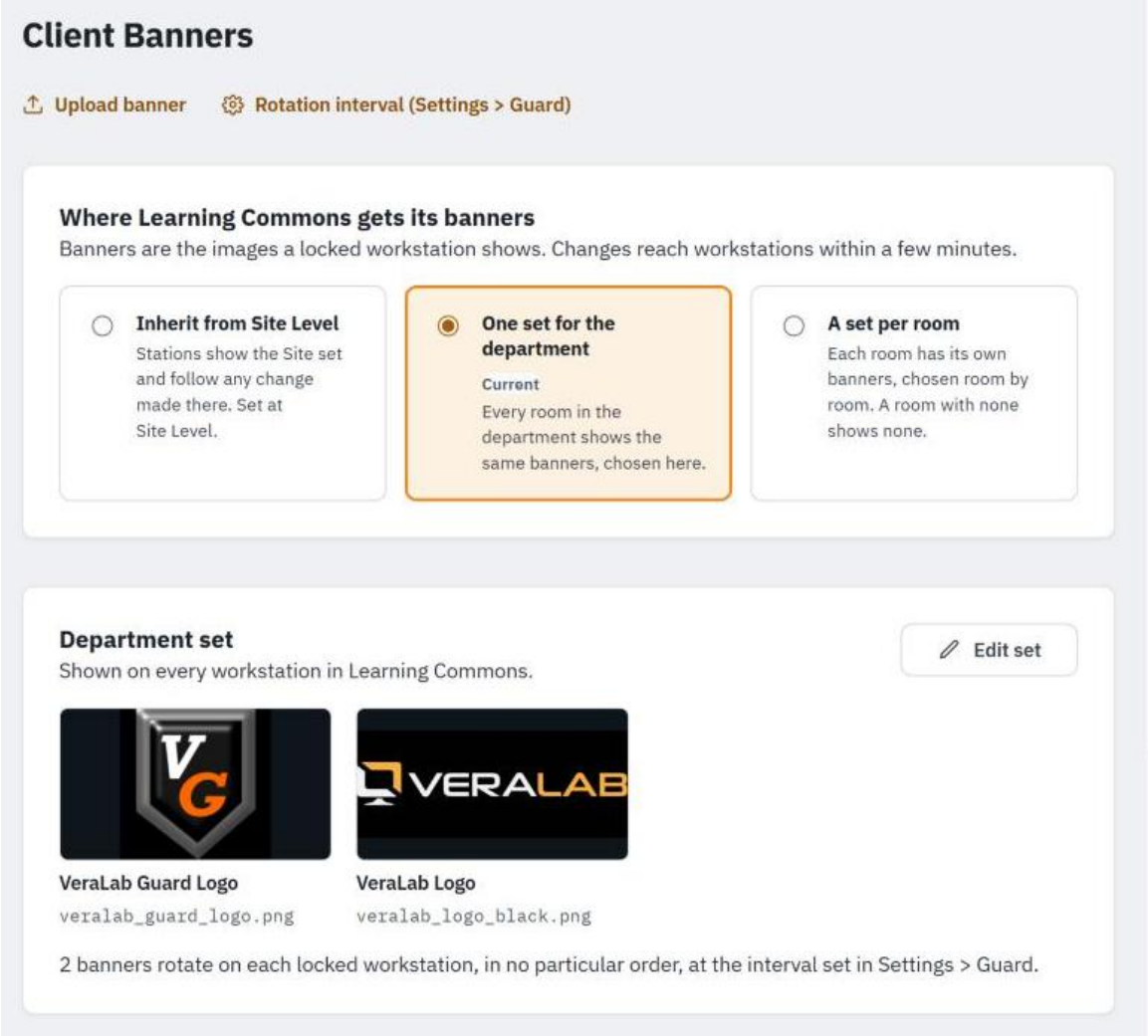


Figure 2-3. Client Banners.

Note Banners uploaded in a department are visible at Site Level but not to other departments. Global banners are changed at Site Level. When several banners are used, they rotate in no particular order at the interval set by **Client Banners Rotation Interval (sec)** under **Tools → Settings → Guard** (20 seconds by default).

Managing Staff Payroll

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

> **Warning** Starting with 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.

> **Note** Starting with version 8.5, it is possible for Managers or employees with Payroll task to add shifts. Sometimes hourly employees forget to start their shifts in VeraLab. With this new functionality it is possible to amend shift records after the fact. **Add Shift** button is available on Detailed Payroll output page.

Closing Runaway Employee Shifts

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. Manager's Reports list includes all reports available in the VeraLab Suite. Other roles have reports that match role's subject area.

Starting with VeraLab 26.2, redesigned reports open with summary cards above a chart and a sortable table, so report forms no longer ask you to choose between a table and a chart. In reports and dashboards, hours follow your time format setting, and counts use your locale's number grouping. The day-of-week reports (Registrations, Waitlist, Inventory, Logins, and Number of Bookings) share one board; click a day to see its busiest hours. Each report output page offers **New Report**, **Excel**, **PDF**, **Share Report**, and **Schedule Report** (see Figure 2-4).

> **Note** Starting with VeraLab 26.1, reports generate in Microsoft Excel (.xlsx) format, so results are ready to filter, sort, and share in Excel right away. The Import Data tool also accepts Microsoft Excel (.xlsx) files in addition to the previously supported formats.

