SAM 9.0
Staff Training Guide
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**STAFF TRAINING AGENDA**

**Public Use PCs**

1. How User Logs On (PC Manager, Internet Manager)
2. Password Authentication
3. Warning Messages and Timers
4. Flex Time session management
5. Locking a client PC
6. My Account
7. How User Prints with Print Express and Print Release Station
8. Staff Functions on Public PCs
9. Smart Money Manager (payment of Fines/Fees)

**Self Serve Reservations**

1. Sign Up Station
2. Reserving a PC

**Staff Web Interface**

1. Logging into the Web Interface
2. Maintaining Patron Accounts
3. Print Information (user account management)
4. PC Activity Information
5. Reserving PCs (single, multiple, block reservations)

**Staff PC Activity Manager**

1. PC Activity Manager
2. Remote PC Control Options
3. Account Manager
4. Refreshing Patron Session Time
5. Make a Visitor Card
6. Print Manager
7. Enterprise Manager (Bar Code Check)
8. PC Status by Library
9. User Maintenance

**Report Manager**

1. Privacy Protection Manager (in compliance with Patriot Act)
2. Types of Reports
3. Running Reports
Hands on Practice Exercises

1. Log On as User
2. SAM Messages and Timers
3. Lock the PC
4. Document Printing
5. Staff Interface:
   a. Client PC
   b. PC Activity Manager
   c. Sign Up Station
   d. Reservations
6. Reports
OVERVIEW

SAM 9.0 is the innovative Smart Access Manager for library client PCs. SAM strikes a balance between protecting library resources and enabling easy, convenient access for library users. SAM can significantly reduce the amount of staff time and effort associated with client PCs.

The purpose of this guide is to help you understand SAM’s core features only. Complete training in all of the functionality of SAM is beyond the scope of a single training session. Training should include a live demonstration of these and other features as well as hands-on practice exercises.

What Is SAM?

SAM is a computer software application that improves everyone’s access to public-use-computers in libraries.

Why Did the Library Purchase SAM?

SAM is in response to community interest in fairer computer access for all users.

What Exactly Does SAM Do?

SAM allocates individual session time access to the Internet and printer resources among users that want to use library computers, in a manner consistent with the Library’s policies.

How Does a User Use a SAM Client PC?

On computers other than those for catalog use, users access the PC by entering a library identification number into the log on screen. SAM authenticates that number by comparing it with the library’s circulation database, and begins a time-limited session for the user on that computer.

Does a User Have To Be a Member of a Library to Use a SAM Client PC?

Not necessarily, although an identification number is needed to access a SAM computer, libraries generally accommodate nonmembers with a “Visitor ID” number.

Why Does SAM Use a Library Card Number?

SAM needs some form of verifiable user identification so it can allocate computers among users that want to use them. The library identification number is convenient for users because it provides automatic verification.

Does SAM Keep Records of Computer Use?

SAM keeps track of user session times in order to improve everyone’s access to computers in the library. SAM keeps track of document statistics for libraries that use SAM to charge for print or copy services.
Does SAM Keep Track Of What an Individual User Does With a Computer?

No. SAM cannot keep track of which applications or web sites are used by any individual.

Who Administers SAM and How Is It Done?

The Library has assigned a system administrator to this program; his/her responsibility is to see that SAM is set up in a manner consistent with Library Policies. SAM enables a library to administer the system centrally over the Internet. SAM only requires that all public-use client PCs installed with SAM have access to the Internet.

How Are Patron Accounts Created In SAM?

SAM will “link” in real-time with the Library’s circulation software. SAM automatically creates a user’s account the first time that an individual tries to use a SAM-equipped computer.

What Is SAM Not!

It is very important that you understand SAM so that your expectations will be realistic:

- SAM does not breathe life into a tired old computer!
- SAM does not fix hardware problems!
- SAM does not undo software corruptions or conflicts!
- SAM does not improve the performance of a computer that already “locks up”!

SAM cannot be used to report on an individual’s web site requests or destinations.
INTRODUCTION TO SAM 9.0

SAM (Smart Access Manager) 9.0 delivers the enhancements and feature upgrades most often requested by library professionals. The valuable feedback we receive is a key part of what makes SAM the best access management product on the market. Many of the improvements in this version reflect our drive to make SAM more reliable and fault tolerant in the great variety of operating environments we encounter.

This document summarizes the primary feature enhancements in this new release.

1. Elapsed Session Time Patch
2. ILS Patron Status Check
3. Sign Up/Reservation Auto-Swap
4. Improved Installation Wizard
5. Multi-Language Support (3)
6. Remove PCs from Queue
7. Visitor Passes Reformatted
8. Grace Period Display Patch
9. Resize Sign Up Station Columns
10. Support for 32-bit and 64-bit

Plus
Optional features such as Support for Thin Client, Wireless Print and Payment Card Acceptance.

Comprise pursues a policy of continuous, ongoing development of its product and accessories that ensures the highest quality standards combined with advanced state-of-the-art technology. The graphics and specifications contained in this document are based on the latest product information available at the time of publication, but are subject to change.

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SAM USER INTERFACE

There are numerous ways for SAM to manage client PCs. The most common mode, called PC Manager presents a login display beyond which users cannot pass until they successfully authenticate into SAM. PC Manager controls access to the entire computer rather than a specific application. The other mode, called Internet Manager presents the user with a login box when Internet Explorer is launched.

PC Manager Mode

The user walks up to a client PC and will see the user log in display in which the user enters their library card number and (optional) password. Once logged in the desktop will appear and SAM will control the user’s time for the entire client PC.

Internet Manager Mode

The user walks up to an Internet Access Workstation and clicks on the Internet browser icon. Then, a dialog box appears where the user enters their library card number and password (optional). Once logged in, the Internet browser will open and SAM will control only the user’s Internet time.

Password Authentication

The user is asked to enter their card number and password. User enters his/her library card number and optional password, which is then authenticated.
SAM PATRON SESSION TIMERS

SAM automatically runs a series of background timers to limit use of library PCs. All of these timers are under the complete control of the library through the Administrative interface.

