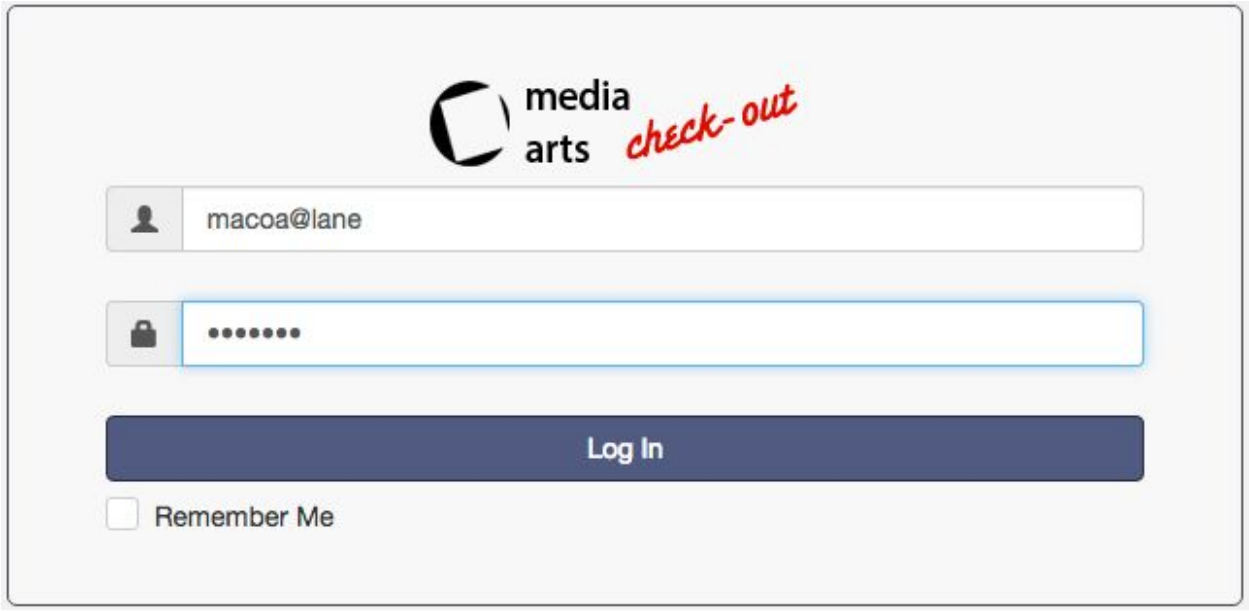
Getting Started

1. **Open Google Chrome.**
2. **Click the "Media Arts Checkout" Bookmark - OR - navigate to ~~OMISSION HERE~~ as a URL.**
3. **Login using the follow credentials:**

   For Station 1:
   USER: ~~OMISSION HERE~~
   PASS: SEE ~~OMISSION HERE~~ OR ~~OMISSION HERE~~ FOR PASSWORD

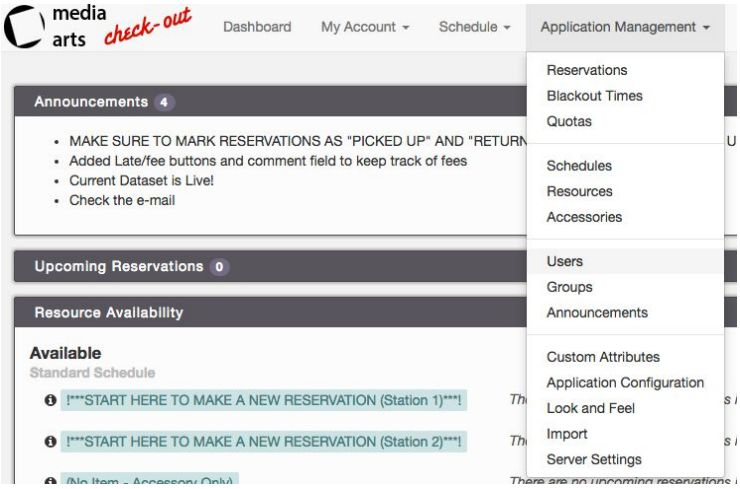
   For Station 2:
   USER: ~~OMISSION HERE~~
   PASS: SEE ~~OMISSION HERE~~ OR ~~OMISSION HERE~~ FOR PASSWORD



