

LabTrac User Manual

V1.0.4

Revised 12/03
©2003 Copyright by Redrock Software Corporation

Table of Contents

INSTALLATION/BACKUP-RESTORATION	1
INSTALLING THE LABTRAC WEB SERVER.....	1
THE LABTRAC CLIENT MODULE.....	2
INSTALLING THE LABTRAC CLIENT MODULE.....	2
MULTI-HOMING SUPPORT	2
BACKUP AND RESTORATION	3
SSL & TLS ENCRYPTION SUPPORT	3
SETTING PREFERENCES	4
SETTING PREFERENCES.....	4
REASON & SUBJECT CHOICES	4
GENERAL PREFERENCES.....	5
VISIT LOG IN & OUT PREFERENCES	6
ANNOUNCEMENTS.....	7
STUDENT CUSTOM FIELDS.....	7
OTHER STUDENT FIELDS	7
CUSTOM VISIT FIELDS.....	8
SCHOOL LOGO	8
LABTRAC QUICKSTART	9
HOW TO GET STARTED	9
ACCESSING LABTRAC	10
ACCESSING LABTRAC	10
TYPES OF LOGIN ACCOUNTS.....	10
ADMINISTRATOR RECORDS	11
CREATING ADMINISTRATOR RECORDS	11
ADMINISTRATOR SPECIFICS	11
STUDENT RECORDS	14
CREATING STUDENT RECORDS	14
IMPORTING STUDENT DATA.....	14
MANUALLY CREATING STUDENTS	14
STUDENT VISIT RECORDS	15
STUDENT VISIT RECORDS.....	15
LOGGING A VISIT VIA THE LABTRAC CLIENT MODULE	15
LOGGING A VISIT VIA THE LOGIN STATION.....	15
MANUALLY CREATING VISITS	15
SEARCHING FOR RECORDS	16
SIMPLE SEARCHES	16
STUDENT SEARCHES: ADDITIONAL OPTIONS	16
ADVANCED SEARCHES	16

EDITING/DELETING RECORDS	17
EDITING RECORDS.....	17
DELETING RECORDS.....	17
MATERIALS/RESOURCES	18
MANAGING MATERIALS/RESOURCES	18
CREATING RESOURCES	18
CHECKING IN/OUT RESOURCES	18
STANDARD REPORTS	19
STANDARD REPORTS	19
REPORT CATEGORIES	19
PRINTING REPORTS	19
HOW TO GET HELP	20
TECHNICAL SUPPORT AND ASSISTANCE.....	20

Installation/Backup-Restoration

TutorTrac is available with a LabTrac Client Module. LabTrac utilizes client modules and a web server to control and track access to computers in a lab. First, LabTrac may utilize your TutorTrac web server or you may need to install a LabTrac web server. If utilizing your existing TutorTrac server, skip to installation instructions for the client module. Second, the client module needs to be installed on each computer in the lab.

INSTALLING THE LABTRAC WEB SERVER

The LabTrac web server is easy to install. The installer may install the web server or the client software. Put the CD into the drive and select the web server installation. From there, select "setup.exe".

The setup program will prompt you for an installation directory. The default is called "LabTrac" and will be located on the root hard drive. LabTrac will be installed on the selected directory. No restart after completion is required.

Execute the program, LabTrac, located in the LabTrac directory to begin running the web server application. The first time that LabTrac operates, it will prompt you for a Product ID and Installation code. The Product ID is located on the back of your CD case. The Installation code can be obtained from RedRock Software via email at techsupport@tutortrac.com or techsupport@go-redrock.com. Please provide your Server IP Address and Product ID when contacting us.

After entering the Product ID and Installation code, the program will begin web services. You may now connect to your LabTrac using a web browser application. In the URL area type <http://ServerIPAddress> where ServerIPAddress is the server's IP address. An IP Address appears in the form of ###.###.###.### (i.e. 63.224.138.140).

The first time you login to LabTrac via your web browser, you will be presented with the LabTrac Preferences screens. LabTrac may be configured to work according to your centers' operations by modifying the various preferences. The first thing to modify is the Available Centers. Establish the centers prior to installing the client modules.

You may contact RedRock Software for online training regarding configuring your preferences for the first time. Refer to the section *Setting Preferences* in this manual for more detailed instructions on setting the preferences. If you experience any problems, contact technical support at techsupport@tutortrac.com or techsupport@go-redrock.com.