Inactivity Timer

The library administrator can set an inactivity timer from 1-60 minutes. The Inactivity Timer monitors a user's movements on the keyboard or mouse. If no movement has been detected for that amount of time, a notification will be displayed on the monitor "X" minutes prior to the session closing. If the user is at the client PC they just need to click [OK] or hit enter to reset the inactivity timer. If the user had walked away from the client PC, the browser/application(s) would close and end the session for the user.

Session Time Out Warning and Expiration

Session Time Out Warning and Expiration -
The library can set up to 3 Session Time Out Warnings from 1-60 minutes. This timer is intended to notify the user "X" minutes prior to the user’s session time expiring. If the user is still on the client PC when their time expires the session will close. If the user tries to launch a session after their time has expired it will not launch. If the user does not save their work, it will be deleted. All flags are cleared and reset at the beginning of each day.

Flex Time Session Management

Flex-time is a product feature that can automatically extend a person's session if:
- other client PCs are available
- there is no one waiting for a client PC

Under Flex-Time, the number of client PCs in use is evaluated against the specified extend decision threshold. And, if the criteria is met, then instead of receiving an end of session message, the user’s session time is extended automatically on that particular client PC for another entire session and the user will see a message indicating their time has been automatically extended due to availability of client PCs.
**PC Lock**

Users who need to leave their client PC unattended, for example, to ask a staff member for more time, can lock the client PC by clicking [Lock PC] on their personal session manager. This will cause SAM to display the PC locked screen. Only the user or a staff member can unlock that PC for the remainder of the session time. **The user’s session time continues to countdown while the PC is locked.**

**Library Closed Timer**

This timer will first warn a user, at a preset number of minutes prior to the library close, to save all their work. The second warning will be at another preset number of minutes prior to closing. In the final message, again at a preset number of minutes, the user will see that the library is closing and then the session will end. The library can choose to have the client PC log off, shut down, or restart. Users beginning a computer session near library close time will receive for that session only the amount of time until the library is scheduled to close.
SAM PERSONAL SESSION MANAGER

From the Personal Session Manager, users can:

1. View their current time remaining.
2. Their current Filter Access Level is displayed if offered by the library.
3. Their Account Balance is also displayed for their convenience.

My Account Information

Upon clicking [My Account] on the Personal Session Manager screen, the “My Account Information” screen is displayed. This feature supports three elements of a user’s involvement with the library: 1) Screen Name 2) Internet Filter Access Level and 3) Account Balance Maintenance.

Screen Name

If the Library policy allows, users can create a screen name for themselves upon logging into SAM. A Screen Name box will be displayed on the My Account Information screen. Users simply enter their desired Screen Name and click [Save]. Once created, this screen name will appear on the Sign Up Station, the PC Activity Manager and on the PC to which the patron has been assigned.
Internet Filtering Information

Libraries can elect to offer adult users the ability to change their own internet filter level. Once logged into SAM, users can select their desired internet filter level from the drop down options available on the My Account Information screen.

Account Balance Information

Users can view their current balance as well as any fines and fees owed in the Account Balance Information section.
View My History

Users can view Recent Print Activity, Recent Transactions, as well as Upcoming Reservations by clicking the View My History button.

Make a Payment

Users can pay fines/fees from their SAM account. If the library has a real time link setup then this payment will also be reported to the ILS provider database. Once a user makes a payment, it will be deducted from their balance owed in SAM, as well as subtracted from the money they have on their SAM Account. Below is an example of the screen detail that the user sees upon clicking the Make a Payment button. Here users can choose to pay the Entire Amount, a Line Item, or an Unspecified amount. Upon entering the amount or choosing the item/s they wish to pay, the user simply clicks the [Pay Fees] button and the fine/fee is cleared from that user’s account.

Lock PC

Users can lock a PC and step away from the PC with peace of mind. However, their session clock continues running while the PC is locked. “Locked by: and the Time Left” will display on the SAM welcome screen to indicate the PC has been locked.
Reserve a PC

Users have the ability to reserve PCs. Make reservations from the PC by simply clicking on the Reserve a PC button. “This PC is reserved at (and the time)” will display on the SAM welcome screen to indicate the PC has a reservation at the time shown. The user on that PC will know they will have to log off at that time and make PC available for the user who reserved the PC.

End Session

SAM alerts users prior to terminating their session for any reason. Users are prompted to confirm end of session at the pop up window.
SIGN UP STATION

SAM’s sign up minimizes the wait and optimizes public access to limited computer resources. When implemented at a dedicated PC, the Sign-Up information display can support multiple zones or locations without regard to the number of client PCs. Alternatively, the Sign-Up Station, which connects to a staff computer, is best used to support a single zone of up to approximately 16 computers. Both can relay information to large LED or plasma displays.

The library determines what personally identifying information is displayed; choices are: a) none, use a ticket number only, b) first 4 letters of last name, first letter of first name (i.e., Curt,P), or c) partial bar code. When used in combination with “My Account”, users can further limit the display of personally identifying information by creating a screen name for them.

Library can further specify “allowance” rules, for example, a person whose ILS record indicates excessive fees, or an adult in a children’s zone, can be blocked from signing up for a client PC.
The library can choose to offer Flex Time. This is where SAM will extend a user's time automatically based on the percentage of available PCs at the end of the user's session time. For Example, if a library has 10 PCs and the Flex Time Percentage Limit is set at 80, Flex Time will be triggered when there are 7 or less PCs in use. This means, if 3 or more PCs are available, session time will automatically be extended for another full session. This is beneficial to both the library as well as users because they get the most usage from the public PCs.

The Percentage Limit for flex time is configured and set from Zones. Select the Flex Time percent from System Options.

Flex-time runs independently of the SAM server in that the communication is run locally between the Sign Up station and the client PCs and availability is determined at the 3rd End of Session timer.

If the Flex Time function is running from a specific staff station, that computer needs to keep the application running during open hours.
SAM’s Print Manager is intended to manage user printing and depending on your library’s policy, to recover some or all of the costs for print cartridges and paper. User clicks on print and the standard MS Windows print dialogue box will appear. They then click [OK]. Libraries can offer users 2 choices of print modes, Print Express and Print Release Station.

PRINT EXPRESS

Printed documents are sent directly to the printer(s) that is setup for PCs in the library. The SAM “Print Manager” window will appear each time the user submits a print job and will inform them of the following:

- Current Account Balance
- Total # of pages
- # of free pages
- Charge per page
- Total amount owed

To accept the print job, the user would click [Print] and it will be sent to their printer. Otherwise, they click [Don’t Print] to cancel print job. Users who cancel a print job will not accrue any page limit or be assessed any charges.