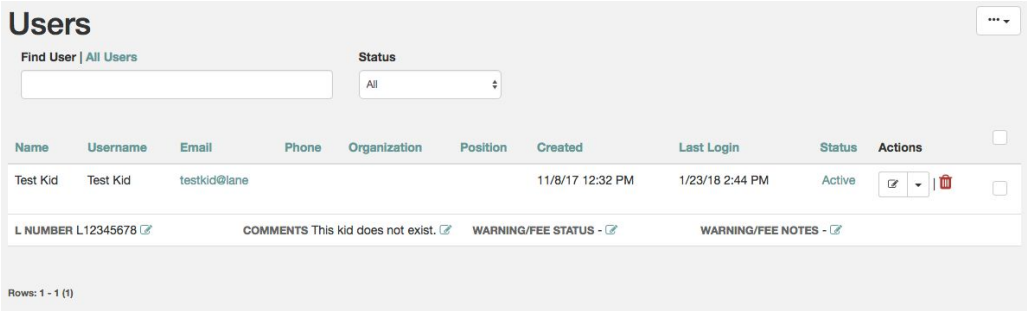
4. **Click on "Launch Live Viewer" under "Announcements" from the Dashboard to open the Live Viewer Module.**

Procedure for Helping Students
(Phone* or Window)

1. **ASK: "May I see a picture ID?" - verify the name of the individual.**
2. **GOTO: "Application Management" > "Users"**



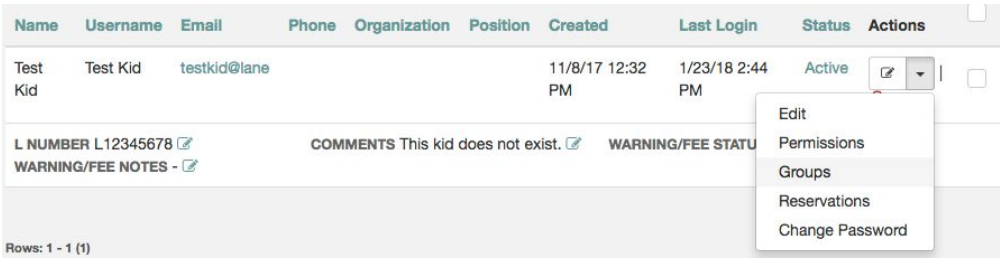
3. **Look up the user by typing the name into "Find Users" and then selecting it:**



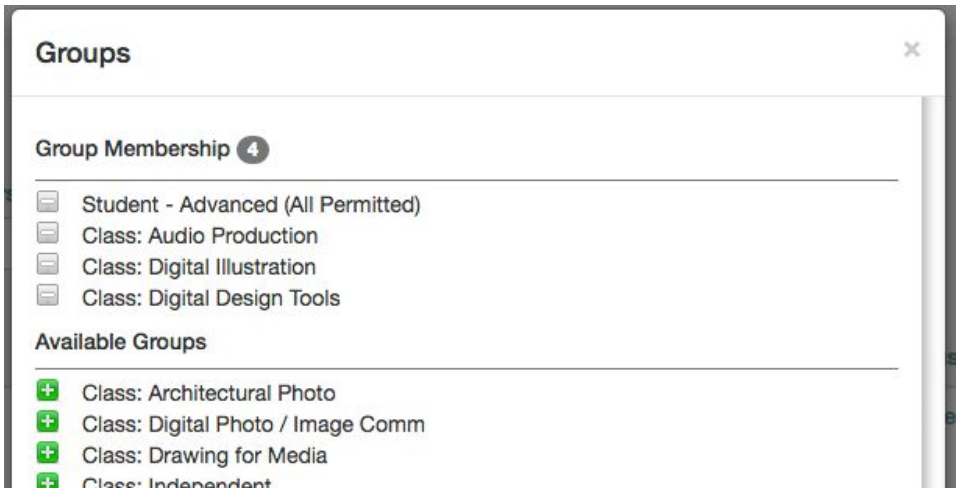
4. **Check the account for any notes before continuing forward (See example below)**

Check for any notes, if you are unsure about a note, verify with ~~OMISSION HERE~~ before helping the student.

5. **Click on the small arrow by Actions and then click Groups**



6. **The groups the student is part of is listed under "Group Membership".**



If a student is in a "PAST" group, they cannot make reservations but can only check out gear that is available at the end of the checkout hour.