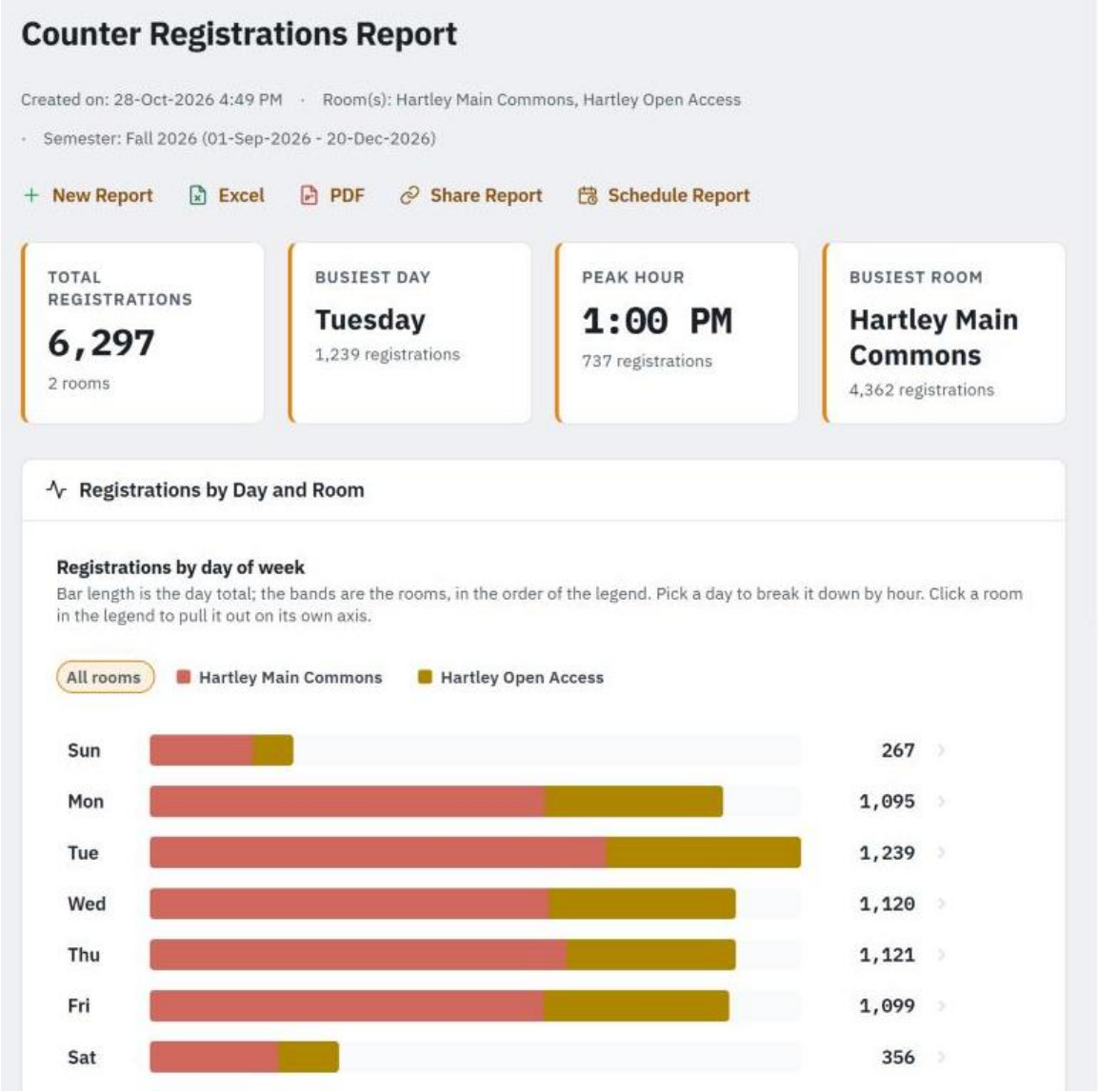


Figure 2-4. Report output with the Schedule Report option.

To run a report on a schedule and email it, run the report with the filters you want, then click **Schedule Report**. In the ***Schedule Report*** window, enter the report name, a distribution list (comma-separated emails), and an optional message; choose whether to attach a PDF or Excel file; and set the time to run, how often it repeats, and the start and end dates. Click **Test** to send it once now, or **Schedule** to save the schedule.

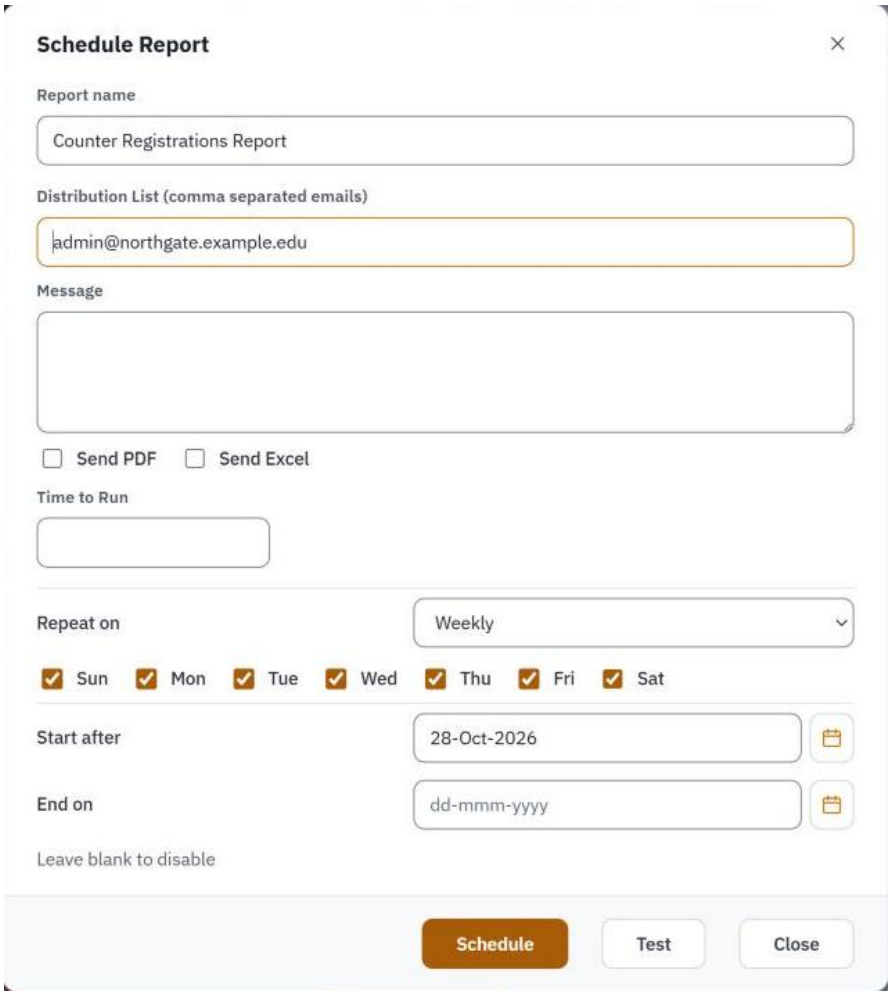


Figure 2-5. Schedule Report window.

