Pharos Nerve Center Instructions

To sign in to the Nerve Center, open a web browser and go to http://jpla-pharos/signup/Logon.asp

Type in the Login ID of <mark>supervisor</mark> and Password of <mark>library</mark> and press Enter. There is also a login for the Children's Room: Login ID <mark>childrens</mark> and Password <mark>stories</mark>. They both do the same thing; use whichever one is easier to remember.

In the upper right-hand corner, change the Computer Group to reflect which lab you wish to view.

This guide will show you how to:

To see who is at each computer, click the Computers tab.
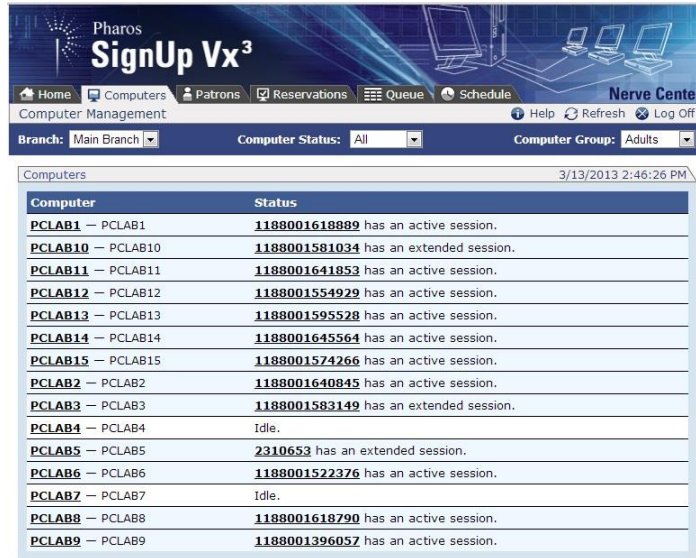
If you need to **send a message to a patron** (e.g. their music is too loud and they are disrupting other patrons), click on the computer name (e.g. PCLAB1). Click the "Send Message to Patron" button. Type your message and click OK.

From this screen, you can also terminate a patron's session, modify their duration, or disable the computer.

To disable a computer: from the Computers tab, click on the computer name. Click the "Disable Computer" button. Click OK to confirm you want to disable it.

Disabling the computer is used if the computer is having technical issues. If you do this, please notify Carolyn (x252) so she can fix it.

To terminate a session: from the Computers tab, click on the computer name. Click the "Terminate Session" button. Click OK to confirm you want to terminate the session. (This will immediately end the patron's session.)

To modify the duration of a patron's session: from the Computer's tab, click on the computer name. Click the "Modify Duration" button. Enter the number of minutes you want to extend it for, click OK.

If you need to cancel a reservation, click on the Queue tab. Click on the patron's Logon ID. From there, look for the Cancel button in the Orange bar and click it.
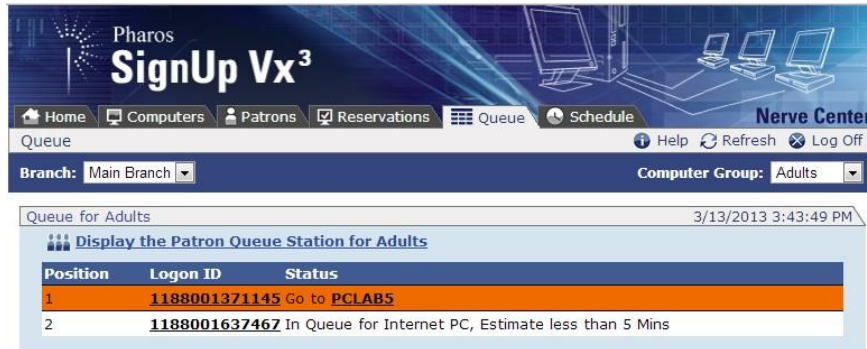
How to manually sign up a patron to use a computer: There may be a time when you would need to use the Nerve Center to assign a patron to a computer. (E.g. The Sign-Up computer is down or you are assigning a juvenile patron to use the Children's Computer Lab.) Here are the steps:

1. Click on the Reservations tab
2. Click on the Queued Reservations tab
3. Make sure you change the Computer Group to the correct computer lab you are assigning the patron to!
4. Scan in the patron's barcode

5. Change the Computer Type if needed
6. Click Reserve a Computer

To ban a patron from using the computers, click on the Patrons tab. On the 'Search for Patron' tab, enter a patron's user ID in the Logon ID field. Click search. You will see the following screen:

Click on the 'Modify Details' tab. Change Active status to NO to ban the patron from using the computers. Click Save. See the following:

NOTE: This will only ban them from using the computers. They may still checkout materials through SirsiDynix Workflows.

If a computer is listed as Faulty, it will show up highlighted in orange with the status of Faulty. This generally means the Computer has been turned off. Please turn the Computer on again. If the

Computer is listed as Faulty and you have verified it is turned on, please notify Carolyn (x252) so she can troubleshoot why it's not communicating with the Pharos Server.

Occasionally you may need to bypass the Pharos system. An example of this would be:

- A patron logged off their session, but forgot to delete saved information on the desktop.

To bypass the Pharos system on a computer terminal, hit "Shift + Enter". This will give you what's called a Librarian Logon screen. From there you will enter either Logon ID: supervisor & Password: library or Logon ID: childrens & Password: stories depending on which lab you are in, Adult/PCC or Children's, respectively. (Please keep in mind that this gives the patron unlimited time and because they didn't enter their library card number, there would be no way to track of who used the computer.)

What to do if there is a problem with the Sign-In Station:

The Sign-In station has 2 monitors, the one on the left displays the Pharos sign-in screen and the one on the right displays the Queue Screen. The 2 monitors are both attached to one computer so think of it as one big monitor. You are able to move the mouse from one to the other.

- **If the left monitor displays an error message of not being able to connect with the server:** Try restarting the machine (see below, If one or both monitors…). If that doesn't work, contact Carolyn (x252) so she can troubleshoot why it's not communicating with the server
- **If the monitor on the right displays a blue screen:** Someone has closed the Internet Explorer browser. The Queue screen is the home page on that browser so just double-click the IE icon on the right monitor to open another instance of it. Make sure the cursor is in the login box on the left monitor so people can sign in.

- **If you double click the IE icon and nothing happens:** Most likely, there are already several instances of IE 'hung up' running in the background. Press CTRL + ALT + DEL to open the Task Manager. Click on the Processes tab. Click on Image Name to alphabetize them. Find the instances of 'iexplore.exe' in the list. Click each one and click End Process. Click OK to confirm you want to end the process. You should then be able to close out of Task Manager and go back to the right monitor and double-click on the IE icon. Again, make sure the cursor is in the login box on the left monitor so people can sign in.
- **If one or both monitors display blue screens with NO icons:** You will need to restart the machine. If Pharos is still displayed on the left monitor, press CTRL + SHIFT + Q. Type in <mark>bokasafn</mark> in the box and click OK. Restart the machine. Once the login screen comes back up, verify either <mark>labmonitor</mark> or <mark>pharossignup</mark> are in the login box (either will work). The password for both is <mark>pccop</mark>. Double-click the Pharos icon on the left monitor and double-click the Internet Explorer on the right monitor. Make sure the cursor is in the login box on the left monitor so people can sign in.

How to add more time to a scheduled class: You can't modify the duration of a Block Reservation (how classes are scheduled in Pharos) once it's in place. However, there is a workaround. Classes are scheduled in Pharos 15 minutes before the class starts; extending 20 minutes after the class is scheduled to end. For example, a class is scheduled for 1-3pm. In Pharos, the class would go from 12:45-3:20pm. If an instructor thinks they will need more time during the class, you may modify the duration of each computer session. (See p. 3) Remember you will need to modify the duration of EACH computer being used in the class.