Note:
Each time a user prints, an additional Invoice Page can also be printed. There is no charge for this page. Users bring the invoice to the circulation desk when paying. Their SAM account will be updated when monies are collected.

PRINT RELEASE STATION

SAM’s Print Release Station Mode operates on a dedicated computer usually located next to the printer and functions entirely from the current library card number. Users simply enter a card number and PIN to review/print their documents. They will see only their documents and can then choose to print them.
PAYMENT METHODS

In addition to a choice of print modes, SAM allows the library a choice of various print payment methods:

**Print on Credit** against a library established credit limit. This method (which is not practical in the absence of SAM) allows users to pay after they print but holds the library’s exposure for unpaid print to a finite amount (maybe $5.00) per user. Once a user prints to the credit threshold, SAM automatically terminates his/her print privileges until previous print charges are paid. Print on Credit reduces staff involvement with print charges by allowing users the convenience of fewer but larger print pay transactions. (Only available for Print Express.)

**Pre-Pay Deposit** is a deposit that is managed in the SAM database. This method requires that users pre-pay money into their SAM print account. Payment for print is automatically charged against the user account balance within SAM. Should the library specify Pre-Pay Deposit for the payment of print charges, SAM features a staff payment module within the SAM web-interface through which staff can add cash value to user accounts. (Available for Print Express and Print Release Station.)

**Cash on Demand** (COD) utilizes pay-station hardware that requires users to deposit cash or coins sufficient to pay for their print charges and then returns change at the end of use. (Only available for Print Release Station.)

<table>
<thead>
<tr>
<th></th>
<th>Print Express</th>
<th>Print Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print on Credit</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Pre-Pay Deposit</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Cash on Demand</td>
<td>NO</td>
<td>YES</td>
</tr>
</tbody>
</table>
STAFF FUNCTIONS ON CLIENT PC

A staff member can access the SAM Staff Menu from any client PC where SAM is installed. There are 2 Staff Menus (SAM System Menu and SAM Print Menu).

**Note:** Menu choices vary by installation.

### SAM Staff Password

The SAM Staff Menu functions are password protected. As you click each of these functions, a Password box will appear. Staff will be required to enter the SAM Staff Password to perform any staff function. Enter the Password and then click “OK” to proceed.

The Staff password for all of these functions is set in the SAM Web Interface from Zones / System Options screen under Staff Override Pwd.
SAM SYSTEM MENU

Click the SCCClient Icon in the system tray to access the SAM System Menu. A selection of Staff System functions will appear.

Close Sam Client

To close the SAM application for a specific session, simply select [Close SAM Client]. When prompted, enter the staff password and click [OK]. SAM will close until the client PC is rebooted.

Restart Workstation

If the PC needs to be restarted for any reason, select [Restart Workstation]. When prompted, enter the staff password and click [OK]. The PC will be restarted.

Shutdown Workstation

Staff can choose to shut down the PC by selecting [Shut Down Workstation]. When prompted, enter the staff password and click [OK]. The PC will shut down.

Manage Patron Daily Logins

If a user has more session time available but has used up the maximum of daily logins, staff can select [Manage Patron Daily Logins] to reset Patron Daily Logins. When prompted, enter the staff password and click [OK]. Enter the user’s Library Card # and click the Reset Logs button. The logins for that user will be reset. There is no limit to how many times a user's logins can be reset.

Manage Patron Time

If the library chooses to, staff can refresh a user’s time to give additional time for a particular day. Staff can select [Manage Patron Time]. When prompted, enter the staff password and click [OK]. If staff is doing this on the computer the User is already logged onto, just click the [Patron is using this computer] box and select the amount of time you want the User’s session to be. If the User has already logged off, enter the [Library Card Number] and select the amount of time you want the User’s session to be. The time for that user will be refreshed.
ENABLE / DIABLE SAM

Staff can utilize the Enable/Disable SAM feature to modify various SAM Options locally for specific PCs, without globally changing the settings for all PCs in a Zone.

Primary Server
Enter new IP address to change the Primary server IP Address for this PC

Zone ID
Current Zone this PC is installed in

Control Zone ID
Current Control Zone this PC is installed in

Existing Zone IDs
Displays list of all existing Zones. Select new Zone to install/relocate this PC

Enable/Disable SAM System.
- SAM client – Select appropriate mode to Enable / Disable this feature on this PC.
- Sam Print Manager – Select appropriate mode to Enable / Disable this feature on this PC.

Workstation Mode
- Visitor express workstation mode. After SAM has been installed on the PC, Check this option to convert the PC to the Visitor express workstation. The settings under the Express Group Options will apply to this PC.
- Enable Self Registration – Enables patrons to utilize Self Registration if Library allows.

Default Behavior
End Visitor Session when SAM server becomes available – Check to require users to login at the Welcome screen when SAM server becomes available.
At any client PC where SAM is installed, staff can click on the SAM Print Manager Icon to see a selection of Staff Print control functions.

All of these Staff Functions are Password Protected. As you click each of these functions, a Password box will appear. Enter the staff Password and then click [OK] to proceed.

**Close Print Manager**

In order to close SAM Print manager for a specific session, simply select [Close Print Manager]. When prompted, enter the staff password and the Print Manager will be disabled until the computer is rebooted.

**Reprint Patron Jobs**

If a user has been logged off and they would like to re-submit a print job, staff can re-send the user’s print job from the client PC they were working on. Select the item [Reprint Patron Jobs], enter the staff password and click [OK]. A new dialog box appears, enter user’s card number and click [Search for Jobs]. The user’s print jobs will appear. Enter the Job ID for the print document you want to re-print and click [Print Job].
Configure Job Receipt

In order to change the information that appears on the Print Invoice (i.e. Last Name, Library Card Number, etc.) as well as to turn the Print Invoice on/off, select [Configure Job Receipt]. When prompted, enter the staff password and click [OK]. First select if you want a receipt or not. Then, select the User Information you would like to be displayed on the receipt. When finished, click [OK].
STAFF FUNCTIONS ON PC ACTIVITY MANAGER

Staff members can exercise a great deal of control over user computers from their desk via the PC Activity Manager. Staff have the ability to perform functions such as Add User to Waiting List, Send Messages to Client PCs, View PCs and Waiting List by Zone, Pause and Resume user queue, as well as Make Visitor Cards.