VeraLab Business Intelligence

VeraLab Business Intelligence 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.

Starting with VeraLab 26.2, Usage Trends and Seat Hours lets you compare years and seasons, follow running seat hours with the typical range shaded and outliers marked, and compare **Hours per visit** with the previous year. It shows histories by month, marks gaps in the data, and exports to Excel and PDF. Monthly Usage Stats and YTD Usage Stats with Totals have new charts and sortable tables.

> **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 the month when your institution's academic year begins (**Academic year starts in**) or select the range of dates, and choose **All rooms**, **Selected counters**, or **Selected rooms**.
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**, **Room Name**, and **Dates**.
4. Click **Search**.

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

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 ***Create "Counter Registrations" Report*** page:
   - Choose the time period: a **Month**, a **Year**, the **Current Year**, **Current Week**, or **Current Semester**, a **Semester**, a **From**/**to** date range, or the **Last** N days, weeks, or months.
   - Select one or more rooms in the **Choose Room(s)** area.
4. Click **Submit**.

The report shows total registrations, the busiest day, the peak hour, and the busiest room, followed by a **Registrations by day of week** chart. Pick a day to break it down by hour. Click a room in the legend to pull it out on its own axis.

> **Note** Starting with VeraLab 26.2, the report form no longer asks you to choose between a table and a chart. The output shows summary cards, a chart, and a sortable table together. Use **Excel** or **PDF** to export or print the report, and **New Report** to change the criteria.

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.

To generate a report:

1. Navigate to **Manager** (role) → **Reports**.
2. In the ***All Reports*** page click the **Waitlist Reports** link.
3. In the ***Create "Waitlist Report by Days of Week"*** page:
   - Choose the time period: a **Month**, a **Year**, the **Current Year**, **Current Week**, or **Current Semester**, a **Semester**, a **From**/**to** date range, or the **Last** N days, weeks, or months.
   - Select one or more counters in the **Choose Counter(s)** area.
4. Click **Submit**.

To view waitlists fluctuations during open hours, pick a day in the chart to break it down by hour.

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: **User Name**, **Domain**, **Dates**, **Room Name**.
4. Click **Search**.

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

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 ***Create "Self-Service Logins" Report*** page:

- Choose the time period: a **Month**, a **Year**, the **Current Year**, **Current Week**, or **Current Semester**, a **Semester**, a **From**/**to** date range, or the **Last** N days, weeks, or months.
- Select one or more rooms in the **Choose Room(s)** area.

4. Click **Submit**.

Starting with VeraLab 26.2, the report shows summary cards above an hour-by-hour chart for each room, drilled down from the weekly view.

Creating Headcount Report

This report 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.

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:
   - Choose the time period: a **Month**, a **Year**, the **Current Year**, **Current Week**, or **Current Semester**, a **Semester**, a **From**/**to** date range, or the **Last** N days, weeks, or months.
   - Select one or more rooms in the **Choose Room(s)** area.
   - Optionally set the **Start time** and **End time** of the day to include.
4. Click **Submit**.

The report provides information about Average Occupancy, Maximum Occupancy and Average Occupancy as a percent of total room capacity, with a chart and a sortable table.

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.

> **Note** Starting with VeraLab 26.1, the Summary and Detailed Payroll reports include an **Active Users Only** checkbox, so you can focus on your present staff without sifting through inactive accounts.

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. Choose the time period, then select the employee in the **Username** list (or click **Pick Users from the List**). Optionally select **Active Users Only** or **Show Open Shifts**, and choose whether hours are shown as **HH:MI** or **Decimal**.
4. 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 be 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. 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 or week 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) → **Reports**.
2. In the ***All Reports*** page click the **Summary Payroll** link.
3. Under **Pay Period(s)**, select **Summary by month period** (with start and end months) or **Summary by week period** (with the day the workweek starts on). Select one or more employees in **User(s)** or click **Pick Users from the List**, and choose **HH:MI** or **Decimal**.
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**, and enter one or multiple emails (separated by comma) in **Inventory Notification Email**.

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.

> **Note** As of VeraLab 26.1, inventory transactions can include a free-text comment, which appears alongside each transaction in this report.

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. Starting with VeraLab 26.2, it shows a chart and a sortable table together.

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** The **Coverage Chart** report shows time periods covered and not covered by actual employee shifts for a **Room** during **The week of** a date you choose. Shifts with duration less than one minute are ignored; the **Grace window (minutes)** sets how much of a gap is tolerated before a period counts as uncovered. 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 2-7).

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. The Alert List page also shows the number of violations recorded for each user.

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. Optionally, select **Send Email Notification** checkbox and enter an email or email list.
5. Select an alert level from the **Alert** drop-down list.
6. 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.
7. Click **Add**.

> **Note** Visit **Tools** → **Settings** → **Email and Notification** as a user with Administrator role to configure notification settings.

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 and confirm, the alert will be deleted from the system and a confirmation message will be displayed on the Alert List page.