7. **If everything regarding the User is in order, then you can procede.**

8. **ASK: "How can I help you?"**

   a. **They need to make a reservation.**
      i. **For now?**
         - **SEE "Making a Reservation"**
      ii. **For later?***
         - **SEE "Making a Reservation"**

   b. **They need to cancel a reservation.***
      - **SEE "Cancelling a Reservation"**

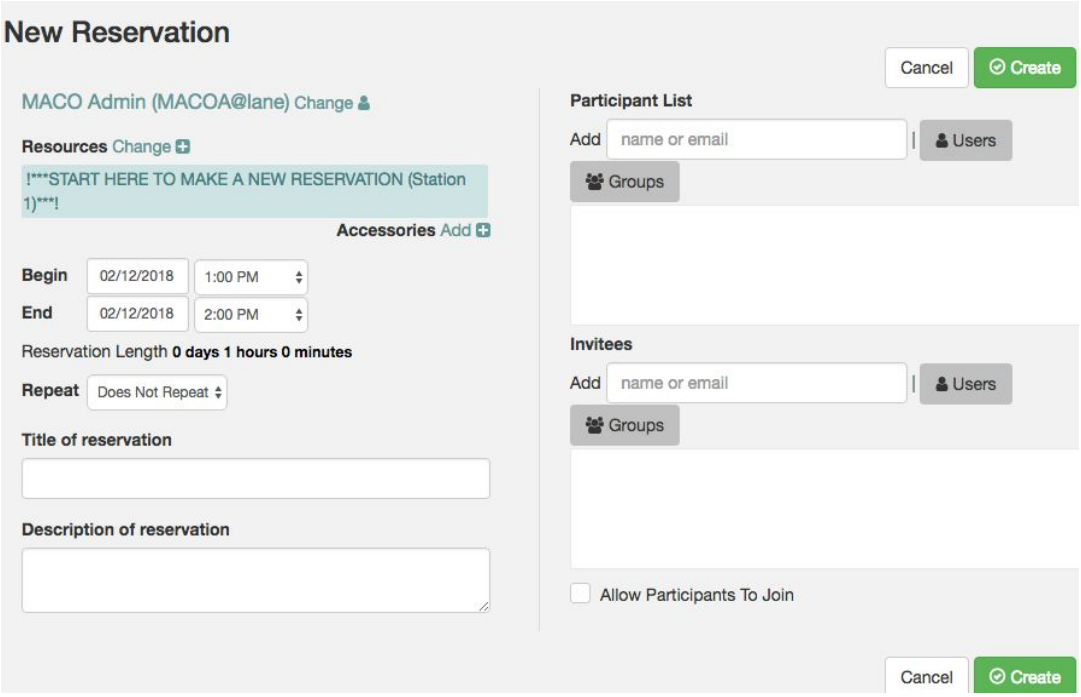
   c. **They need to extend a reservation.***
      - **SEE "Extending a Reservation"**

   d. **They need to return a reservation.**
      - **SEE "Returning a Reservation"**

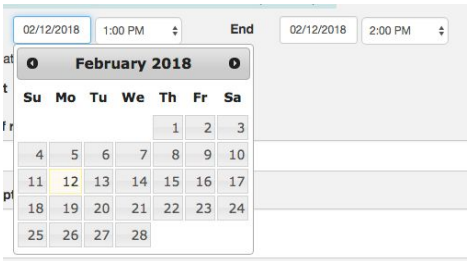
Making Reservations (and On Demand Pickups)

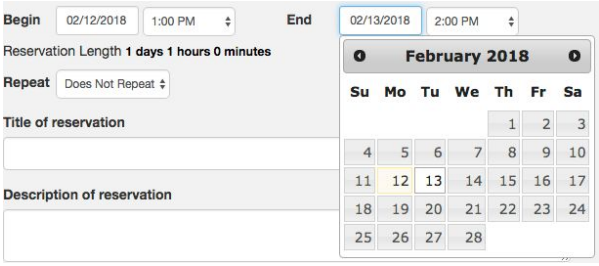
1. **From the Dashboard:**
   a. **Look under "Resource Availability" and click on "!***START HERE TO MAKE A NEW RESERVATION (Station #)***!"**