THE LABTRAC CLIENT MODULE

The LabTrac Client Module locks a computer from use until a student ID is entered in the Student Login. Once the student logs in, the computer is unlocked and may be used by the student. After use, the student clicks 'Logout' and the computer is locked and available for another student to enter their ID and use it. The module is linked to the server (TutorTrac or LabTrac), so visits made to the center are tracked and may be reported.

INSTALLING THE LABTRAC CLIENT MODULE

To install client module, simply execute "setup.exe". The setup program will then prompt you for an installation directory. The default is called 'LabTrac' and located in the Program Files on the root hard drive. Click the Install icon to begin the installation. You will then be prompted for a Program Group to add items to; the default will be LabTrac. LabTrac will then be installed on the selected directory and items added to the selected Program Group. No restart after completion is required.

Execute the program, LabTrac, located in the LabTrac directory to begin running the client module application. The first time that LabTrac operates, it will prompt you for the server's IP Address (i.e. 63.224.138.140) then for an Administrator User Name & Password to complete the installation. Next pick a lab that you would like to track (the labs should be created beforehand through the Preferences). Click 'Choose Lab' after selecting the lab.

Each time the module is used after initial setup, it will go to the Student Login and lock the computer. To exit the LabTrac Client Module, shift-click the ? (Question mark) key, enter the first eight digits of the server installation code, and click 'OK'.

Note:

LabTrac may be set to run at Startup. Then, as the computers are turned on each day, LabTrac will run automatically and lock the computers.

MULTI-HOMING SUPPORT

LabTrac may co-exist with other web services that may be running on your server machine. By default, all web server applications serve on port 80. LabTrac may be modified to serve on a different port in order to allow some other application to serve on port 80.

To change the served port, open the file Prefs.INI that is located in the LabTrac directory. You can use WordPad or Notepad to edit the Prefs.INI file. Locate ServerPort=80. Change 80 to 81 to serve LabTrac on port 81.

Restart the LabTrac application, go to another machine on your network and open a web browser application and type <http://ServerIPAddress:PORT> in order to access the LabTrac application. ServerIPAddress is the server's IP address; PORT is the new port number that you entered in the Prefs.INI file.

BACKUP AND RESTORATION

Backing up the LabTrac data file is highly recommended. This process may be handled by your campus' own software. Only one of the files in the LabTrac directory is a data file that must be backed up - this file is called LabTrac.4dd.

There is a process built into the LabTrac server program that allows it to copy the current data file to a backup directory located in the LabTrac folder on the server. This backup data file may then be backed up using some remote backup tool or software such as xcopy (Windows OS).

If necessary, the LabTrac application files may be reinstalled from CD. However, if your copy of LabTrac has been modified via an installed update, it is recommended that you back up the complete LabTrac directory at least one time after every upgrade or installation.

Moving the application from one server machine to another is a simple operation. Simply move the LabTrac directory from the original server machine to the new server machine. Then change the IP Address of the new machine to the old server's IP Address (in order for the Installation code and software license to be valid).

Redrock Software Corporation is not liable for loss of data for any reason.

SSL & TLS ENCRYPTION SUPPORT

LabTrac may be configured to utilize SSL/TLS encryption. Encryption enables the data sent to and from LabTrac to be secured from unauthorized access. Contact Redrock Software for information on purchasing and installing the LabTrac Secure Server Module.

The Secure Server Module is accessed via port 443 (using the https protocol). This port must be available on your network or through your campus firewall if outside access is desired. To access the server through SSL, type <https://ServerIPAddress/> in the browser address area.

Setting Preferences

SETTING PREFERENCES

Modifying the appropriate options in the Preferences screen may customize various features of your LabTrac application.

Certain areas of the program require the user to choose from a list of choices. These choices are configured in the Preferences screen.

The following options are customizable areas in the Preferences screen:

Center Info

Enter information about your center to personalize the software. The Center Name is displayed on the Main Menu as well as other areas of the program.

REASON & SUBJECT CHOICES

Subject Choices

Students may be asked which subject they are requesting help in when logging into a center. The list of possible subjects is entered in this field. In cases with multiple centers, subjects may be customized per center; first, imbed the code {CenterName}, then list the subject choices for that center.