Staff can double click on any PC in the list and have access to:

- Release Assignment – Patron assignment from the Sign Up Station will be removed from the Client PC.
- End Patron Session - Patron session will be ended on PC
- Refresh Patron Time – Patron time can be refreshed on PC
- Unfilter PC – PC will be unfiltered for the current session
- Disable PC – PC will be disabled, not available for patron assignment (for repairs etc.)
- Enable PC – PC will be enabled, made available for patron assignment.

Staff will be prompted to confirm selected option each time.
**COMPUTERS**

Shut Down
PC will shutdown

**Restart**
PC will be restarted

**Power Off**
PC will Power Off

**Log Off**
SAM session will end on PC

**Send Message**
Staff can send a message directly to the selected PC.

**Close Browser**
Staff can close Browser on Client PC. For example, if user is viewing inappropriate content.
Login Patron

Staff can login a single library card number at a selected PC.

Login Multiple

Staff can login with the same library card number onto multiple PCs simultaneously. Useful for training sessions, classes, etc.
PATRONS

End Session

Double Click the PC ID and OK on confirmation box to end user session on selected PC.

Patron Record

Open the Modify User screen in the SAM Web Interface. (Refer to STAFF FUNCTIONS ON THE SAM WEB INTERFACE)

Make a Payment

Open the Payments, etc. screen in the SAM Web Interface. (Refer to STAFF FUNCTIONS ON THE SAM WEB INTERFACE)

Refresh Time

Staff can select Additional Time from the drop down options and double click the desired PC ID. Then, click [OK] when prompted for confirmation. Refresh Time will not extend beyond the scheduled close time. This means, if library close time is 9:00 PM and PCs are set to close 10 minutes before Library Closing time, then time will not be extended past 8:50 PM (10 minutes before Library Closing).

The additional time selected is added to the patron’s current time. For example, if a user has 5 minutes remaining and time is refreshed for 15 minutes; the user’s total new time will become 20 minutes (5+15=20 minutes).

When user time is refreshed from the PC Activity Manager, the change occurs in real time. This means, the “Ends at” time on the PC Activity Manager and the Time Remaining on the client PC session manager will be instantly updated to the new time.

Please note: Refresh Time will add time beyond the Daily Time Limit. Therefore, staff need to use discretion.
**Import User**

Open the Import User screen in the SAM Web Interface. *(Refer to STAFF FUNCTIONS ON THE SAM WEB INTERFACE)*

**Barcode Check**

Enter patron’s information and click [Check ILS].

**RESERVATIONS**

**Make a Reservation**

Open Make a Single Reservation screen in the SAM Web Interface. *(Refer to STAFF FUNCTIONS ON THE SAM WEB INTERFACE)*
SYSTEM OPTIONS

Settings

Opens Setup Option window

Setup Options

VISITOR CARD SETTINGS

- Library Prefix: Could be used to designate Location Prefix for Visitor Card
- Branch Prefix: Could be used to designate Zone Prefix for Visitor Card
- Upper Limit Number: Enter the upper limit for Visitor Card number
- Lower Limit Number: Enter the lower limit for Visitor Card number
  For example – 7711(000 to 999)
- Reset Visitors: Reset Visitor Card Numbering

SIGN UP STATION

Enable Waiting Queue in the PC Activity Manager: Check to enable wait queue at the PC Activity Manager and click [Set]

SIGN UP STATION INFORMATION

IP Address: Enter IP Address of the Sign Up Station and click [Set]

LED TYPE

Select the appropriate LED Type
OK: click [OK] to save information
Cancel: click [Cancel] to cancel changes
REPORTS

Patron Reconciliation
Opens User Reconciliation Report

Daily Cash Reconciliation
Opens Report Criteria Screen

HELP

Go To Web Interface
Opens Web Interface login screen

About SAM
Current SAM PC Activity Manager version

STATUS

The current status of the PC Activity Manger Queue is displayed. When the queue is in Running mode, the button will show Paused. When the queue is in Paused mode, the button will show Resume.
MAKE VISITOR CARD

From the Staff PC Activity Manager, staff can click [Make a Visitor Card] to create and print an anonymous Visitor Card. Card entitlements will be those defined for Group 1 (Visitor Cards). Visitor Cards are valid for one day by default, but the expiration period can be changed as specified by the library. Cards are unique in their combination of card number and PIN. Use of PINs is optional, but the default is to have them issued.

Note: The printer name has to be “Visitor Cards Printer”.

The Visitor Card Configuration window will display:

**Number:** Visitor Card Number

**PIN:** PIN

**Type:** will be Visitor by Default.

**Internet Filter Level:** Select the appropriate Internet Filter Level for the Visitor Card being issued.

[Finish]: Click Finish to print. The Visitor Card will be printed at the designated printer.

[Cancel]: Cancel and close The Visitor Card Configuration window

Visitors can be issued these Visitor Cards at the staff desk or can purchase them via the Payment Center (peripheral device) entirely without staff involvement. Visitor cards can take the form of printed receipts or be preprinted with unique library information. Either way, they should contain a bar code and other information to make their use as self service as possible. Customized Visitor Cards can contain up to 10 lines of customized text.
STAFF FUNCTIONS ON SIGN UP STATION

The Sign Up Station minimizes the wait time and optimizes public access to PC resources. It allows Users and/or Visitors to sign up for PCs on a 1st available basis. Users are not required to register at the Sign Up Station if PCs are available. But if they do, SAM will immediately assign a specific PC to them. When implemented on a dedicated PC, the Sign-Up information display can support multiple Zones or Control Zones without regard to the number of PCs.

The Sign Up Station can also relay information to large LED or plasma displays.

If all Public PCs are in use, users or visitors can enter their library card number to get on line for a PC. When a PC becomes available, either because a user logs off or SAM ends a session, the Sign Up Station automatically assigns that PC to the next user on the list. It is each user’s responsibility to monitor the Sign Up Station for their PC assignment.

The PC Activity Manager will indicate when a PC is down and unavailable to be assigned (for example, QC02 – PC is down).

