

Dowling-Douglas Co.

Identification Solutions & Digital Imaging Systems

3406 Main Street
Jacksonville, Fl 32206
(904) 353-4361

Lead Administrator User Guide For RapIDtrack Tardy System

With sections that can be given to desktop and mobile users





Using the Software

Incident Download Procedure	1 - 4
Reset Incidents	5 - 6

Instructions for Desktop Users

Issuing incidents from the desktop	7 - 8
Remove incorrectly assigned incidents	9
Detention Manager	10 - 11
Excuse a student from Detention	12
Reschedule a student to another Detention	13
Print or Export Reports	14

Instructions for Mobile Handheld Users

Check the Date and Time	15
Issuing incidents from the handheld	16 - 17
Manually search for a student	18
Remove incorrectly assigned incidents	19
Student History - Incidents and Detentions	20

Troubleshooting

<u>Scanners</u>	21
Red Scanner working but not showing student	
Keyboard blocking screen	
Incident drop-down box grayed out	
<u>Sync Errors</u>	
Error Uploading Incidents re:Insert	22
Gateway/Target machine actively refused	23
The process can not access the file	23

Download Incidents

from Socket Scanner into the Database

A. Place the Socket scanner in the docking station with the power on.

On your PC: 

B. Select 'Connect without setting up your device'. You are NOT connected until you do this step.



Now you are connected.



Download Incidents continued

On the Scanner while in the dock station:

C. Select [Sync], then Full Sync



Wait for the sync to complete, do not remove the scanner from the dock until the orange progress bar closes.

If the blue bar completes and then you get an error stating the Gateway has Timed out, just select OK and continue with procedure



REPEAT page 1 and 2 for each scanner BEFORE going to page 3

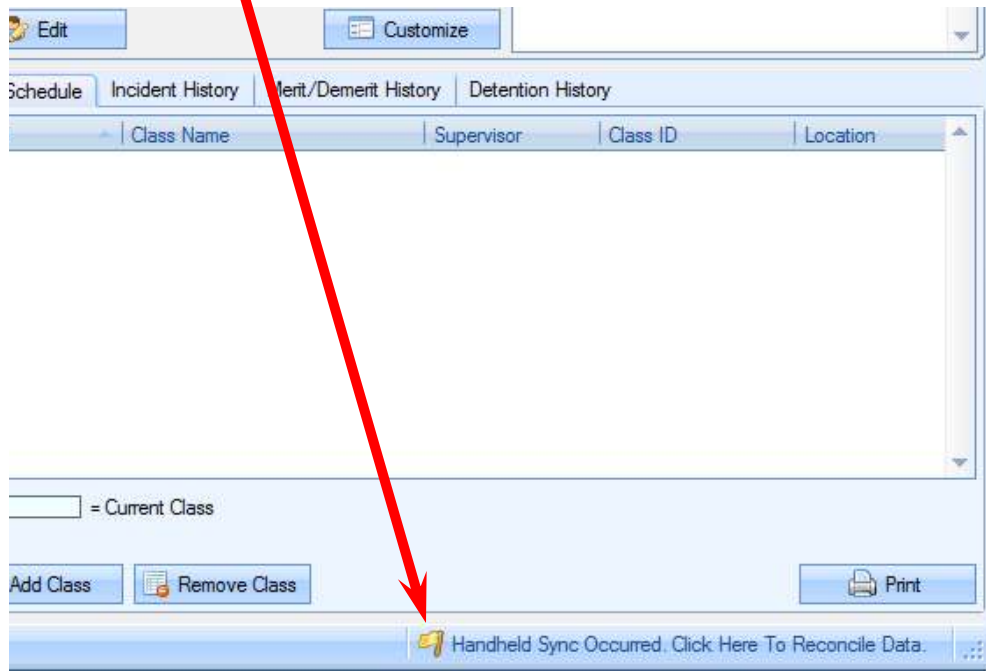
Download Incidents Continued

D. Open RapIDtrack



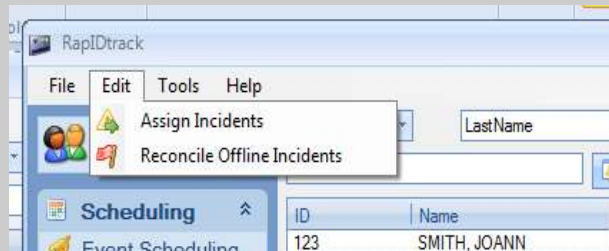
E. Log into the software with the general user name and password for the software, NOT your Duval County logon.

F. After all the handhelds have been synced, select the Flag indicating 'a sync has occurred, reconcile incidents' (in the lower right of window)



Please note that any student records that need to be removed/reinserted should be done now, Prior to the second sync.