   b. **A new reservation screen will appear**

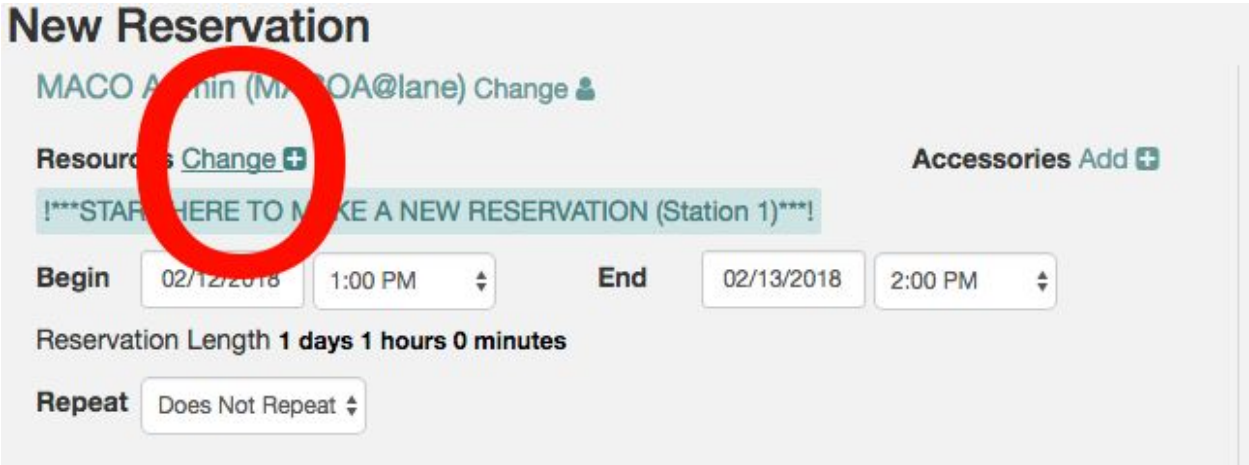


   c. **Select the Date and Time for the reservation - Select START DATE FIRST**

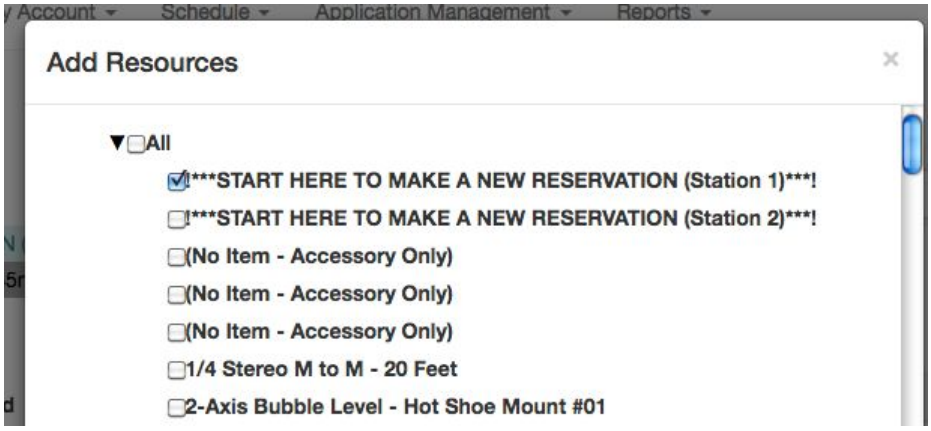




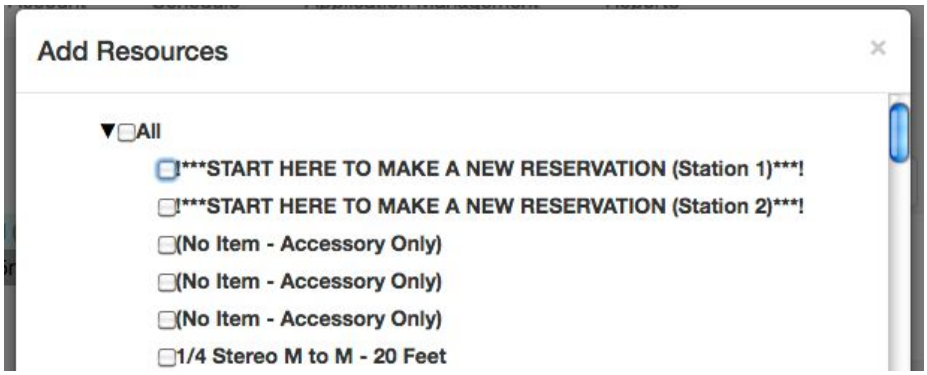
d. **Click on the button labeled “Change+” next to the “Resources” label**



e. **Select the items required for the reservation. (Tip: Command+F is the browser search, it can help you quickly find items in this menu, for large orders hitting “Done” occasionally to save your work is a good idea).**