The Sign Up Station will not list any PCs that are down and unavailable to be assigned (for example, QC02 – not listed in PC Status section).
SIGNUP TICKET

The library can elect to have a SignUp Ticket print each time a user signs up at the Sign Up Station. This ticket will indicate the date and time when a user signed up, the zone, ticket #, approximate wait time, and the duration of the grace period that the user has to log in at the assigned computer.

**Note:** The printer name has to be “SignUp Printer”.

Wait time is calculated based on the number of patrons waiting, divided by the number of computers, multiplied by the average session time, plus the shortest of (the time left of the earliest session end OR the time left on Assigned List). Please note: The wait time is an estimate.

The library can determine what personally identifying information is displayed in the User ID field.

For example:

1. ticket number
2. first 4 letters of last name, first letter of first name (i.e., Curt,P)
3. partial bar code

If a user is assigned to a PC but logs in at a different PC, a message alerting them will be displayed on the screen. At that point, the user can either click [Yes] to swap their assignment; or, click [No] and keep the original assignment.
**STAFF FUNCTIONS ON THE SAM WEB INTERFACE**

Staff members can access SAM by entering a User Name and Password at the SAM start page. The Staff Menu is password protected. It can be accessed from any PC with Internet access. Staff have limited access to the maintenance of user record data, running reports, and user services such as correcting erroneous print charges. The SAM Administrator can determine what information can be viewed / edited under a Staff Login.

**STAFF WEB INTERFACE MENU**

![Staff Web Interface Menu]

**USERS**

This section allows staff to add new users, and modify or delete current users. Staff can also import user, register user, as well as access user accounts.
Add User

Enter the information for the new user. This step includes entering Account/ID Number, Last Name, First Name, Date of Birth, Pin/Password, User Status, Internet Access Level, Group, Issue Date, Expiration Date and Guardian’s Name. **Important:** Password is user created, so it does not have to be entered here. **Note:** Fields in red are required, Account/ID Number and Last Name.

Once all information is entered, click [Add User].

![Add User Form]

Confirmation displays that new user account has been added.

![Confirmation Message]

Modify User

Enter the user’s Account Number, or Name and click [Search].

This will open a screen containing the user’s current information. After making changes, click [Save] to save the changes.

Reset User Password

To reset the user’s password, simply put a check in the box that states “Change PIN/Password Next Time” and click [Save]. This will enable the user to enter a new password the next time they log on.
Delete User

Click [Delete User] to Delete User Account.

Import User

Import Users from the ILS.

Enter the user’s Account Number and click on [Submit Query]. This will import the User information from the ILS database and include it in the SAM database.
Register User

Self-registration is used in lieu of an automatic link to the patron database. This feature enables the patron to self-register the first time they use SAM. Staff can verify the information. This feature is only used when the library has an ILS that does not support SIP or API’s.

Payments, Etc.

Please note, to protect the integrity of SAM account balances, users will be blocked from logging onto the Payment Center, Print Release Station and Copy Controller concurrently. Users can only log onto one of these devices at a time.

Enter the user’s Account Number and click on [Search].

This will open a screen containing the user’s current information. After making the appropriate changes, click [Save] to save changes.
User Reconciliation

Enter the User’s Account Number and click on [Submit]. This will open a screen with the user’s current information.

RESERVATIONS

Staff members can Make or Delete reservations by selecting the appropriate option. Choose a Zone and date at the top of the screen then click on [Submit]. The library can set which PCs can be reserved in the Administrator/Zones/Resources page. After reviewing the status of PCs that can be reserved, click on the radio button next to the resource to be reserved, enter the Library Card Number, and then click [Make Reservation]. A confirmation on that same screen will indicate “You have a Reservation at (time, Resource). To make a reservation for another day, click on the Calendar icon at the top, select the date, enter the library card number and click [Submit] to get the Reservation schedule for the date selected. Utilize the appropriate link to delete reservations.
PC Activity Information

The PC Activity Information screen allows staff to view the current PC Activity Information. They can see which resources are “Reserved”, “In Use” or Available (Available is represented by a blank radio button). Select a Zone and click [Submit].

From the PC Activity Information screen, Staff members can Make or Delete reservations by selecting the appropriate option.

Add Single

The Make a Single Reservation screen will display the resources in the Zone and the times available. Enter the library card number and click the radio button for the time of the desired reservation for the appropriate PC ID. Then click [Add Reservation].
A confirmation message displays: “A Reservation for (user name) with Library Card Number (***)(Time) on (Date) Computer (PC ID) Has Been Added”. The time is blocked out with an “x” for that particular reservation period, making the PC unavailable for other users to reserve it during that time.

Add Block

To add a Block Reservation, choose a Zone and date at the top of the screen then click on [Submit].

The Make Block Reservations screen will display the resources of the Zone and the times available. Select Zone, Date, enter the library card number, Select start and end Block Reservation times, and select the PC to add Block Reservation. Then click [Make Reservation].
A confirmation message displays: “The Reservation for (PC ID) has been added”, and the time is blocked out with the user name for that particular reservation period, making the PC unavailable to other users to select during that time.

Add Multiple

To add a Multiple Reservations, choose a Zone and date at the top of the screen then click on [Submit].

The Make Multiple Reservations screen will display the resources of the Zone and the times available. Select Zone, Date, enter the library card number, Select start times for Multiple Reservations, then, click [Save].
A confirmation message displays: “Reservations have been added”, and the times are blocked out with an “x” for that particular reservation period, making the PC unavailable to other users to select during that time.

### Delete Single

To Delete a Single Reservation, choose a Zone and date at the top of the screen then click on [Delete Reservation]. The Delete Single Reservation screen will display the current reservations. After deciding on a PC and time, click the corresponding radio button. Then click "Delete Reservation".

The Single Reservation will be removed for the selected PC and time.
Delete Block

To Delete a Block Reservation, select Zone, Date, select start and end Block Reservation times, and select the PC. Then click [Submit].

The Block Reservation will be removed for the selected PC and time.

Delete Multiple

Select Zone, Date, and Select start times for Multiple Reservations to be deleted. Then click [Delete].
The Multiple Reservations will be removed for the selected PC and times.