Managing Lab Schedules

VeraLab allows 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
```

On the Student Portal, the **Weekly Lab Schedule** link shows the published schedules of all rooms.

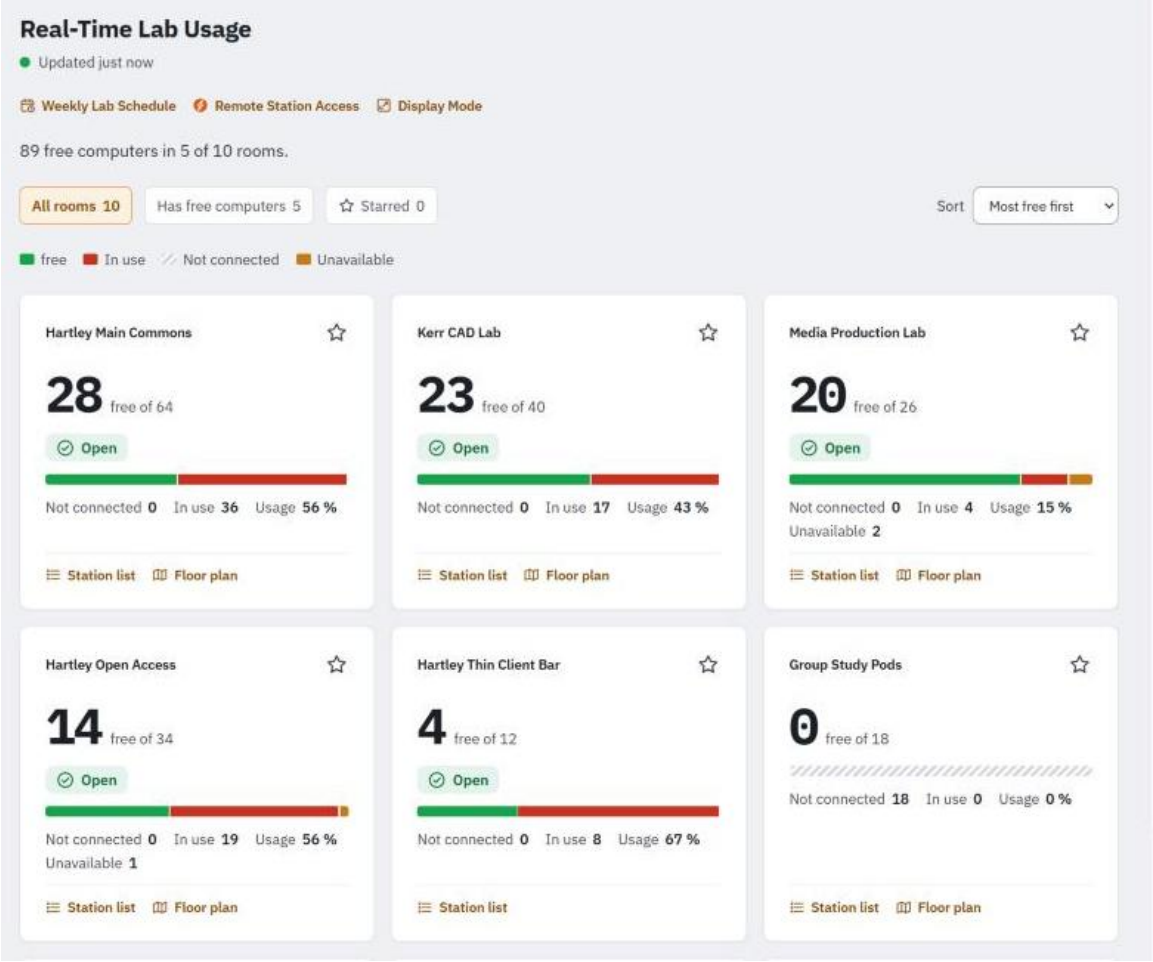


Figure 2-6. Student Portal Page — Real-Time Lab Usage.

Creating Lab Schedules

Lab Managers have access to the interface where they can create, edit, duplicate, delete online schedules. Schedules can also be prepared in Excel: click **Download Schedule Template**, fill it in, and use **Upload New Schedule** (or the **Upload** icon next to an existing schedule).

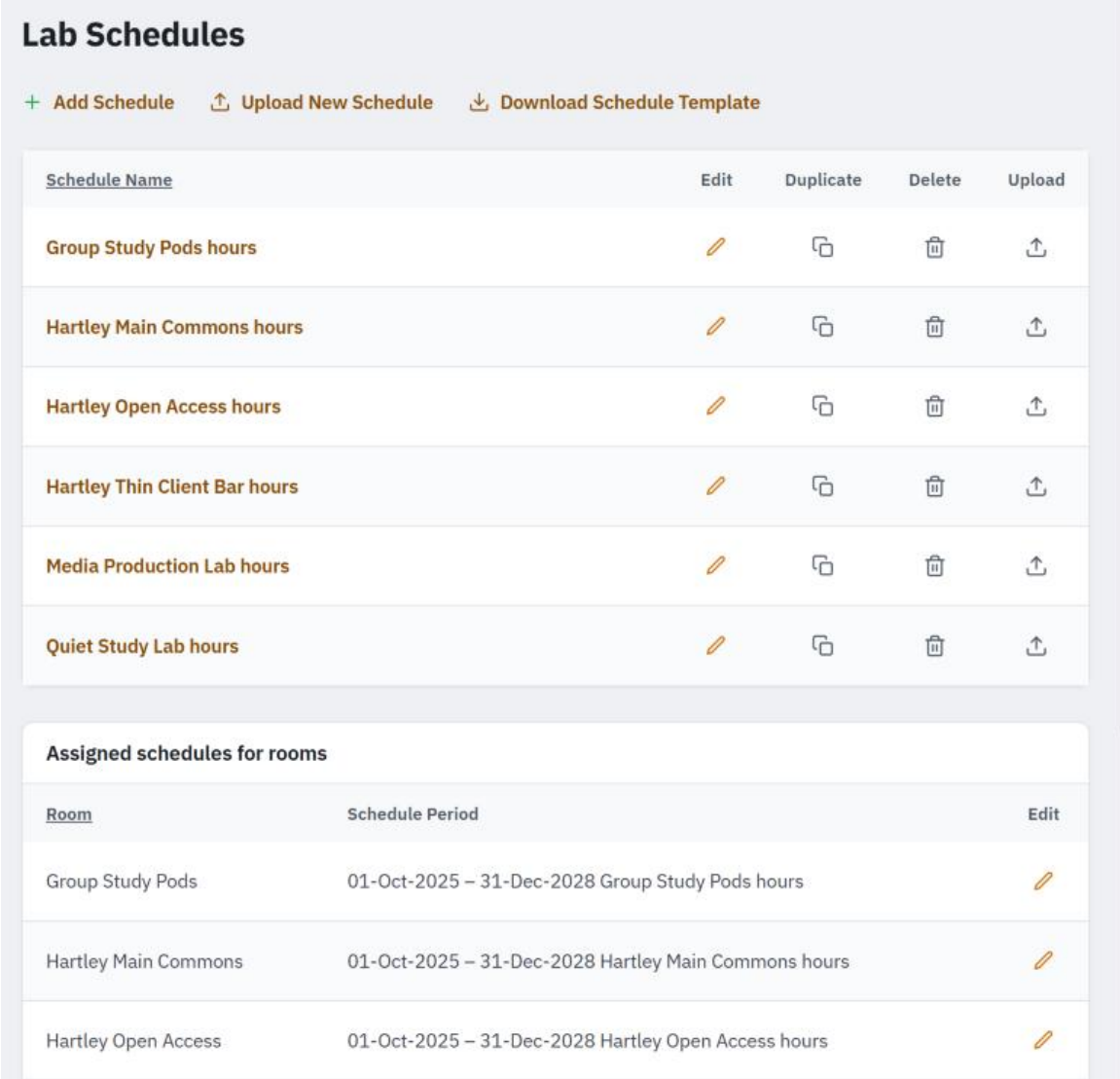


Figure 2-7. Lab Schedules administration and schedules assigned to rooms.

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 ***Lab 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 2026.
   - Next step is to define regular hours under **Regular Hours**. Enter the **From** and **To** times, for example From: 8:00 AM To: 11:45 PM. Use the + icon to add another time block, for example if the lab closes over lunch.
   - Next step is to define exclusions to regular hours under **Days of the Week Exclusions**. For example, if your lab is closed on Sundays and open 9 AM to 6 PM on Saturdays: select Sunday from the **Select day of the week** drop-down menu and click the Add (+) icon, then clear its open checkbox; select Saturday, click the Add (+) icon, and enter From: 9:00 AM To: 6:00 PM. To remove an exclusion, use the delete icon.

- 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, under **Holidays / Other Exclusions**. Select a date range and click the + icon to add the exclusion as a single holiday or a range of dates; for example, select From: 23-Nov-2026 To: 27-Nov-2026 for a Thanksgiving recess and clear its open checkbox.
- You can click **Preview** to preview your changes (see Figure 2-8). Click **OK** to close the preview.

4. Click **Save**, if you are ready to save new schedule and exit. All added schedules will be displayed on the Lab 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 01-Sep-2026 to 20-Dec-2026 and select a schedule from **Schedule** drop-down list.
8. Click **Save**.

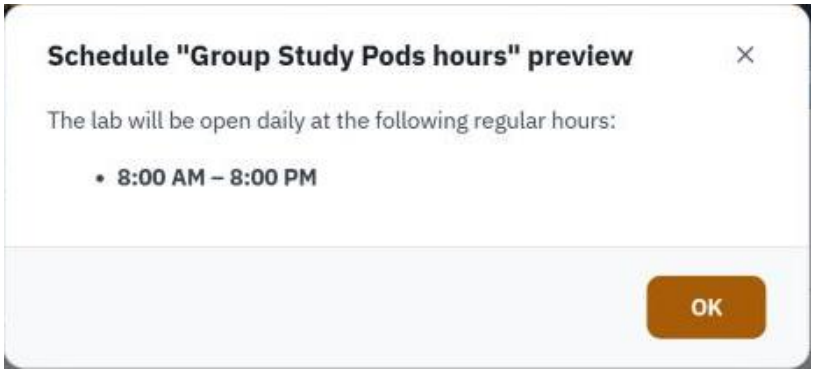


Figure 2-8. Preview Lab Schedule.

Managing LiveMaps

VeraLab allows you to create and manage computing lab maps and publish them online, where users can see them via any browser. Starting with VeraLab 26.2, each room has its own Student Portal page with Floor plan, Station list, and Today views (rooms without a floor plan can show their stations as a list), and LiveMaps are edited in a full-page LiveMap editor. Stations align to the grid, and both the editor and the viewer can be used with the keyboard as well as the mouse.

Common URL to access VeraLab LiveMaps without providing login credential is the Student Portal URL (see "Managing Lab Schedules"). Links to the old LiveMap pages lead to the new room pages.

To create or edit a LiveMap for a room:

1. Navigate to **Manager** (role) → **Student Portal** → **LiveMaps**. The ***LiveMap List*** page shows every room with the number of stations on the map and not on the map. See *Administrator's Guide* to get more information on how to configure Rooms.
2. Click the **Add** (+) or **Edit** icon next to the room. To see a published map, click the **View LiveMap** icon.
3. In the editor, place the stations listed under **Not on the map**: select a station, then click the map, or drag it onto the map. Use **Find a station** to locate one. Drag a station back to the list to take it off the map. If you do not see any stations, go to **Administrator** (role) → **Setup** → **Stations** and configure new stations.