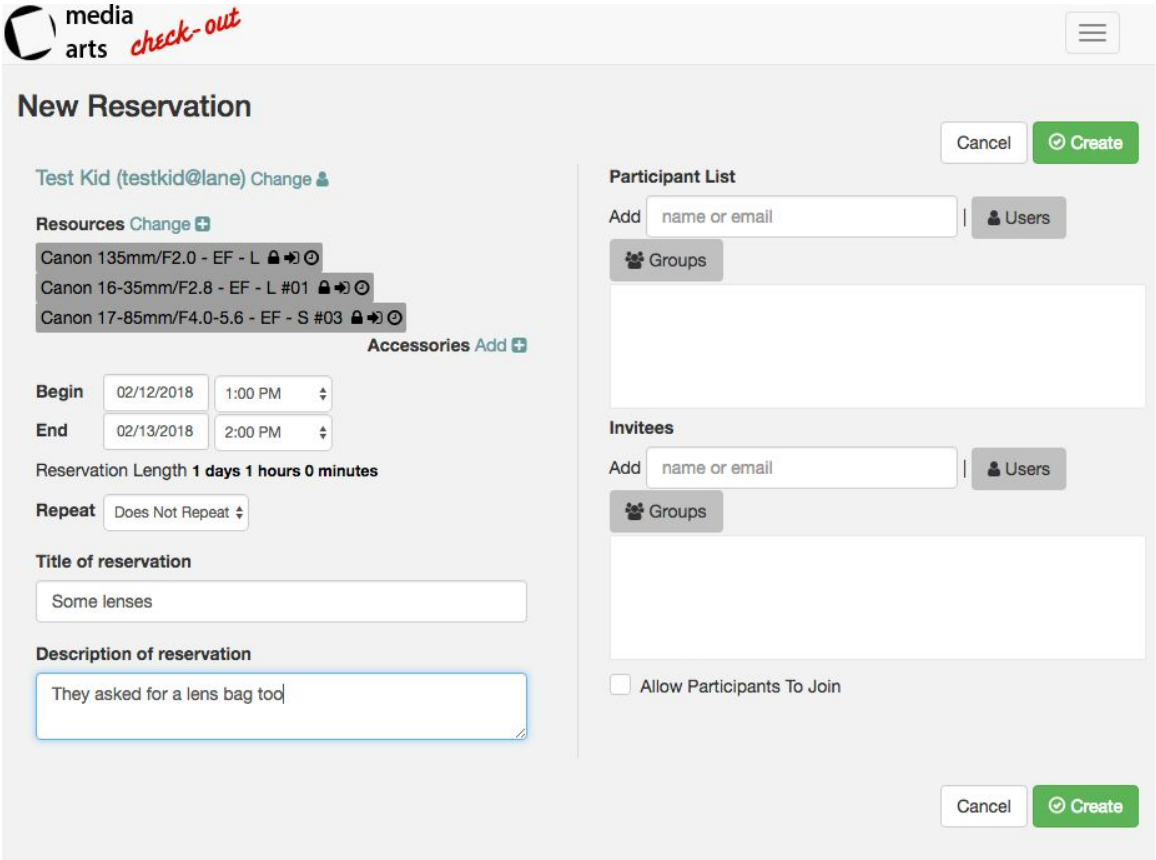
f. **When items are selected - remove the “START HERE” item and press “Done”**



g. **Lastly, click on “Change” next to the current User Name under the “New Reservation” header (the current user will be you initially).**

h. **Begin typing the students name to find them, and then click on their name when it appears.**

i. **Review the reservation and ensure it is correct. If it is correct, press “Create”**