Each subject is made up of a code and description. The code is separated from the description by the space character. For example, a list of subject codes might look something like:

OAS101 Basic Typing
BPC110 Computer Usage & Applications
CIS150 Programming Fundamentals

When a student chooses one of the subject choices, the system will store the chosen subject code (OAS101, BPC110, etc.) for the visit. If you would like to store a subject code that contains a space character, replace the space with some other character (like a hyphen -, or underscore _).

Note:

LabTrac only stores the subject code chosen in the subject listing. All characters up to the first space are considered the subject code.

Visit Reasons

Students may be asked for the purpose of the visit when logging into a center. Possible reasons are listed in this field. In cases with multiple centers, visit reasons may be customized per center; first, imbed the code {CenterName}, then list the visit reasons for that center.

Available Centers

Multiple labs (or centers) may be tracked through LabTrac. Possible labs are listed here and can be edited by clicking where it says 'click here'. When creating a lab, first enter the lab name, and then enter the Product ID and Installation code included with the client software. Click 'Save' to save the new lab. Click on an existing lab to edit or delete.

When visiting a lab, students may be asked which center they are logging into or the center may be predetermined. If students login to the computers via the client module, the computer is linked to a center. If students login through a login station, the computer may be linked to a center or the student may be asked which center they are logging into.

Ask Reason for Visit on Log In

If this option is checked, LabTrac may ask for what subject and reason the student is coming to the center. If this option is not checked, the student will not have to choose a subject or reason for coming to the center.

GENERAL PREFERENCES

Current Term

Current Term is a numeric code that represents the current semester. The code is changed manually at the beginning of each semester to distinguish between semesters. Typically, the current term is made up of a year code plus a semester indicator. For example, if your campus uses 2 for spring, 4 for summer, and 6 for fall, and the current semester is fall of 2003, the code might be 036.

Hide Student Address on Student Entry

This option allows or prevents students from seeing/editing their address. Check the box to prevent and uncheck to allow student changes to their address. Students may see/edit their address when 1) creating their student record from the login screen, or 2) editing their contact info from the Student Main Menu.

Barcode is Last Name and Last 4 Digits of ID

Students may be known by their student ID or by their barcode. The barcode may be entered manually or computed based on the student's ID and name. If this option is checked, the name of the student is John Doe, and the student ID is 111223333, then the barcode will be computed as DoeJ3333.

Resource Types

LabTrac may be used to check materials in and out of the center. Each item may be coded to a resource type. The resource types are entered in this field.

Ethnicity Choices

If you track student ethnicity, ethnicity choices may be edited in the Preferences. You may determine whether or not the ethnicity field is displayed by clicking the **Use** checkbox button.

Student Status

Each student may be assigned to a status code. Possible status codes are listed in this field. Some possible codes might be ACTIVE, GRADUATED, BANNED.

VISIT LOG IN & OUT PREFERENCES

Delay for Welcome/Goodbye Message

As a student logs in or out of a center, LabTrac displays a 'Welcome' or 'Goodbye' message. The amount of time the message is displayed is entered into this field. Default message display is set to 5 seconds (field left blank).

Log to Section Code

This is an internal code LabTrac uses to link students to a semester code. Usually, the value of this field is 'LABTRAC'.

Auto-Enroll Each Term

This option allows LabTrac to log a student in without re-verifying the student biographical information for the current term. If not checked, LabTrac will ask the student to confirm their biographical info each term prior to allowing the student to log into the center.

Allow Terminate Visit for __ minutes

This turns on or off the ability to terminate visits manually and automatically. Entering a number into this field causes a 'Terminate' button to be displayed on the log listing to the right of each student logged into the center. Leaving the field blank turns the Terminate feature off.

Display Reason and Subject on Log List

Choose whether or not to display the reason and subject the student chose when entering the center on the Log Listing screen.

Display ID on Log List

Choose whether or not to display student ID's on the Log Listing screen.

Hide ID on Login Entry

This option displays bullets instead of the numbers of a student's ID on the Log In/Out screen.

Instructions on Login Entry

Enter short instructions for entering an ID. Instructions are displayed at all login stations (Administrator, Student Worker, or Kiosk).

Allow Creation when ID Not Found

If checked, users may create new student records when a student ID entered in the Log In/Out screen and is not found in the database.