**REPORTS**

Staff members have limited access to Reports based on Administrator selections from Menu Options. Staff can generate reports based on the available options.

**User Usage Report**

The User Usage Report shows how much time the library computers are being used for by patrons. The report identifies who used the computers, the length of time the computers are used for, per session or multiple sessions. Also included are statistical averages of session time. This report can be run for any date range.

**User Usage Report Criteria Selection**
## Sample User Usage Report (Current, Summary)

![Sample User Usage Report (Current, Summary)](image)

### User Usage Report - Summary - Control Branch

<table>
<thead>
<tr>
<th>User Name</th>
<th>Account ID</th>
<th>Internet Access Level</th>
<th>Zone</th>
<th>Total Time</th>
<th>Number Of Sessions</th>
<th>Average Session Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control Branch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number Of Existing Users Logged</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Hours</td>
<td>02:12:55</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number Of Existing User Sessions</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Session Time</td>
<td>00:10:14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Sample User Usage Report (History, Detail)

![Sample User Usage Report (History, Detail)](image)

### User Usage Report - Detail - Control Branch

<table>
<thead>
<tr>
<th>User Name</th>
<th>Account ID</th>
<th>Internet Access Level</th>
<th>Zone</th>
<th>Total Time</th>
<th>Number Of Sessions</th>
<th>Average Session Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith</td>
<td>111111</td>
<td>Unrestricted</td>
<td>Control Branch</td>
<td>00:12:10</td>
<td>28</td>
<td>00:09:00</td>
</tr>
<tr>
<td>Ralph Lauer</td>
<td>123456</td>
<td>Adult</td>
<td>Control Branch</td>
<td>00:04:04</td>
<td>3</td>
<td>00:16:04</td>
</tr>
<tr>
<td>Ted Smith</td>
<td>222222</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>01:35:18</td>
<td>35</td>
<td>00:55:20</td>
</tr>
<tr>
<td>Jack Murphy</td>
<td>333333</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>01:20:04</td>
<td>24</td>
<td>00:22:02</td>
</tr>
<tr>
<td>Joe Park</td>
<td>444444</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>00:35:33</td>
<td>17</td>
<td>00:21:53</td>
</tr>
<tr>
<td>Main Motion</td>
<td>555555</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>00:33:50</td>
<td>40</td>
<td>00:08:00</td>
</tr>
<tr>
<td>Sue Test</td>
<td>666666</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>00:08:35</td>
<td>3</td>
<td>00:28:12</td>
</tr>
<tr>
<td>Select User</td>
<td>777777</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>01:07:46</td>
<td>8</td>
<td>00:58:28</td>
</tr>
<tr>
<td>User Void</td>
<td>909090</td>
<td>Most Restrictive</td>
<td>Control Branch</td>
<td>00:00:00</td>
<td>1</td>
<td>00:00:10</td>
</tr>
</tbody>
</table>

### Control Branch

Number Of Existing Users Logged | 19 | | | | | |
Total Hours | 14:24:54 | | | | | |
Number Of Existing User Sessions | 194 | | | | | |
Average Session Time | 08:04:27 | | | | | |
The Print Control Report gives a detailed history of print jobs by invoice. You can choose the dates to run it.

Print Control Report Criteria Selection

Sample Print Control Report (Control, All)
Reservation Report

The Reservation Report produces a printed schedule of PC reservations for both staff and patron use. The run date is shown at the top of the report.

Reservation Report Criteria Selection

Sample Reservation Report
**TECHNICAL SUPPORT PROGRAM GUIDELINES**

*Comprise* provides technical support services in a diligent and professional manner and further agrees to devote such energy and attention to the performance of such services as are reasonably necessary to perform in a timely manner. Library agrees to timely and diligently perform all that shall be required of it in aiding the support process. Library agrees to observe the business policies, procedures and security requirements of *Comprise*.

Each Party shall protect the confidentiality of information provided by the other Party, or to which the receiving Party obtains access by virtue of its performance under this Program, that either has been identified as confidential by the disclosing Party or by its nature warrants confidential treatment. Confidential information shall be returned to the disclosing Party upon its request.

All materials originated pursuant to this Program shall be the exclusive property of *Comprise* including trade secret, patent, title to copyright in all copyrightable material, title to all intellectual property and any other protectable rights or interests under state, federal, or international law and may be used by *Comprise* in any manner whatsoever, and shall be held in strict confidence not to be disclosed to any third party by the Library. To the extent such materials shall be considered a "work made for hire" the Library hereby assigns all right, title, and interest in such materials to *Comprise*.

Library understands and agrees that requests of Comprise for technical support are handled on an impact priority basis, according to the following scale:
- Critical: System does not function
- Severe: Operation severely degraded
- Moderate: Operation moderately degraded
- Minor: No performance impact

Library further agrees that any support request that does not include an indication of impact level may be considered by Comprise to be of minor impact.

Comprise shall provide to Library and shall maintain a single “trouble desk” contact point for report of System defects or problems. The Comprise “trouble desk” contact point is available for the reporting of System problems or defects during normal business service hours (Monday-Friday 7:00am-8:00pm, Saturday 9:00am-5:00pm and Sunday 9:00am-1:00pm, EST) or by email: techsupport@comprisetechnologies.com.

Library shall designate two (2) employees (one in the Library and one in Information Services Division) who will be authorized to contact the Comprise “trouble desk.” These designated Library staff shall coordinate their calls and inquiries so that Comprise does not receive conflicting information or instructions from the library.

**The designated trouble desk contacts are:**

________________________________________________________________________

________________________________________________________________________
INCIDENT REPORT FORM

Some support issues require that we collect additional information. In that case we will request that you complete a form similar to this.