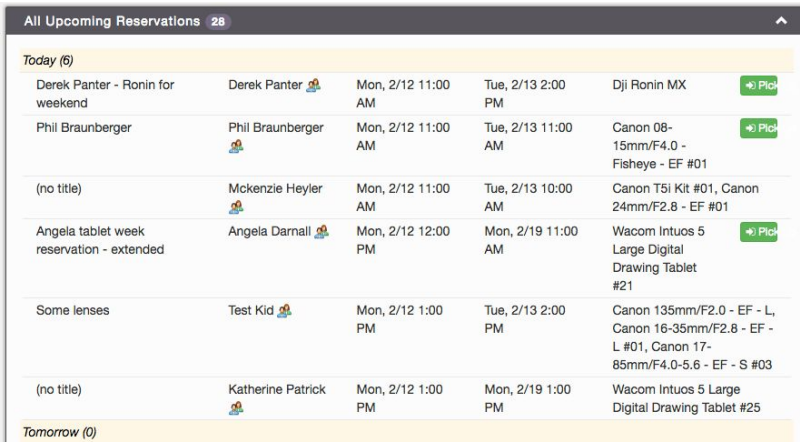


j. **The reservation is created. (NOTE: It is not ready for pick up yet.)**

k. **CONTINUE THESE STEPS FOR ON DEMAND PICKUPS**

l. **Locate the reservation via one of three ways:**

a. **The Dashboard**

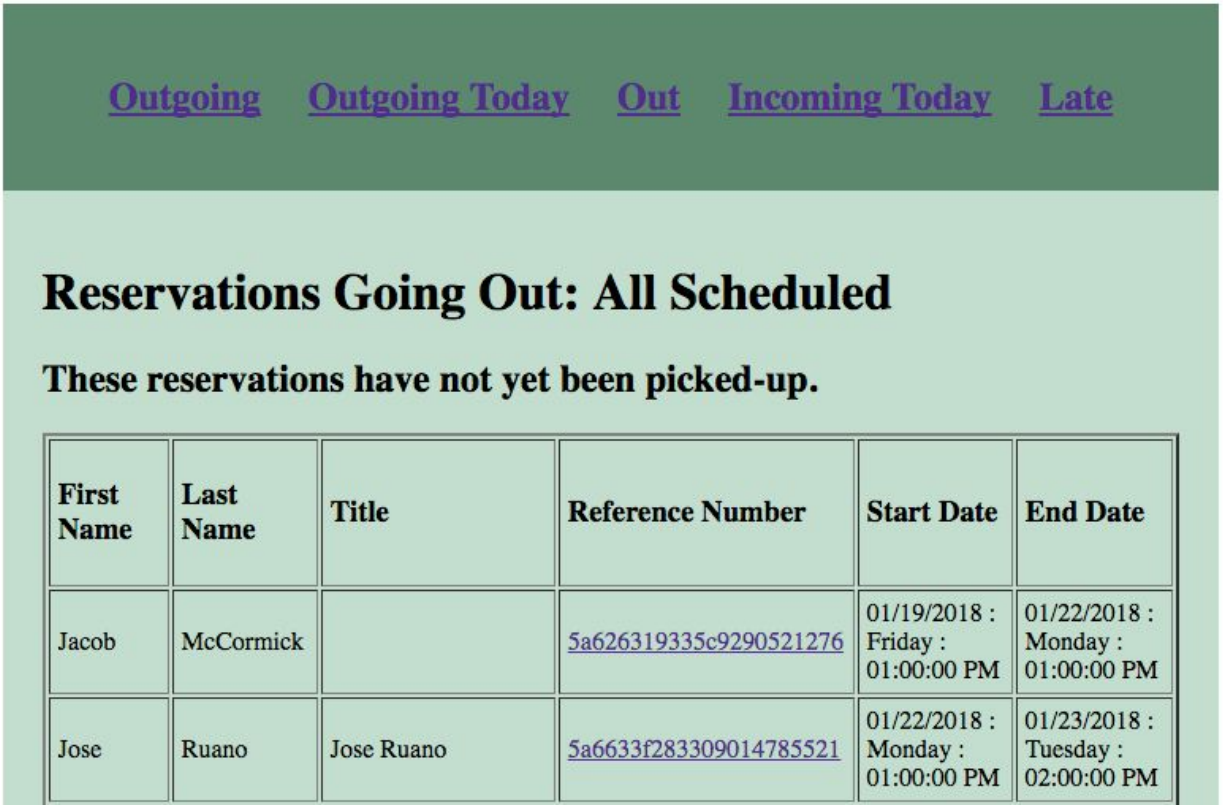


All Upcoming Reservations 28

Today (6)					
Derek Panter - Ronin for weekend	Derek Panter	Mon, 2/12 11:00 AM	Tue, 2/13 2:00 PM	Dji Ronin MX	Pick
Phil Braunberger	Phil Braunberger	Mon, 2/12 11:00 AM	Tue, 2/13 11:00 AM	Canon 08-15mm/F4.0 - Fisheye - EF #01	Pick
(no title)	Mckenzie Heyler	Mon, 2/12 11:00 AM	Tue, 2/13 10:00 AM	Canon T5i Kit #01, Canon 24mm/F2.8 - EF #01	