ANNOUNCEMENTS

Announcement

A message displayed on the LabTrac login screen to unlock the computer. The message may utilize HTML formatting code. Here are some examples:

Code Type	Example	Result
Bold	<code>bold</code> text	bold text
Underline	<code><U>underlined</U></code> text	<u>underlined text</u>

You may utilize many other HTML formatting codes to provide additional emphasis to the custom messages.

STUDENT CUSTOM FIELDS

Custom Fields

There are six custom fields that may be used to store additional information about a student according to a center's needs. Each field may be customized with a title, choices or an enterable text field, and hidden or shown to the student. The Custom Fields may be represented in reports by choosing one of the Custom Fields as a comparison choice.

OTHER STUDENT FIELDS

Other Student Fields

There are five standard student fields (Class, College, Major, Grad/Undergrad, and Cohort) that may be left blank for enterable text field or customized with pre-determined choices. The Cohort field has no specific purpose and may be used for whatever purpose your campus may decide.

CUSTOM VISIT FIELDS

Ask for Additional Info on Log Out

When a student logs out of a center, LabTrac may prompt either the attendant or the student to enter additional information about the visit. This information may be in the form of notes about the visit or customized questions with either an enterable text answer field or pre-determined answers to choose from. Check the box for the Additional Info screen to appear when a student logs out of a center.

Title for Visit Notes

In conjunction with Ask for Additional Info on Log Out, entering a title for the Visit Notes prompts for notes to be entered about the visit as a student logs out. If your center does not wish to use visit notes, leave the title field blank. If notes are used, they are required be filled out before logout will complete.

Ask Attendant Name on Log Out

In conjunction with Ask for Additional Info on Log Out, check the box for a pulldown menu of attendant names to be displayed when a student logs out.

Custom Visit Fields

Two Custom Visit fields may capture additional information about visits. Each field may be customized with a title, a directive regarding when to appear (beginning or end of visit), and pre-determined choices or an enterable text field (leave choices blank for enterable text field). The Custom Visit fields may be represented in reports by choosing one of the Custom Visit fields as a comparison choice. The fields are also displayed on the Visit Entry screen to modify after the fact.

SCHOOL LOGO

The LabTrac system may be customized to display your campus logo on the student login screen. To load the campus logo, modify the file entitled SchoolLogo1.gif that is located in the LabTrac folder of the server.

LabTrac QuickStart

HOW TO GET STARTED

Follow these guidelines in order to start using LabTrac for the first time.

1. Install the software as described in the installation instructions.
2. Connect to your LabTrac using a web browser application (i.e. Internet Explorer or Netscape). Type <http://ServerIPAddress/LabTrac/> in the URL area, where ServerIPAddress is the server's IP address. An IP Address appears in the form of ###.###.###.### (i.e. 63.224.138.140).
3. Contact Redrock Software (877-303-7575 ext. 204) to schedule an installation training phone appointment - a representative will walk you through the various preferences and help set them up properly to allow LabTrac to work with the needs of your center.
4. Create or modify the administrator accounts. It is important to change the default names and passwords that come with LabTrac. Create user accounts for the various administrators that will access the system. Your installation training appointment may be beneficial in getting the accounts setup properly.
5. If LabTrac is to import the data regarding student demographics and course enrollment information, coordinate with your IT department on getting a sample extract to Redrock Software so that the import map can be created. Information required: fields, order, field delimiter, file name, file location.

Accessing LabTrac

ACCESSING LABTRAC

* LabTrac must be running on the server machine in order to be accessed from the various computers on your network.

To access your LabTrac, open a web browser application and in the URL area type <http://ServerIPAddress/LabTrac/>, where ServerIPAddress is the server's IP address. The screen that appears is the login to LabTrac, not the center. Enter your User Name and Password and click the 'LOGIN' button.

The Main Menu of LabTrac is now displayed. If you have incorrectly entered the name or password, an 'Access Denied' screen will appear. Click the login link and try again.

Note to administrators:

The default Administrator login name is *admin* and the password is also *admin*. The default Student Worker login name is *login* and the password is also *login*. It is recommended that you change these passwords immediately.