4. Arrange the map:
   - Select a station and use the arrow keys to move it; press Delete to take it off the map. Use **Auto arrange** to lay out all stations, or **Clear the map** to start over.
   - Use the zoom controls, **Fit**, and **100%** to change the view, and **Show live status** to see current station status while you edit.
   - Switch between the **Edit**, **Lobby screen**, and **Student Portal** tabs to preview how the map looks in each place.
   - In the **Map** panel, set the **Caption**, the **Description** (also read by screen readers as the description of the floor plan), the **Width** and **Height** (changing the size crops or extends the canvas; stations keep their positions), the **Background** floor plan image, and the **Marker size (pixels)**.
   - Under **Display**, choose among eight station icons, a label position for each station, an optional operating system icon, and **Snap to Grid**.
5. Click **Save LiveMap** to save and keep editing, or **Save and Close** when you finish.

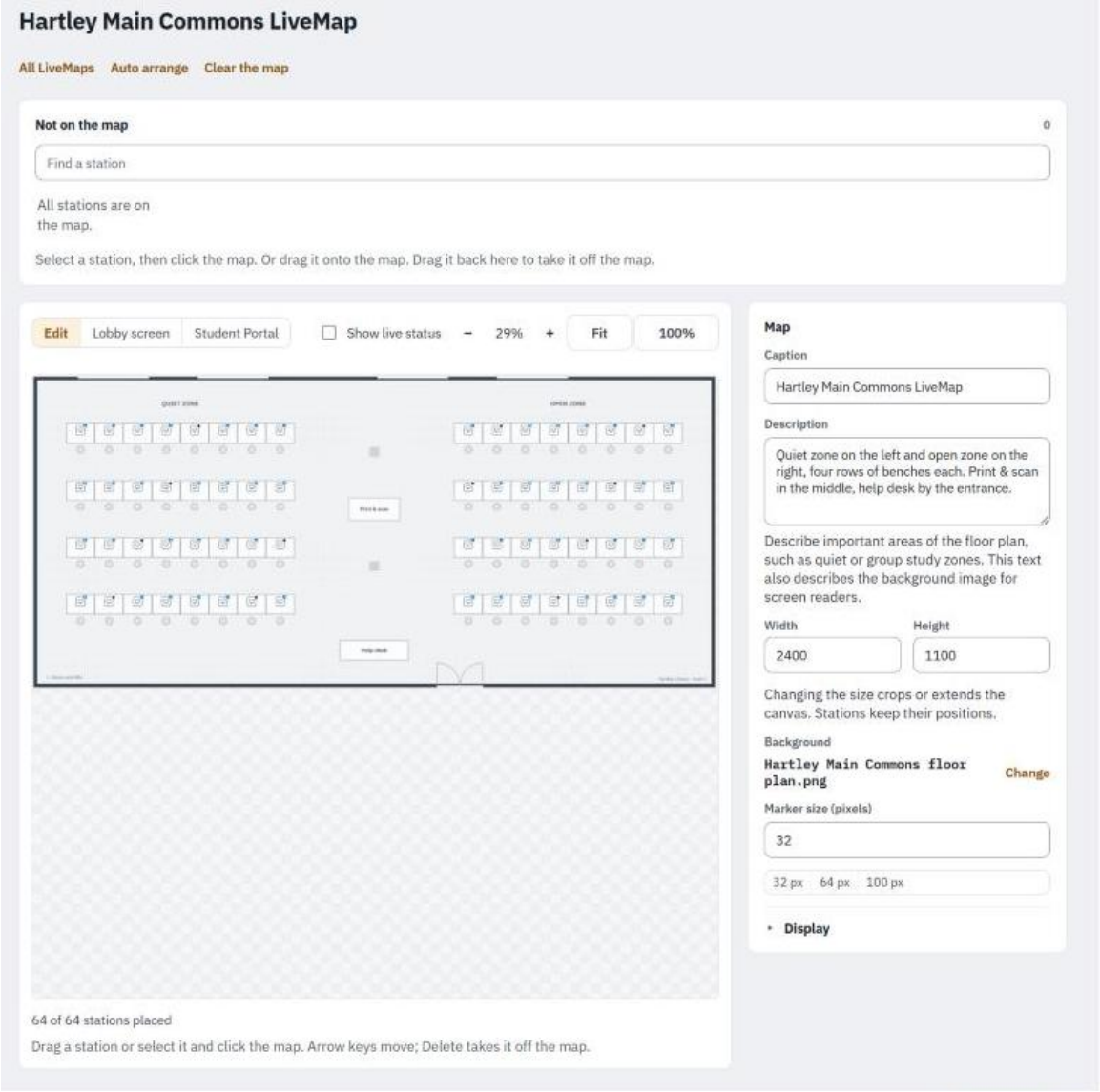


Figure 2-9. LiveMap editor.

Important Station positions and sizes are converted to the new editor when VeraLab is upgraded to 26.2. Open each map you had edited once after the upgrade to check it.

Note VeraLab 26.2, including the LiveMap editor, requires Chrome or Edge 111, Firefox 121, or Safari 16.4 (iOS and iPadOS 16.4), or later.

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 **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** In VeraLab Enterprise Edition, enrollment data is maintained at Site Level. Switch the department selector to Site Level first; employees without Site Level access cannot use this task.
>
> **Note** To read more about running reports that display enrollment and lab usage data, see "*VeraLab Business Intelligence*".

Managing Inventory

VeraLab maintains 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** link 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.
>
> **Note** As of VeraLab 26.1, comments can be added to inventory transactions (take/restock), making it easy to record context and keep a clear history of changes.

Managing Remote Access

VeraLab can control Remote Access to Lab computers via RDP or VNC session. This allows your patrons to connect to your lab resources remotely from home using campus VPN. Remote Access configuration and setup is explained in details in the *VeraLab Remote Access Guide* and is available for download from our web site FAQ page.

To add/maintain remote access to a room:

1. Navigate to **Manager** (role) → **Lab Control** → **Remote Access**.
2. To setup default global settings, click on the **Remote Access Settings** link.
3. When connecting to macOS resources, some clients VNC connections may require VNC password. If all Macs in your environment use the same VNC password, you can set the same here. It will be embedded in the VNC file downloaded by your patrons/students.
4. To override global default settings and modify them on a Room level, click on the **Edit** icon next to a Room of your choice.
5. Remote Access page allows you adding and viewing LiveMaps to rooms in your lab.

> **Note** For more granular access setup, you can limit remote access to specific stations in a room. Starting with VeraLab 26.2, stations under maintenance are never offered for remote connection, and the Remote Station Access tile on the login page appears only when the feature is turned on.