How to create a visitor account:

1. Click on the Patrons Tab
2. Click on the Create Visitor Tab
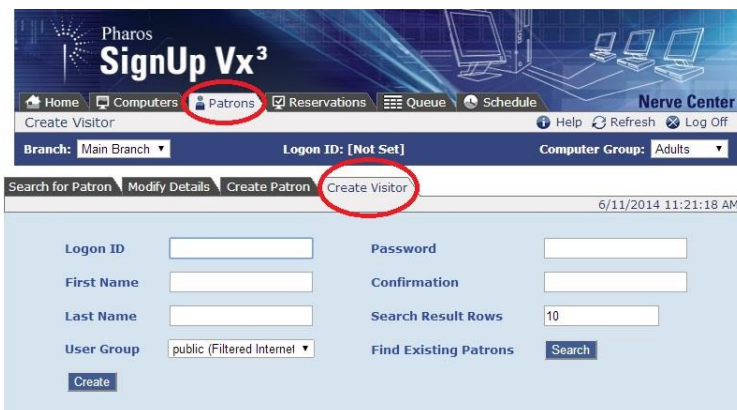
3. Create Logon ID & Password. Enter First Name, Last Name and Confirm Password
4. Select appropriate user group – i.e. Adult, Young Adult, or Juvenile

5. Click Create
6. Give Patron Logon ID & Password.

NOTE: Visitor accounts are stored in the Pharos database for 24 hours and then automatically deleted.

Juvenile Patrons: In order to assign a Juvenile patron a computer in the Children's Computer Lab, their account in Pharos needs to be modified. To do that, click on the Patrons tab, and then click on the Modify Details tab. Scan in their patron barcode, and then change the User Group to Juvenile. Click Save.

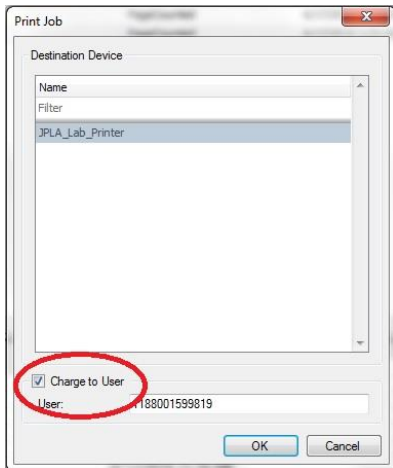**How to print while at a patron computer:**

1. Click Print on the document that the patron wishes to print.
2. A printer dialog box will pop open. There is now only one printer in the drop-down printer box. If a patron wishes to print a color document in black & white, they would need to choose Properties > Color Tab > check the box labeled 'Print in Grayscale.'
3. Once they click Print, a pop-up box through Pharos will display in the lower right-hand corner of the screen alerting them of how much their print job will cost.
4. The patron now needs to go back to the Sign-Up Computer, log in again with their account information, and choose the Print icon on the left-hand side of the screen.
5. Their print jobs will be listed in the window. They must then highlight the one they want to print, deposit their money in the Jamex machine and click print. (The Jamex machine will automatically spit out any change that is due.)

A few things to note about printing:

- Print jobs stay in the queue for 12 hours, and then they get automatically deleted.
- The printer will automatically detect if there is color in the document and charge the patron the color fee ($0.50 a page) UNLESS they choose Print in Grayscale. (B&W fee is $0.15 a page)
- The Jamex machine will not accept funds larger than $5.00. (So if the print job is more than $5.00, you will need to use Pharos Remote to release it, see below)
- After printed, the print jobs stay in the Printed Jobs queue on Pharos Remote for 30 minutes.

How to bypass the Jamex:

1. On the Reference computer, open the Pharos Remote program
2. Log in with the supervisor credentials
3. In the left-hand column, expand Job Management & click on Queued Jobs
4. Choose the job you need to release
5. In the right-hand Actions pane, click Print Job
6. Uncheck the 'Charge to User' box. (They would then need to pay for their prints)

7. Click OK.