

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

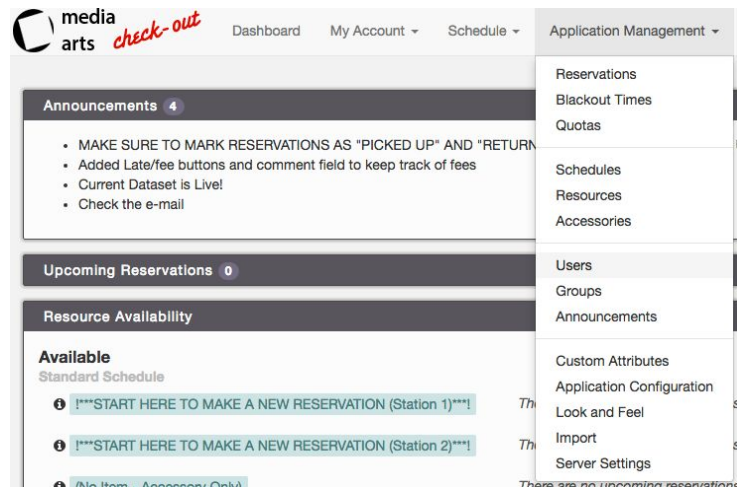


The image shows a login form for "media arts check-out". At the top center is the logo, which consists of a black circle with a white square inside, followed by the text "media arts" in black and "check-out" in red script. Below the logo are two input fields. The first field has a person icon on the left and contains the text "macoa@lane". The second field has a lock icon on the left and contains seven dots. Below these fields is a dark blue button with the text "Log In" in white. At the bottom left is a checkbox with the text "Remember Me" next to it.

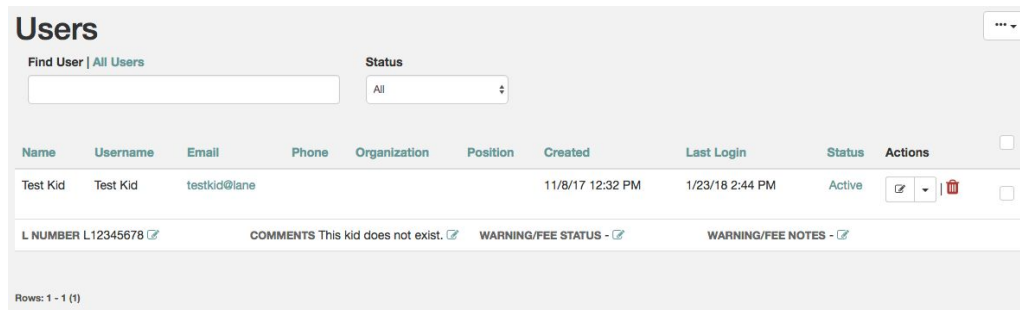
4. Click on “Launch Live Viewer” under “Announcements” from the Dashboard to open the Live Viewer Module.

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)

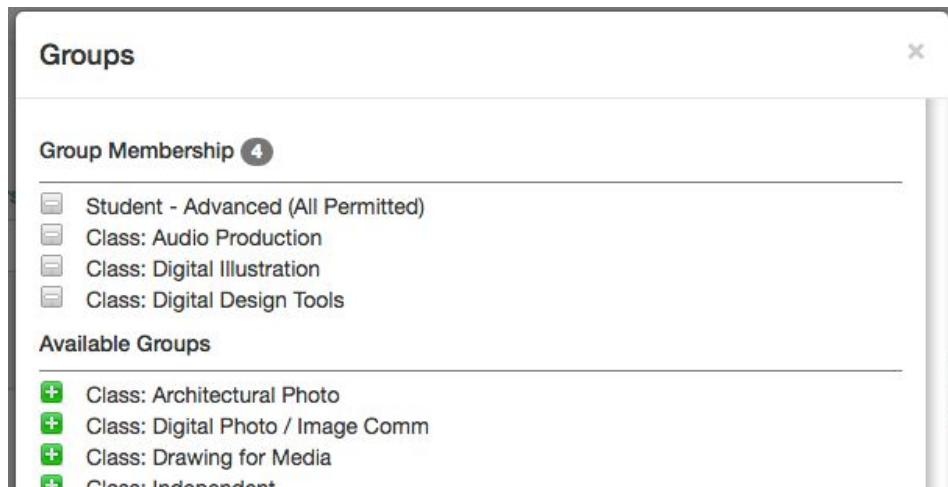


Check for any notes, if you are unsure about a note, verify with ~~OMISSION~~ HERE before helping the student.