Managing Quick Links

VeraLab maintains a list of 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 Portal**

Managing Session Limits

VeraLab supports enabling limits for user sessions. Session limits introduce daily usage quotas plus other additional user session restrictions to optimize computer lab utilization during high foot traffic. Session Limits menu allows setting usage quotas either on the entire application level (Site Level) or Department or Room level. In combination with other settings, such as **Restrict Number of Sessions per Day** and **Cooldown time between sessions** it gives you additional flexibility in how to restrict user sessions and provide balanced access to computer labs for your user community.

To enable or modify Session Limits:

1. Navigate to **Manager** (role) → **Lab Control** → **Session Limits**.
2. In the ***Session Limits*** page select an option from the **Current Level** drop down-menu. Available options are Inherit from Site Level, Department Level (Enterprise Edition version), Room Level.
3. To overwrite Site Level options on Department or Room levels, click on the **Edit** icon next to selected room or department and update desired options and values.

> **Note** **Restrict access to computers by booking only** option is available only if you have obtained Booking App license.

> **Warning** Changing Current Level from lower to higher level, e.g. from Room level to Department level will erase room level settings.

Enabling Session Limits prohibits concurrent logins under same username from more than one client session (no double-dipping).

Managing User Agreements

VeraLab supports enabling User Agreements on Room, Department, or Site Levels. User Agreements function is only available on LDAP-enabled VeraLab Guard clients. A user with the Manager role (by default) can set different messages in different rooms or departments upon successful login into a VeraLab client.

To enable or modify User Agreements:

1. Navigate to **Manager** (role) → **Lab Control** → **User Agreements**.
2. In the ***User Agreements*** page select an option from the **Current Level** drop down-menu. Available options are Inherit from Site Level, Department Level (Enterprise Edition version), Room Level.
3. Click on the **Update** button.
4. To overwrite Site Level options on Department or Room levels, click on the **Edit** icon next to selected room or department and update desired options and values.

> **Warning** Changing Current Level from lower to higher level, e.g. from Room level to Department level will erase room level settings.

If you are using Enterprise Edition, in order to enable or update User Agreement on Site Level, you need to have Site Level role and switch to Site Level of application.

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) → **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 **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.

> **Note** Shifts can auto-close at a specific time of the day. To set shifts auto-close go to **Tools → Settings → Payroll** and, under **Additional Actions**, click **View and edit** next to **Change Shifts Auto-close Settings**.
>
> **Note** Starting with VeraLab 26.1, the Summary and Detailed Payroll reports include an **Active Users Only** checkbox, so you can focus on your present staff without sifting through inactive accounts.

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. Choose the time period, then select the employee in the **Username** list (or click **Pick Users from the List**). Optionally select **Active Users Only** or **Show Open Shifts**, and choose **HH:MI** or **Decimal** hours.
