

# **Student Multi-Tool: FAQs**

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5.02.2022

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## Archiving

Q: What data is archived?

A: Currently, only logs are archived. Each time the archiving process begins, any log entry in the database that is older than 30 days is archived.

Q: When are logs archived?

A: Logs are archived on the first of the month at midnight ([UTC](#)).

Q: Where are logs archived?

A: Logs are archived to `C:\inetpub\smt-storage\Archives`. Once logs are archived, they are no longer stored in the database.

## Authentication

Q: What happens if I forget my username or passphrase?

A: If a user forgets their username or passphrase, they can email [studentmultitool@outlook.com](mailto:studentmultitool@outlook.com) to get help. Passphrases can be reset through an url sent to your email.

Q: How many tries do I get to log in?

A: A user has 5 attempts to log in within a 24 hour period

Q: Why does my account get disabled if I can't log in?

A: Accounts with repeated failed attempts are disabled to improve the security of our system.

Q: How do I get my account back after it becomes disabled?

A: An account recovery will need to be performed in order to get an account enabled again.

## Logging

Q: What is stored in logs?

A: The user who generated the log, the time and date at which the log was generated, a description of the event that the log represents, where in the system the log was generated (the software layer), and a categorization of the log.

Q: What kind of events are logged?

A: Account creation, email verifications, failed login attempts, visits to pages, and so on. There are also system events that are logged that most users will not notice, such as errors, and developer information.

Q: Can I be identified by logs?

A: Not always. Each log has a user associated with it, but the logs use hashes of usernames to personally identify each user. It is not immediately obvious who generated which log by simply reading the logs. As long as your account exists in the system, you can potentially be identified by these hashes. However, if you delete your account, your username's hash will no longer have a username associated with it in our database.

## **Registration**

Q: Why is my personal email not valid to create a new user account?

A: Student Multi-Tool accepts email addresses from educational institutions only, which contain an .edu extension.

Q: Why is my new account not active after I submitted my registration form?

A: A new account is not active until the user verifies the provided email address in the registration form.

Q: Why is the link in the verification email not valid?

A: The link in the verification email is valid for 24 hours after the user submitted the registration form. After 24 hours, the link in the verification form will be invalid.

## Matching

Q: Why did I get matched with a certain person?

A: A user can be matched for different reasons. One is that you both attend the same university, another is you have overlapping free time, and another is that you both selected the same activity or one of you offers tutoring for a class that the other needs tutoring in

Q: Why can't I select more than 5 activities in my activity profile?

A: There is a limit of up to 5 activities that a user can select at once

Q: Can I unmatch with another person?

A: You cannot unmatch with another user as they will still be in your display all matches list, however just because you are matched, doesn't mean communication is or will take place.

## Schedule Builder

Q: How many schedules can I make?

A: You can make as many as you would like. The purpose of the feature is to allow students to make many schedules, to better choose their classes, and to make new schedules each semester.

Q: Do I need to fill out the entire form for a new item (title, contact, location, and notes)?

A: No. For each item, you only need to enter a title, select at least one day of the week, and select a start and end time.

Q: Why are schedules only one week?

A: Schedules are meant to be a representation of your average week. The schedule builder isn't meant to be a calendar.

Q: What is "contact" for?

A: Contact is intended to be the professor for a class, or a manager or supervisor for work. However, it can be used for anyone you may need to get in touch with about the item.

Q: What are "notes" for?

A: Notes are intended to be used as reminders about classes. However, notes are just notes about the item, and can be used for just about anything.



## Schedule Comparisons

Q: How many schedules can I compare?

A: At least two, and at most five. By definition two things (i.e. schedules) are the minimum for any comparison. A maximum of 5 is set to reduce server load and conserve bandwidth.

Q: Can I compare schedules with a friend?

A: As long as your friend has an account and has made a schedule, yes. You can also compare your own schedules.

Q: How do I compare schedules with someone?

A: First, you have to add them as a collaborator on one of your schedules. Then, they have to add you as a collaborator on one of their schedules. Then, navigate to the home page, select "Schedule Comparison", and choose the schedules you wish to compare.

## User Management

Q: How can I create, update, delete, or enable/disable large amounts of users at once?

A: See the User Manual.

Q: Where can I create, update, delete, or enable/disable users?

A: Go to [studentmultitool.me/usermanagement](https://studentmultitool.me/usermanagement) and find the users you wish to update, delete, or enable/disable.