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

Name	Username	Email	Phone	Organization	Position	Created	Last Login	Status	Actions
Test Kid	Test Kid	testkid@lane				11/8/17 12:32 PM	1/23/18 2:44 PM	Active	
<div>Edit Permissions Groups Reservations Change Password</div>									
L NUMBER L12345678  COMMENTS This kid does not exist.  WARNING/FEE STATUS 									
WARNING/FEE NOTES - 									
Rows: 1 - 1 (1)									

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 proceed.

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:

- Look under “Resource Availability” and click on “!***START HERE TO MAKE A NEW RESERVATION (Station #)***!”

Resource Availability

Available
Standard Schedule

Station 1
!***START HERE TO MAKE A NEW RESERVATION (Station 1)***!
There are no upcoming reservations in next 30 days
Reserve

Station 2
!***START HERE TO MAKE A NEW RESERVATION (Station 2)***!
There are no upcoming reservations in next 30 days
Reserve

b. A new reservation screen will appear

New Reservation

MACO Admin (MACOA@lane) Change

Resources Change
!***START HERE TO MAKE A NEW RESERVATION (Station 1)***!

Accessories Add

Begin 02/12/2018 1:00 PM
End 02/12/2018 2:00 PM
Reservation Length 0 days 1 hours 0 minutes
Repeat Does Not Repeat

Title of reservation

Description of reservation

Participant List
Add name or email | Users
Groups

Invitees
Add name or email | Users
Groups

☐ Allow Participants To Join

Cancel **Create**


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


Left Screenshot: The 'Begin' date is 02/12/2018 and the 'End' date is 02/12/2018. The 'Reservation Length' is 0 days 1 hours 0 minutes. The 'Repeat' option is 'Does Not Repeat'. The 'Title of reservation' and 'Description of reservation' fields are empty.

Right Screenshot: The 'Begin' date is 02/12/2018 and the 'End' date is 02/13/2018. The 'Reservation Length' is 1 days 1 hours 0 minutes. The 'Repeat' option is 'Does Not Repeat'. The 'Title of reservation' and 'Description of reservation' fields are empty.

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

New Reservation

MACO Admin (M...@lane) Change 

Resources **Change+** Accessories Add 

!***START HERE TO MAKE A NEW RESERVATION (Station 1)***!

Begin End

Reservation Length 1 days 1 hours 0 minutes

Repeat

- 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).

Add Resources

▼ ☐ All

- ☒ !***START HERE TO MAKE A NEW RESERVATION (Station 1)***!
- ☐ !***START HERE TO MAKE A NEW RESERVATION (Station 2)***!
- ☐ (No Item - Accessory Only)
- ☐ (No Item - Accessory Only)
- ☐ (No Item - Accessory Only)
- ☐ 1/4 Stereo M to M - 20 Feet
- ☐ 2-Axis Bubble Level - Hot Shoe Mount #01

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

Add Resources

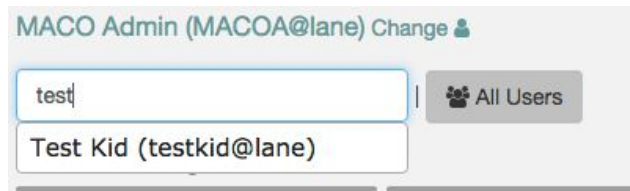
▼ ☐ All

- ☐ !***START HERE TO MAKE A NEW RESERVATION (Station 1)***!
- ☐ !***START HERE TO MAKE A NEW RESERVATION (Station 2)***!
- ☐ (No Item - Accessory Only)
- ☐ (No Item - Accessory Only)
- ☐ (No Item - Accessory Only)
- ☐ 1/4 Stereo M to M - 20 Feet