TYPES OF LOGIN ACCOUNTS

There are three different types of administrator login accounts that may be given access to LabTrac. See the section entitled '*Administrators*' for the various options regarding administrator accounts. The following types of accounts may be created:

1. **Administrator** - Administrator accounts are given access to all of the data in LabTrac. To create new Administrator accounts: First, Create New, Administrator; second, set user type to Administrator; third, set any access preferences for this administrator.
2. **Student Worker** - Student worker accounts are given access to the Student Login screen and Resource Login screen. To create new Student Worker accounts: First, Create New, Administrator; second, set user type to Student Worker; third, set any access preferences for this student worker. Student Worker accounts may be customized to utilize as a kiosk login station.

Administrator Records

CREATING ADMINISTRATOR RECORDS

There are two administrator user types: Administrator and Student Worker. These are generic titles used to describe the LabTrac user type and the access they are given. Generally, an Administrator has access to all areas of the program and can create users, records, visits, and make changes to records. Student Workers are able to log students in and out of a center, but generally unable to access or create records.

There are two ways to create a new administrator record:

1. From the Main Menu, select Create New, Administrators. Fill in the information, select user type, assign privileges, and click on 'Save Changes'. To create a new administrator account this way, first check if the account has already been created to avoid duplicates.
2. From the Main Menu, select Search For, Administrators. Review the current administrator accounts and be sure that you are not creating a duplicate. Then click, 'New Record', at the top of the screen. Fill in the information, select user type, assign privileges, and click on 'Save Changes'.

ADMINISTRATOR SPECIFICS

Administrator records are important records that allow users of TutorTrac to control various aspects of the software. You should be security conscious when creating administrator accounts and assigning passwords.

User Sequence

The User Sequence is an internal code that TutorTrac uses to distinguish between administrator records.

Account

In the account field, type the name that the user will use to login to the TutorTrac program (i.e. jsmith)

User Name

The user name is the full name of the user. The User Name is not used to log in to TutorTrac. This field is for display purposes only (i.e. John Smith).

Last Access Date

This field is automatically entered with the date that this user last logged into the TutorTrac program.

Last Access Time

This field is automatically entered with the time that this user last logged into the TutorTrac program.

Accesses

This field is automatically entered with the total number of times that this user has logged into the TutorTrac program.

User Type

The User Type is a generic title given to administrator users of the program to distinguish between access privileges. The two User Types are Administrator and Student Worker. Administrators have access to sensitive information in the system. Student Workers log students in and out, and may be able to log resources and schedule appointments.

Password & Confirm Password

The password must be typed the same in both fields in order for the password to be entered or changed.

Show Logins From Terminal

When viewing the Log Listing, an administrator may be linked to a specific center. To control which center's login is displayed in the Log Listing, enter the code linked to the desired center in this field. Leave this field blank to show students logged into all centers.

Log to Terminal

When logging students into the center, this code specifies which center the students are to be logged in. While it normally matches the code entered in 'Show Logins From Terminal', it may be left blank. However, if tracking multi-centers, and 'Ask Center on Login' is unchecked, a center code must be entered in order to properly link student visits to a center.

Restrict Access to IP Address

Entering an IP Address in this field allows you to prevent this user from logging into TutorTrac from other locations (i.e. home, etc.). To restrict this user to a certain machine, enter the IP Address of that machine in this field.

You may specify a range of computers by using 0 as a wildcard in the IP Address. For example, 63.224.138.0 will allow the user to log in using any computer that has an IP Address beginning with 63.224.138.

Allow User to Log Resources in and out

Check this box to allow the user to log resources in and out of the center.

Prevent access to Admin, Preferences, & Reports

Check this box to prevent the user from editing administrator records, the preferences, or viewing reports.

Prevent User from saving changes to records

Check this box to prevent the user from making changes to records. They may still be given access to view records, but unable to change them.

Allow User to define custom fields

Check this box to allow the user to define the custom

Hide Time and Visit Info on Reports

Check this box to prevent the user from viewing times and visit information regarding visits to the center on reports.

Student Records

CREATING STUDENT RECORDS

Student records may be created prior to a visit or when a student logs into the center. Student records contain the biographical and demographical data to be tracked as well as records linked to the student (i.e. visits, courses, etc.).

IMPORTING STUDENT DATA

LabTrac can import student information from your campus information system. First, decide which information needs to be exported from the campus system. Next, create a batch file containing that information. Then, a special map file must be created and loaded onto your LabTrac server to import the data from the batch file. Contact techsupport@go-redrock.com for more details.