Q: What should I do if a user is causing problems for the system or for other users?

A: Disabling their account is probably ideal as a first step.

Q: Who can enable, disable, or delete accounts?

A: Only users with the "admin" role.

Q: Who can create or update users?

A: Only users with the "admin" role.

## Account Recovery

Q: Why will my account get Disabled after 5 attempts?

A: The five attempts to log into your account are set up due to security concerns. After 5 attempts, your account gets disabled due to security violations. No worry, you will have a chance to verify your information and we will send you the link after verification. You will be able to activate your account again. As a security concern, we have limited our users' logging attempts to a max of 5.

Q: Why do you need my email address to reset the password?

A: We need your email and username to verify your information and verify that you are the right user who is trying to log into your own account. Passing a few verifications will give confidence that you are the right person who wants to login into your own account.

Q: What if I forget my password and email address? How am I going to reset my password?

A: In this situation, you will have to contact our team members to verify your information verbally. Or you can send an email to our team member [studentmultitool@outlook.com](mailto:studentmultitool@outlook.com).

## Recipe Sharing

Q: What should I do if I make a mistake and forget to write something?

A: You will have an option to edit your own recipes. You just need to click on the recipe card to edit, detail, and delete options where you can choose to edit options.

Q: How many recipes can I add?

A: Feel free to add as many recipes as possible you would like to share in StudentMultiTool. You will not have any restrictions to add recipes.

Q: Why do recipes not have any details? They are just titled with the recipes.

A: Oh, It is so easy. You just need to click on the card you see on the main page of the recipe feature. It will show you all the details related to the recipes.

## Student Discounts

Q: How many student discounts can I post?

A: A user can post student discounts as many as he wants. However, a student discount is automatically removed after 30 days of being posted.

Q: Why is the URL of a web discount wrong?

A: The URL of a discount could be wrong because the user who posted that discount is responsible for providing the correct URL. Our system does not validate if the provided URL is valid or redirects to the correct website.

Q: Why is the address of establishment discount wrong?

A: The address of an establishment discount could be wrong because the user who posted that discount is responsible for providing the correct address. Our system does not validate if the provided address is correct for the corresponding establishment discount.

## Career Opportunities

Q: Which job search engine the Career Opportunities feature uses?

A: Career Opportunities uses USAJobs job search engine. USAJOBS connects job seekers with federal employment opportunities across the United States and around the world. As the Federal Government's official employment site, USAJOBS helps the right people find the right jobs.

Q: Which jobs am I eligible to apply for?

A: Understanding your eligibility will help you know which jobs you should apply to. There are several different eligibility requirements in the Federal Government; USAJobs calls them 'hiring paths'. You can apply to any job, but you may not be eligible for the job if you don't fall into one of the required hiring paths. If you're not eligible, the hiring agency will reject your application.

Q: Do I need a college degree to qualify for a job?

A: It depends. Some federal jobs require a college degree with a certain major field of study or specific academic courses at the baccalaureate or graduate level, while others will accept a degree in any field or don't require a college degree at all.

## **GPA/Grade Calculator**

Q: Do I have to save my grade when using the grade calculator?

A: No, you do not. If a user just wanted to calculate their grade, they can skip over the course name and section boxes and select the number of assignments they have and enter in the points. If a user wanted to save their grade, they can and it will be displayed anonymously alongside others with the same name and section in a class ranking

Q: If I got a 88% in my class, do I select B or B+?

A: Some universities grade on a scale of plus and minus, whereas other universities grade on a flat scale. If your school does not use plus and minus in grading, then you should select the base option for each grade (ie A/B/C/D/F). If your university does use plus and minus in grading, then select whichever according to what you did/will receive

## Usage Analysis Dashboard

Q: Why can't I access the usage analysis dashboard?

A: A user must have an authenticated session on our system to view the usage analysis dashboard. This means that a user must have the role of an admin to be able to view this data.

Q: What is the point of these graphs?

A: The purpose of these graphs is to help visualize the behavior within our system.



## **Authorization**

**Q:** why don't I have access to all the pages even though I got a login?

**A:** In this case, There are two different users we keep track of, one is admin and another is students. Admin has authority to access all the pages and modify since admin is part of the company. Students are users who cannot access some restricted pages which are only accessible by the admin.

**Q:** how am I gonna be able to access restricted services?

**A:** You will not be able to access any restricted services until you have authority. To get authority, you have to be a part of a student multi tool where we only give access as admin to our colleagues.