Angela tablet week reservation - extended	Angela Darnall	Mon, 2/12 12:00 PM	Mon, 2/19 11:00 AM	Wacom Intuos 5 Large Digital Drawing Tablet #21	Pick
Some lenses	Test Kid	Mon, 2/12 1:00 PM	Tue, 2/13 2:00 PM	Canon 135mm/F2.0 - EF - L, Canon 16-35mm/F2.8 - EF - L #01, Canon 17-85mm/F4.0-5.6 - EF - S #03	
(no title)	Katherine Patrick	Mon, 2/12 1:00 PM	Mon, 2/19 1:00 PM	Wacom Intuos 5 Large Digital Drawing Tablet #25	
Tomorrow (0)					

b. **Goto Application Management > Reservations and use the filter system**

c. **The Live Viewer Module**



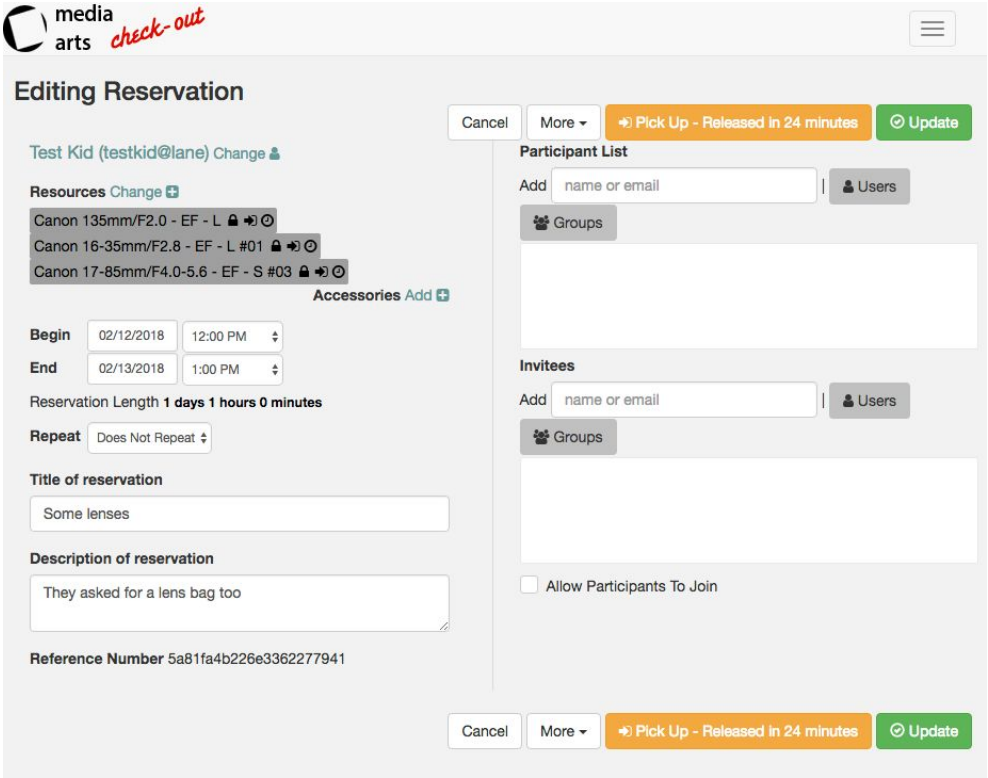
Outgoing Outgoing Today Out Incoming Today Late

Reservations Going Out: All Scheduled

These reservations have not yet been picked-up.