4. 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. 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 or week 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. Select **Summary by month period** or **Summary by week period**, the period, and one or more employees in **User(s)**.
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. The Manage Lab page also shows the lab status and waitlists; only rooms in Counter Sign-in mode appear on it.

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 will be displayed with 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 Lab**. If there is any in use workstation in the lab, a warning will be displayed with the list of rooms and 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

VeraLab can generate Lab Employee schedules, export schedules to PDF, and email them 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) → **Manager Board** → **Employee Schedule**.
2. In the ***Employee Schedule*** page click on the **Add New Schedule Period** link, or click **Assign** in an uncovered time slot.
3. Select Employee and Counter, shift start and end times, and day(s) of the week.
4. Click **Save** to add the entry.

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

Starting with VeraLab 26.2, the schedule shows each counter's coverage as a percentage and in hours (for example, 65 of 168 h covered), lists each day's assigned shifts and uncovered periods, and can hide uncovered time with **Hide uncovered time**. Click **PDF** to export the schedule or **Send Schedule to All Employees** to email it.

To clear all entries from a counter 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 and confirm.

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.

> **Note** Starting with version 9.5 you can edit the list of seeded issue types. In Enterprise Edition this functionality is available only from Site Level. To edit the list, click on the pencil icon next to the drop down.

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**.

The ***Open Issues*** page lists every open issue with its workstation or device, room, image, severity, type, state, and how long it has been open. Click **PDF** to export the list.

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 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 window will be displayed. Enter a new note in the **New Note** text box and click **Add**. Click **Close** to close the 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. An unavailable workstation cannot be assigned or signed into, and the reason is logged.

Starting with VeraLab 26.2, the ***Workstation Availability*** page lists every workstation with its room, image, status, reservable flag, and screen lock state. Filter the list by **Room**, search with **Find a workstation**, or click a status chip (**All**, **Available**, **Unavailable**, **Out of order**, **Locked**). Select workstations to act on several at once. Changes are not applied until you save them.

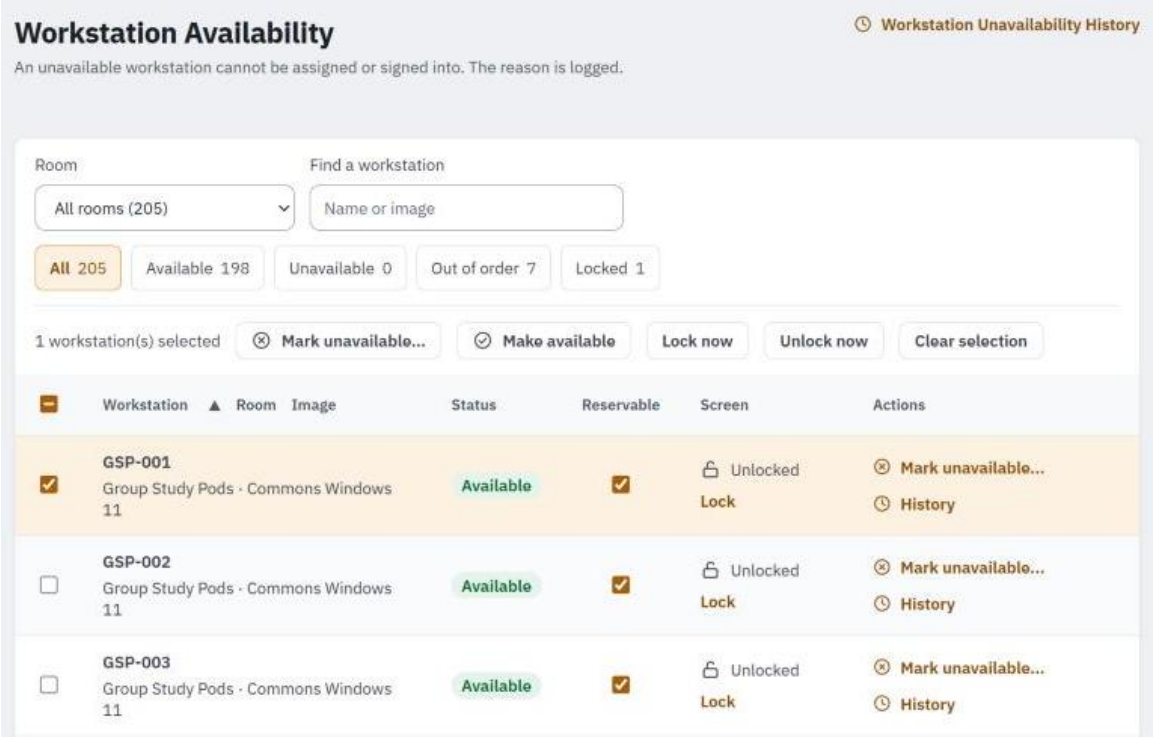


Figure 4-1. Workstation Availability with one workstation selected.

Making Workstations Unavailable for Student Registrations

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

To make workstations unavailable for student registrations:

1. Navigate to **Technician** (role) → **Issues** → **Availability**.