SAM Incident Report Form
IMPORTANT: Submit this form to __________________________@__________________

Location: ____________________________________________ Date: __________

Reported By: ____________________________ Phone No: ________________

In order for us to discover what caused this incident, Please complete the following:

Error Message or Incident Description: __________________________________________

PC Identification: ____________________________ Time Displayed on Toolbar: _________

Is the PC “Locked Up”? Yes ☐ No ☐ Don’t Know ☐
Except for SAM, is the PC working correctly?
Yes ☐ No ☐ Don’t Know ☐
Is the SAM icon on the toolbar?
Yes ☐ No ☐ Don’t Know ☐
Is the SAM Print icon on the toolbar?
Yes ☐ No ☐ Don’t Know ☐
Did the incident occur during a user’s session?
Yes ☐ No ☐ Don’t Know ☐

Can you see the user’s Personal Session Manager?
Yes ☐ No ☐ Don’t Know ☐
If so, does the name displayed match the user?
Yes ☐ No ☐ Don’t Know ☐
What filter level is shown?
Filtered ☐ Unfiltered ☐

If the incident involves printing:
Is the printer On?
Yes ☐ No ☐ Don’t Know ☐
Can others print documents at that printer?
Yes ☐ No ☐ Don’t Know ☐
Does SAM show the user has money in their account?
Yes ☐ No ☐ Don’t Know ☐
Is the account balance sufficient to pay for the print?
Yes ☐ No ☐ Don’t Know ☐

If you are reporting web sites that you believe should not be on display, specifically identify the name of the web site as shown in the upper left corner of the title bar:
__________________________________________________________________________

Trouble Shooting Procedures:
Log off & login to SAM. Did this fix the problem?
Yes ☐ No ☐ Don’t Know ☐
No, then reboot the PC. Did this fix the problem?
Yes ☐ No ☐ Don’t Know ☐
No, then turn it Off & On. Did this fix the problem?
Yes ☐ No ☐ Don’t Know ☐

Thanks for your help, would you like us to keep you informed of our progress in figuring out the cause of this incident?
If yes, please give us your email address: ________________________________
<table>
<thead>
<tr>
<th>Name</th>
<th>SAM ID</th>
<th>Account Balance</th>
<th>Card #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rose Smith</td>
<td>2 8675 00168 2277</td>
<td>$10.00</td>
<td>2277</td>
</tr>
<tr>
<td>Nancy Garrison</td>
<td>2 8675 00168 2280</td>
<td>$0.00</td>
<td>2280</td>
</tr>
<tr>
<td>Alexa Smythe</td>
<td>2 8675 00168 2283</td>
<td>$0.00</td>
<td>2283</td>
</tr>
<tr>
<td>Avery Johnson</td>
<td>2 8675 00168 2286</td>
<td>$0.00</td>
<td>2286</td>
</tr>
<tr>
<td>Assa Lapso</td>
<td>2 8675 00168 2289</td>
<td>$0.00</td>
<td>2289</td>
</tr>
<tr>
<td>Brian Jameson</td>
<td>2 8675 00168 2292</td>
<td>$0.00</td>
<td>2292</td>
</tr>
<tr>
<td>Diane Cook</td>
<td>2 8675 00168 2295</td>
<td>$0.00</td>
<td>2295</td>
</tr>
<tr>
<td>Albert Moss</td>
<td>2 8675 00168 2278</td>
<td>$15.00</td>
<td>2278</td>
</tr>
<tr>
<td>Sharon Connors</td>
<td>2 8675 00168 2281</td>
<td>$0.00</td>
<td>2281</td>
</tr>
<tr>
<td>Donald Moore</td>
<td>2 8675 00168 2284</td>
<td>$0.00</td>
<td>2284</td>
</tr>
<tr>
<td>Theodore Russert</td>
<td>2 8675 00168 2287</td>
<td>$0.00</td>
<td>2287</td>
</tr>
<tr>
<td>Laurence Talbot</td>
<td>2 8675 00168 2290</td>
<td>$0.00</td>
<td>2290</td>
</tr>
<tr>
<td>Michael Metzo</td>
<td>2 8675 00168 2293</td>
<td>$0.00</td>
<td>2293</td>
</tr>
<tr>
<td>James Vespucci</td>
<td>2 8675 00168 2296</td>
<td>$0.00</td>
<td>2296</td>
</tr>
<tr>
<td>Melinda Bates</td>
<td>2 8675 00168 2279</td>
<td>$20.00</td>
<td>2279</td>
</tr>
<tr>
<td>Barry Rogers</td>
<td>2 8675 00168 2282</td>
<td>$0.00</td>
<td>2282</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2285</td>
<td>$0.00</td>
<td>2285</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2288</td>
<td>$0.00</td>
<td>2288</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2289</td>
<td>$0.00</td>
<td>2289</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2290</td>
<td>$0.00</td>
<td>2290</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2291</td>
<td>$0.00</td>
<td>2291</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2292</td>
<td>$0.00</td>
<td>2292</td>
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<td>$0.00</td>
<td>2293</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2294</td>
<td>$0.00</td>
<td>2294</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2295</td>
<td>$0.00</td>
<td>2295</td>
</tr>
<tr>
<td>Shawn Taylor</td>
<td>2 8675 00168 2296</td>
<td>$0.00</td>
<td>2296</td>
</tr>
<tr>
<td>Robert Johnson</td>
<td>2 8675 00168 2297</td>
<td>$0.00</td>
<td>2297</td>
</tr>
<tr>
<td>David Jones</td>
<td>2 8675 00168 2298</td>
<td>$0.00</td>
<td>2298</td>
</tr>
<tr>
<td>James Vespucci</td>
<td>2 8675 00168 2299</td>
<td>$0.00</td>
<td>2299</td>
</tr>
</tbody>
</table>

**Instructor Note:**
- Parameters for the "Training" location:
  1. 30 minutes for Patron Standard session length
  2. 3/1 minutes for inactivity
  3. 6 consecutive logins
- If applicable, PIN is the last four digits of Card Number (28675 00168 2277, PIN = 2277)
USER EXPERIENCE EXERCISES

Exercise #1: Unsuccessful Logon
Logon with an incorrect card number and PIN. Observe the message SAM displays.

Exercise #2: Successful Logon
Now, logon using your correct card number and PIN. Accept the library policy (if applicable).

Exercise 3: Personal Session Manager
Observe the PSM, including user name, Time Remaining, filter level and/or controls if applicable. Use feature buttons to minimize and lock the PC. Observe the information displayed on the screen. Enter either card number or staff password to unlock PC.

Exercise #4: Printing with SAM
Open MS Word® or other text editor (Notepad) and type: “SAM makes access management easier”. Now choose to print from either the menu pull-down or by icon shortcut. Click [OK] in the print dialog box. The SAM print manager will appear, observe your current account balance, as well as print and charge information. Click [Print], you will or will not be permitted to print depending upon your account balance.