MANUALLY CREATING STUDENTS

Student data can be manually entered into LabTrac by clicking on Create New or Search For Students. Before creating a student record, first search LabTrac for an existing student record in the system.

To search for a student, select 'Search For: Students'. Search for the student by name or ID. If the student is listed, click the student ID to open the record. If the student is not listed, click the 'New Record' button to create the record. If you know the record does not exist you do not have to search for the student before creating the student record (Main Menu, Create New: Student). Enter the student information and click 'Save Changes'.

When a student logs into the lab, by check-in station or client module, and the student record does not exist, LabTrac displays a message indicating that the student does not exist. If 'Allow Creation when ID Not Found' is checked, the student will now have the option of creating a record. Prior to creating the new record, verify that the ID that was entered properly. If a mistake in the entry was made, click the 'Return' button and try again.

Student Visit Records

STUDENT VISIT RECORDS

Reporting student visits is a primary purpose of LabTrac. In order to report a lab's activity, students' visits to the lab must be recorded. Visits are recorded in one of four ways: a student logs into a lab computer via its locked Log Listing screen; a student logs into a Login Station (kiosk or front desk worker); a student visit record may be created by clicking the 'New Record' button in the visits listing; or a student visit may be created by clicking on 'Create New: Visit' from the LabTrac Main Menu.

LOGGING A VISIT VIA THE LABTRAC CLIENT MODULE

When a student enters the lab, each computer may be locked at the Log Listing screen via the client module. In order for a student to use the computer, they must unlock the screen by entering their ID into the Log Listing. When leaving the center, the student will click on the 'Logout' button. This creates a visit for the student for the time that they were logged into the computer and locks the computer for the next student to login.

LOGGING A VISIT VIA THE LOGIN STATION

A Login Station may be setup for the students to log into the lab at a kiosk or through a front desk worker. A computer should be setup at the front of the lab for all students to login when they arrive and logout when they leave the lab. The computer's web browser should be open to the Log Listing on your LabTrac server. The students will then log themselves in and out at the kiosk station or have a worker log them in and out at the front desk.

MANUALLY CREATING VISITS

Reports detailing visit information utilize student logins as the primary source for visit data. However, some situations may require that a visit be entered after the fact. Visits may be creating after the fact by clicking 'Create New: Visits' and entering the appropriate information in the visit entry form that appears.

You may also create a new visit by first searching for the specific student (using Search For: Students) and then navigating to the Visit History screen of the Student Entry screen. In the visit history screen, you may click the Create New link to open an entry form for a new visit for the student.

Searching for Records

SIMPLE SEARCHES

Records may be searched and displayed by choosing an option from under the Search For section of the Main Menu. When searching for Administrators, the list of Administrators is found. When searching for other records, a simple search screen appears that allows you to enter search criteria.

Perform text searches by entering text into one of the search fields. For example, all students whose last name begins with Smith may be found by entering Smith in the last name field.

Multiple criteria may be searched at the same time. Records that match all of the search criteria will be displayed in the listing screen.

STUDENT SEARCHES: ADDITIONAL OPTIONS

The student search screen has additional options in a pulldown menu. You may omit or add the found records to and from a list of previously displayed student records. The use of the pulldown menu will allow you to continue to search and redefine the search results.

ADVANCED SEARCHES

Perform advanced searches when the searching for information that is more complex than simply entering a piece of text to match within a field. From the search screen, click the Advanced Search option to display the Advanced Search screen.

Advanced Searches are created in the form of a sentence. First choose the search field. Then choose an operator to run the comparison. Next, enter a comparison value. A pulldown menu (And/Or) allows for multiple criteria to be combined in one search.

Editing/Deleting Records

Records (i.e. administrators, students, etc.) are created in a similar manner. Prior to creating a new record, you should always search for the record to make sure that it does not already exist. Except for student and visit records, administration level access is required in order to create records.

You must be logged in as an administrator in order to:

1. Create/Edit/Delete administrator records
2. Create/Edit/Delete resource records
3. Edit/Delete student records
4. Edit/Delete visit records

EDITING RECORDS

If a record needs to be modified, you may search for it and then edit the information in the entry form associated with that record.