2. Filter the list by room, name, or status, and select the checkboxes of the workstations you want to make unavailable. To act on a single workstation, use **Mark unavailable...** in its **Actions** column instead.
3. Click **Mark unavailable...**, choose a reason, and confirm.
4. Click **Show changes** to review the pending changes, then click **Save changes**. Click **Discard** to cancel them.

> **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. Click the **Unavailable** status chip and select the workstations you want to make available.
3. Click **Make available**.
4. Click **Save changes**.

Locking and Unlocking Workstations

Select workstations and click **Lock now** or **Unlock now**, or use the **Lock** link in a workstation's **Screen** column. Click **History** next to a workstation to see its changes, or **Workstation Unavailability History** at the top of the page for all workstations.

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. 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.
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.

To generate a report:

1. Navigate to **Technician** (role) → **Reports**.
2. In the ***Create "Total Cost of Ownership by Room" Report*** page:
   - Under **Choose Time Period**, select **By Month(s)** with **From**, **To**, and **Step (months)**, or **By Semester(s)** and select semesters.
   - Select one or more rooms in the **Room(s)** area.
3. Click **Submit**.

Starting with VeraLab 26.2, the report can be viewed by room or by workstation, and drills down to a station's repair history.

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

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, select **By Month(s)** (with **From**, **To**, and **Step (months)**) or **By Semester(s)**.
3. Click **Submit**.

Starting with VeraLab 26.2, the report shows a chart and a sortable table together.

> **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: issues with a workstation or with another device, **Rooms**, **Workstation name** or **Device Name**, **Types**, **Issue Description**, **Status**, **Severity**, and the date the issue was created. Alternatively an issue can be found by its ID with **Go to issue #**.

To search for issues:

1. Navigate to **Technician** (role) → **Issues** → **Search Issues**.
2. Select the search criteria.
3. Click **Search**.

> **Note** Starting with VeraLab 26.2, the Search Issues page filters results as you choose criteria, shows counts, and can export the result.
>
> **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."
>
> **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

The Super Manager role is available in VeraLab 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. The upgrade to 26.2 also gives the Super Manager role AI Insights at Site Level.

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

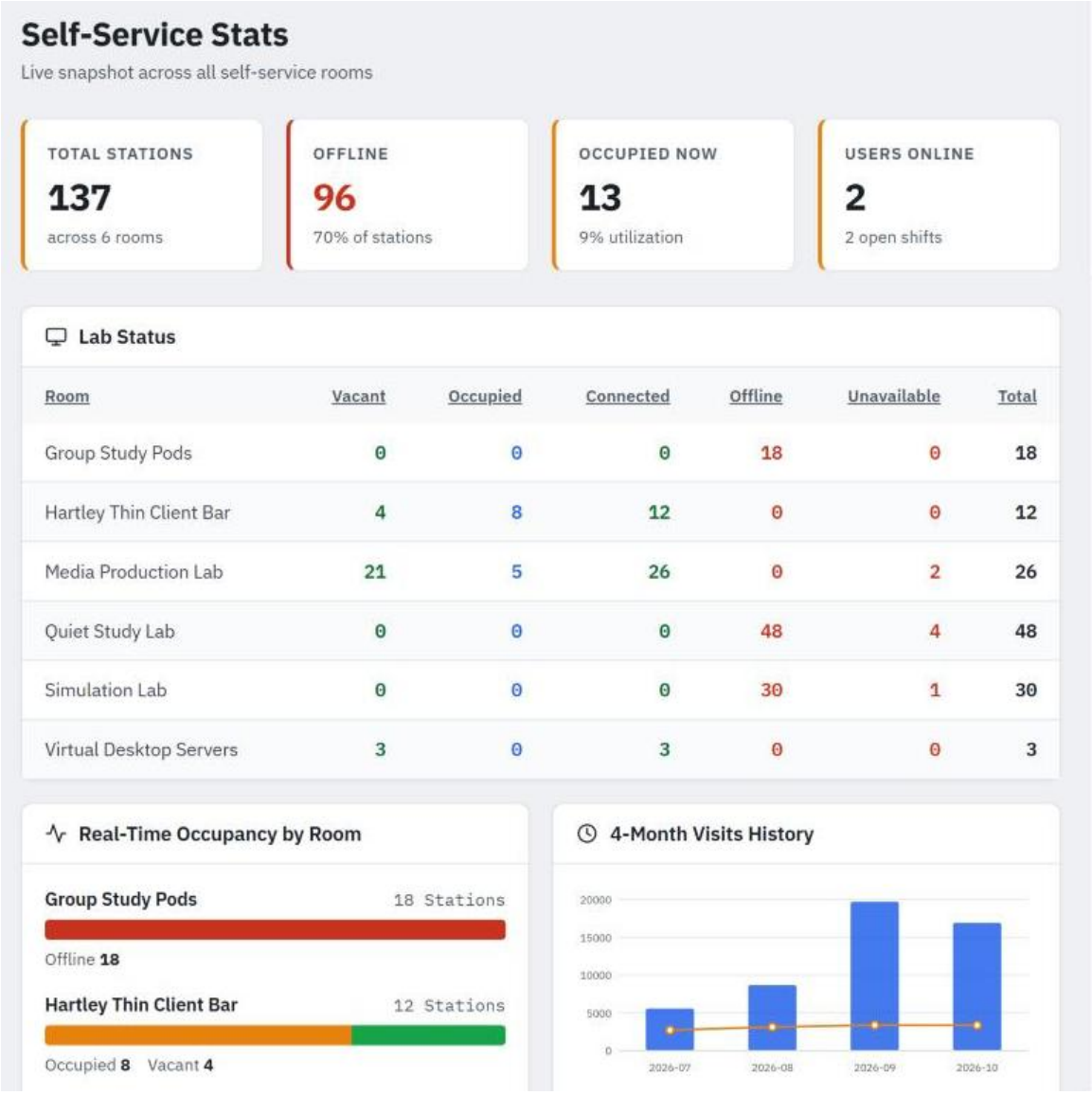


Figure 5-1. Super Manager Self-Service Stats at Site Level.

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

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
Lab Schedules		X
LiveMaps for Rooms		X
AI Insights	X	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 appendix describes the warnings displayed on Manager's and Lab Assistant's dashboards. This appendix 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	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 Guide.	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 Guide.	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 Guide.	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.
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.