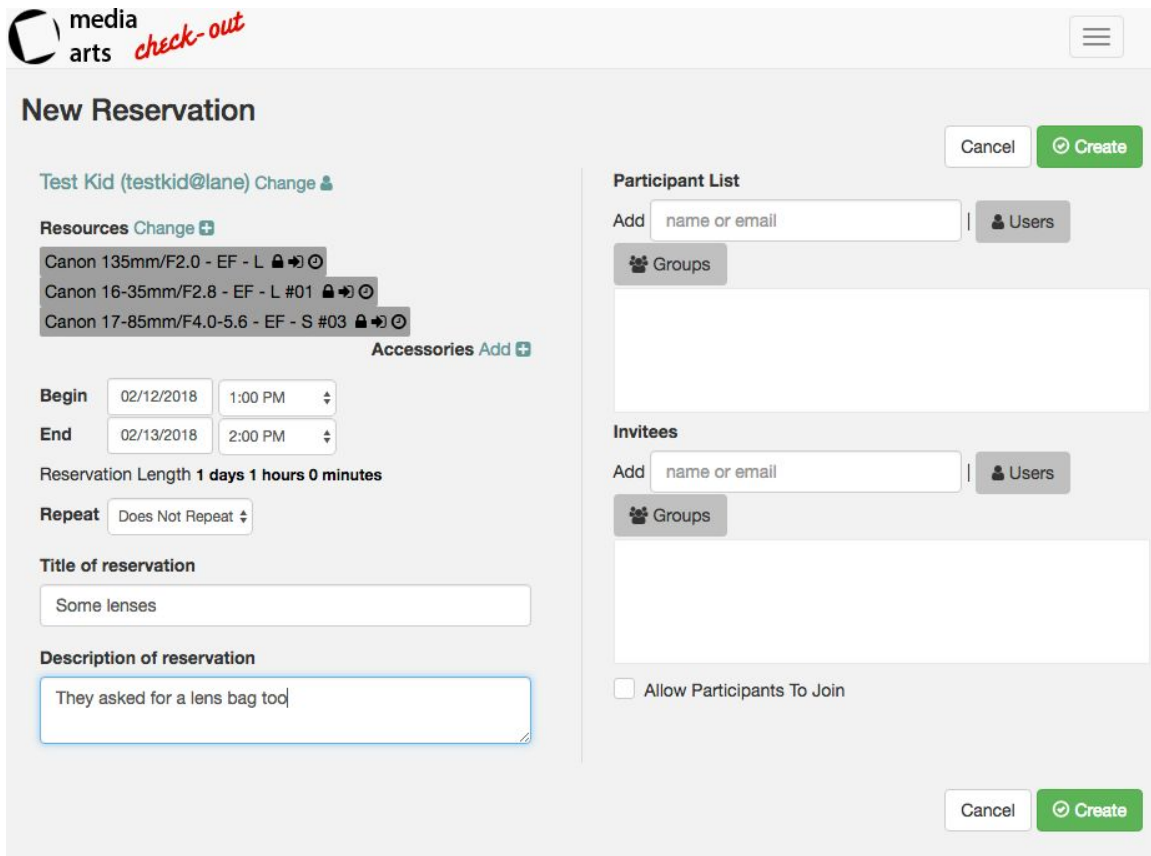
- g. Lastly, click on “Change” next to the current User Name under the “New Reservation” header (the current user will be you initially).



- 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 Up
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 Up
(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 Up
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




I. Click over to the reservation and review it.




 media
arts *check-out*




Editing Reservation

Test Kid (testkid@lane) [Change](#)

Resources [Change](#)

Canon 135mm/F2.0 - EF - L   

Canon 16-35mm/F2.8 - EF - L #01   

Canon 17-85mm/F4.0-5.6 - EF - S #03   

Accessories [Add](#)

Begin

02/12/2018

12:00 PM

End

02/13/2018

1:00 PM

Reservation Length **1 days 1 hours 0 minutes**

Repeat

Does Not Repeat

Title of reservation

Some lenses

Description of reservation

They asked for a lens bag too

Reference Number 5a81fa4b226e3362277941

Cancel

More ▾

Pick Up - Released in 24 minutes

Update

Participant List

Add

Users

Groups

Invitees

Add

Users

Groups

☐ Allow Participants To Join

Cancel

More ▾

Pick Up - Released in 24 minutes

Update

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.**