Exercise #5: Ending your Session
End your session by clicking [End Session] at the lower right of your screen or on your PSM and click [Yes] at confirmation box. Understand the importance of ending a session with regards to the remainder of daily time allocation, number of logins, and print charges.
PERSONAL SESSION MANAGER MY ACCOUNT EXERCISES

Exercise #1: My Account Interface
On the Personal Session Manager screen, click [My Account] to open My Account. Notice your Library Card Number appears at the top, along with the Name and Screen Name (if applicable).

Drop down the Internet “Access Level Selections” box to see what you can select according to the Library’s user policy.

Exercise #2: Make a Payment
Drop down the amount you would like to pay box to see the amounts you can pay on past due items on your account.

Click the [Make a Payment] button. Another screen will pop-up showing payments owed on each separate item. Select one or two items by checking the box next to it and then click [Pay Fees] at the bottom. This will deduct from the SAM money on your account and recalculate your balance on the My Account screen.

Exercise #3: View My History
Click the [View My History] button. Here you will see a history of what was printed, your transactions, and your reservations made within the last 10 days.
STAFF FUNCTIONS ON CLIENT PC EXERCISES

Section 1) SAM System Menu

Exercise #1: Refreshing Session Time
Right-click on the SAM System icon in the lower right corner of the taskbar. Move the mouse to select Manage Patron Time. Enter the password <Sam> (careful, it is case sensitive) and click [OK]. Reset the time for yourself and then separately for a user who is not logged on to the client PC you are using.

Exercise #2: Resetting Daily Login Limit
Right-click on the SAM System icon in the lower right corner of the taskbar. Move the mouse to select Manage Patron Daily Logins. Enter the password <Sam> (careful, it is case sensitive) and click [OK]. Reset the logins for a user.

Exercise #3: Close SAM on your client PC
Right-click on the SAM System icon in the lower right corner of the taskbar. Move the mouse to select Close SAM Client. Enter the password <Sam> (careful, it is case sensitive) and click [OK]. Note that SAM will disappear. Now reboot the computer.

Section 2) SAM Print Menu

Exercise #1: Reprinting a Patron’s Print Job
Right-click on the SAM Print icon in the lower right corner of the taskbar. Move the mouse to select Reprint Patron Jobs. Enter the password <Sam> (careful, it is case sensitive) and click [OK]. Enter a user card number and click [Search for Jobs]. Now, select a print job from the list provided and enter the job ID number in the field labeled Enter Job ID. Click [Print Job].

Exercise #2: Change the Print Job Invoice Page
Right-click on the SAM Print icon in the lower right corner of the taskbar. Move the mouse to select Configure Job Receipt. Enter the password <Sam> (careful, it is case sensitive) and click [OK]. First, you may select if you want a print receipt or not. Second, select the User Information you would like to be displayed on the receipt. When finished, click [OK].
PC ACTIVITY MANAGER EXERCISES

Prior to starting the PC Activity Manager, Log on to a PC with a Library Card # and PIN (if applicable) and open the Internet Browser.

From the PC Activity Manager:

Exercise #1:
1. Click [Computers] on the top to access the remote PC Controls screen.
2. Click [Close Browser] from the drop down options and double click PC ID (PC01)
3. Click [OK] at the confirmation window
4. The browser will close on the PC with a message

Exercise #2:
1. Click [Send Message] from the drop down options.
2. Enter message text in the top box
3. Double click the PC ID and click [Done]
4. The message from the PC Activity Manager will display on the PC

Exercise #3:
1. Click [Patrons] on the top
2. Click [Patron Record] from the drop down options.
3. Enter Account/ID Number and click [Search]
4. Patron record will be displayed

Exercise #4:
1. Click on [Patrons] on the top
2. Click [Make a Payment] from the drop down options.
3. Enter Account/ID Number
4. Note the [User has this] box
5. Enter 2.00 in the [Enter Amount Paid] box and click [Save]

Exercise #5:
1. Click [Reservations] on the top
2. Select Zone and Date
3. Click [Submit]
4. Reservation grid will be displayed.
STAFF WEB INTERFACE EXERCISES

Exercise #1: Getting to the log in page
Open your browser and go the following address:
http://192.168.1.121/sam/index.html (this is the SAM server IP address)

Exercise #2: Successful Logon
Logon using a training access account, type <Librarian> as the User Name and <Password> as the Password.

Exercise #3: Users
The first link, Users, on the top has to do with User SAM accounts.
1. Create an Account: Start by selecting the Add User link. Note the required fields: Account/ID Number and Last Name, as well as the optional field information. DON’T FORGET TO [Add User] or the record will not be created.
2. Import an Account: Select the Import User link. Enter the information as directed by your instructor and observe the results. (Only applies with ILS links)
3. Modify User: Select the Modify User link. Search for your sample student account by entering either your card number or name and clicking [Search]. Extend your expiration date by one year, DON’T FORGET TO [Save] the change.
4. Payments, etc.: Enter Account/ID Number and click [Search]. Observe the account balance. Add 3.50 in the Enter Amount box. DON’T FORGET TO [Save] the change. Observe what happens to your account balance.

Exercise #4: Reservations and PC Activity
The second link, Reservations, opens Make a Single Reservation.
1. Reservations: Select the Make Single link. Select Zone and Date and then click [Submit]. Enter the Account # (library card #), click on a radio button to make a reservation, and [Add Reservation]. Note that reservations are for one hour and must start on thirty-minute increments.

Exercise #5: Reports
Depending upon the features enabled by your Administrator, there may be one or more reports available for you to run. Note that most reports are date range driven and require that you select a location as well as indicate detailed or summary form.
COMPRISE TECHNOLOGIES WEB SITE

To access our Company web site, go to the following address from within your internet browser:

http://www.comprisetechnologies.com

TECHNICAL SUPPORT

A link to our Technical Support site is also located at:

http://www.comprisetechnologies.com

Customers may go to the Technical Support site to view their open trouble tickets, create new trouble tickets, as well as close open tickets after issues have been resolved to their satisfaction. A Username and Password are required to access this database.

To obtain your Username and Password, please contact our Customer Services Manager, Christopher Hayes, by either calling 800-531-0132 or e-mailing at techsupport@comprisetechnologies.com.