1. Select 'Search For: *Record*' from the Main Menu, and select the record type that you are looking for (administrator, student, etc.).
2. Enter the search criteria and click 'Search'.
3. From the Listing screen, open the record's Entry Form.
4. Make the necessary changes and click 'Save Changes'.

DELETING RECORDS

If a record is longer needed, it may be deleted. Remember, deleting a record is permanent; a record may not be restored once it has been deleted.

1. Select 'Search For: *Record*' from the Main Menu, and select the record type that you are looking for (administrator, student, etc.).
2. Enter the search criteria and click 'Search'.
3. From the Listing screen, open the record's Entry Form.
4. In the Entry Form, click 'Delete'.

Materials/Resources

MANAGING MATERIALS/RESOURCES

LabTrac may help manage a center's resources (i.e. books, videos, etc.). First, create resource types. Then, create the resources and assign them a type. Now students may check materials in and out of the center and LabTrac may track the resource usage.

CREATING RESOURCES

Resources are entered into LabTrac by clicking on 'Create New: *Resources*' or 'Search For: *Resources*'. Before creating a resource, first search for an existing resource in the system.

To search for a resource, select 'Search For: *Resources*'. Search for the resource by title or type. If the resource is listed, don't create a new one. If the resource is not listed, click 'New Record' to create the record. If you know the resource does not exist, you do not have to search for the resource before creating the record (Main Menu, Create New: *Resource*). Enter the resource information and click 'Save'.

CHECKING IN/OUT RESOURCES

After creating the resources and assigning them barcodes, the resources may now be checked in and out by students and their usage reported. To check resources in and out, the resource must have a barcode and the student must have a valid student ID.

1. At the Main Menu, select 'Log Resources'.
or
2. From the Log Listing, select 'Log In/Out Resources'.
3. From the Log Listing, select 'Log In/Out Resources'.
4. Enter the item's bar code and click 'Continue'.
5. If resource is checked out, screen will show who has checked out the resource.
6. To check-in the item, click 'Check In'. To find a different resource, click 'Try Again'.
7. If the resource is available and the student would like to check it out, enter the student's ID and click 'Check Out'.

Standard Reports

STANDARD REPORTS

Administrators may view and print reports from the Reports menu. The reports are first broken down into categories (example, Students by . . .) and then the available reports are listed within the categories.

To generate a report:

1. From the Main Menu, click 'Main Features: *Reports*'.
2. Select a report category from the pulldown menu.
3. Select a report from the list.
4. Enter the date range that you would like to collect data from.
5. Click 'Generate Report' to begin the report generation process.

Some reports contain a large amount of data (example: large date ranges, complexity) and may take more time to generate.

REPORT CATEGORIES

Center Usage & Demographics

Center Usage & Demographics by Subject
Center Usage & Demographics by Cohort
Center Usage & Demographics by Visit Reason
Center Usage & Demographics by Center
Center Usage & Demographics by ??

Students by...

Students by Subject
Students by Cohort
Students by Visit Reason
Students by Center
Students by ??
Students by ?? Raw Data Export

Materials/Resources

Material Usage Report
Material Usage Total Time by Resource
Material Usage Total Time by Student
Materials Due In
Resource List

Other

Visit Notes
Center Usage by Hour
Center Usage by Hour by Day of Week
CrossTab Comparison Report
Usage Snapshot
Ethnicity & Class Breakdown
Students Total Time
Export Raw Visits...

PRINTING REPORTS

Reports may be printed directly from the browser by clicking the print button on the browser. You may also copy and paste the data into a Word or Excel document if necessary.

How to Get Help

TECHNICAL SUPPORT AND ASSISTANCE

In order to better serve our customers, please follow these guidelines for prompt assistance:

1. Consult the User Guide. The User Guide can answer most questions as well as teach the basics of the application.
2. Contact the LabTrac Administrator at your campus. Answers to most issues may be resolved at this level.
3. If the LabTrac Administrator is unable to answer a question, view our FAQ's at www.TutorTrac.com. Click 'Technical Support' and then 'FAQ'. Search by keyword and review the results. More technical and current information may be available than the User Guide.
4. If the LabTrac Administrator needs assistance, the administrator should contact Technical Support at Redrock Software, email at techsupport@tutortrac.com or (877) 303-7575 ext. 204 if necessary.