First Name	Last Name	Title	Reference Number	Start Date	End Date
Jacob	McCormick		5a626319335c9290521276	01/19/2018 : Friday : 01:00:00 PM	01/22/2018 : Monday : 01:00:00 PM
Jose	Ruano	Jose Ruano	5a6633f283309014785521	01/22/2018 : Monday : 01:00:00 PM	01/23/2018 : Tuesday : 02:00:00 PM

l. **Click over to the reservation and review it.**



j. **Click "Pick Up" to mark the reservation as "Picked Up"**

k. **The student can now take the gear.**

Returning Gear

1. **Find the Reservation using one of the following methods:**
    a. **The Live Viewer (Command+F search for the student on the "Out" page - this is the fastest way)**
    b. **Check for the reservation under "All Upcoming Reservations"**
    c. **Goto Application Management > Reservations, then search for reservations by User (and date or item if needed)**
    d. **Goto Application Management > Users and find the User, then press "Reservations"**

2. **Click over to the Reservation**

3. **Compare the gear being returned to the gear on the reservation.**

4. **If the gear is correct, Click "Return"**

5. **If the gear is not correct, Alert ~~OMISSION HERE~~**

Cancelling Reservations

1. Find the Reservation using one of the following methods:
    a. The Live Viewer (Command+F search for the student on the “Outgoing” page - this is the fastest way)
    b. Check for the reservation under “All Upcoming Reservations”
    c. Goto Application Management > Reservations, then search for reservations by User (and date or item if needed)
    d. Goto Application Management > Users and find the User, then press “Reservations”

2. Click over to the Reservation

3. Verify that this is the Reservation to be cancelled with the student

4. Click “More” and then click “Delete”

5. Fill out a reason and confirm the deletion.

6. The Reservation is now cancelled.

Extending a Reservation

6. **Find the Reservation using one of the following methods:**
    a. **The Live Viewer (Command+F search for the student on the "Out" page - this is the fastest way)**
    b. **Check for the reservation under "All Upcoming Reservations"**
    c. **Goto Application Management > Reservations, then search for reservations by User (and date or item if needed)**
    d. **Goto Application Management > Users and find the User, then press "Reservations"**

7. **Click over to the Reservation**

8. **Verify that the Reservation is the correct one.**

9. **Change the end date of the Reservation to the requested end date. (Check with ~~OMISSION HERE~~ on what is acceptable)**

10. **Press "Update" to attempt the extension.**

11. **If the extension can be made then the Reservation will be saved. If it conflicts with another reservation, the system will tell you which items are conflicting.**

12. **Depending on the items listed you may try to modify conflicting reservations to remove conflicts. (You can look up Reservations per item from the Application Management > Reservations page)**

Dealing with Late Orders

1. **At the end of the shift Navigate to Live Viewer Module and click on "Incoming Today"**

2. **Review the list.**

    a. **During the AM: Check for items that have AM end date/times**

    b. **During the PM: Check for any remaining items on the screen**

3. **For each late Reservation:**

    a. **Click on the Reservation Number to navigate to the Reservation Page**

    b. **Review the reservation.**
        i. **Has the ending date/time passed?**
        ii. **Was the reservation checked out? If so, it will have a yellow "Return" button on the reservation page.**
        iii. **Are the items present in inventory? (You want to make sure that the items were not already returned without being returned in the system)**

    c. **Call the Student (Hover over the user in the Reservation window to see contact information)**

    d. **Email the Student**

    e. **Navigate to the User account (Application Management > Users)**
        i. **Update the warning status**
        ii. **Add a warning status note - make sure to Date and Initial it.**

    f. **Go back to the reservation.**

    g. **Add the word "LATE" in all capital letters, somewhere in the reservation title (This flags the reservation as LATE)**

    h. **Attempt to extend the reservation for a day.**

        i. **The system will let you know if there are any conflicts.**

        ii. **Write down the conflicts, or open another tab of Booked**

iii. **Resolve each conflict.**

1. **Search for the item in “Application Management > Reservations”**

2. **Make sure to select the correct date range**

3. **Adjust any conflicts by opening reservations and replacing unavailable with ones that are available.**

4. **When conflicts are resolved, extend the reservation.**

5. **If there are conflicts that cannot be resolved, alert ~~OMISSION HERE.~~**