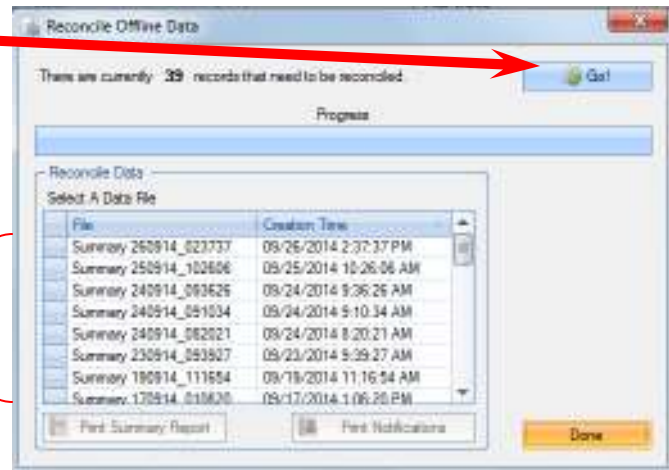
[if you ever need to go back into the Flag Reconcile window you can get there by selecting Edit (in the top left of window), then select Reconcile Offline Incidents]



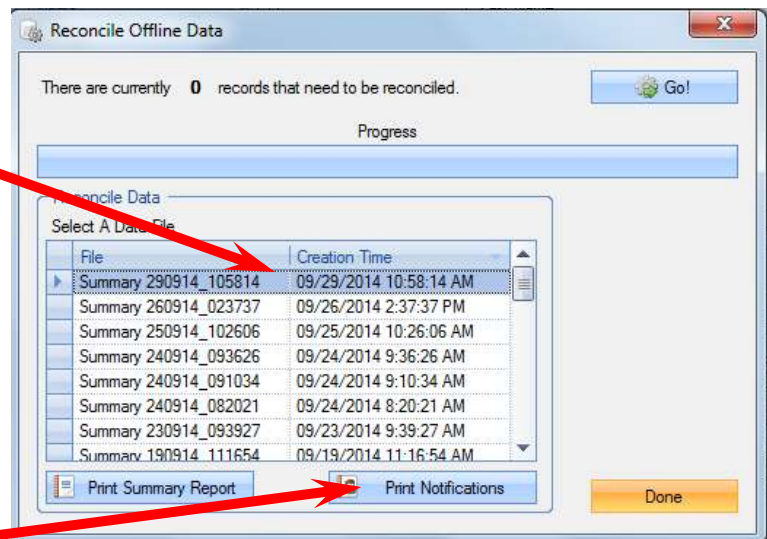
Download Incidents Continued

G. Select GO

it will create a data file



H. Select the Data file with the current date and time that was just created



I. Select Print Notifications.

EITHER:

- If it says No notifications were necessary, then select [Done]. **You do not have to resync the handheld currently in the dock, but you do have to re-sync all the other handhelds.**

OR:

- If a print window comes up select your regular paper printer and it will print a notice for each student that had a change to their consequence. Those students need to be notified of the change. Select [Done]. **You must re-sync all the handhelds**

Once the handhelds have been synced the download is completed.

Reset the Tardy Count:

This is Only for the assigned user that has been trained to do this procedure.

Performing this task incorrectly can result in the loss of ALL your data, including photos. The school may incur a fee to redo the data.

BEFORE performing reset:

- You can only do the reset either at the end of day AFTER all tardies are complete, OR in the morning BEFORE any tardies are done
- All handhelds should have been synced once and the Reconcile done.
- As all data will be deleted (except detention info), any reports needed for the time period should be run (printed and/or exported)
- Confirm no one is actively using the desktop software (other than you).
- You should have all the handhelds, so they can be synced after you reset.

1. Browse your computer to this folder

C:\Program Files\Vision Database Systems\RapIDtrack K-12 folder

2. In that folder, Open the Maintenance file.

3. Select Purge Data.

- a. On the left, will need to fill in the information for your database:
- b. From the first drop-down, select ODBC
- c. From the second drop-down, select RapIDtrack K-12
- d. Enter the User Name and Password

It is not recommended to share or display this information

User Name	<u>RTrack</u>
Password	<u>B30nT1m3</u>

e. Select Test Connection button

- If it indicates Success, select OK and continue
- If it indicates no connection, then something is typed incorrectly. Fix the typo, or call us for help You can not continue until the message indicates successful connection to the database.

Continue on next page.

Reset tardies Continued:

4. Select the radial button for PURGE ASSOCIATED RECORDS ONLY
 - a. Check mark 'Student Incidents'
 - b. To the right of 'Type', use the drop-down to view your incident types. Check mark the incidents that are to be reset to zero and Select Okay.
 - c. Select the year of the 1st date window and change to 1979.
 - d. Select the year of the 2nd date window and change to the next school year
 - e. Check mark 'Include Orphaned Records'
5. Select Purge and it will ask if you are sure.
6. Select Yes and Ok to success message
7. Close all the windows you opened to return to your desktop.
8. Open RapidTrack software and search on a few students you know that had multiple tardies to confirm the reset was completed
9. **Finally, resync all the handhelds once and you are finished.**

The screenshot shows the 'Purge Data' application window. On the left, there is a 'Database' section with fields for 'Connection Type' (set to ODBC), 'DSN' (set to RapidTrackK-12), 'User Name' (set to RTrack), and 'Password'. Below these is a 'Test Connection' button. The 'Purge Archive' section has a 'Table Suffix (TableName_+)' field. The main area is divided into two sections: 'Purge People And Their Associated Records' and 'Purge Associated Records Only'. The 'Purge Associated Records Only' section is selected and contains a checked 'Student Incidents' option. Under 'Student Incidents', the 'Type' is set to 'Tardy to School, Dress Code, Tardy to Class', and the 'Between' dates are '10/10/1979' and '10/10/2015'. The 'Include Orphaned Records' checkbox is also checked. There are two red warning boxes with a large 'X' over them. The top one says 'NEVER select these buttons' and points to the 'By Person Qualifier' section. The bottom one says 'NEVER select these buttons unless instructed to do so' and points to the 'Class Schedules' section. A 'Purge' button is located at the bottom right of the window.

Instructions for Desktop Users

Desktop Issuance

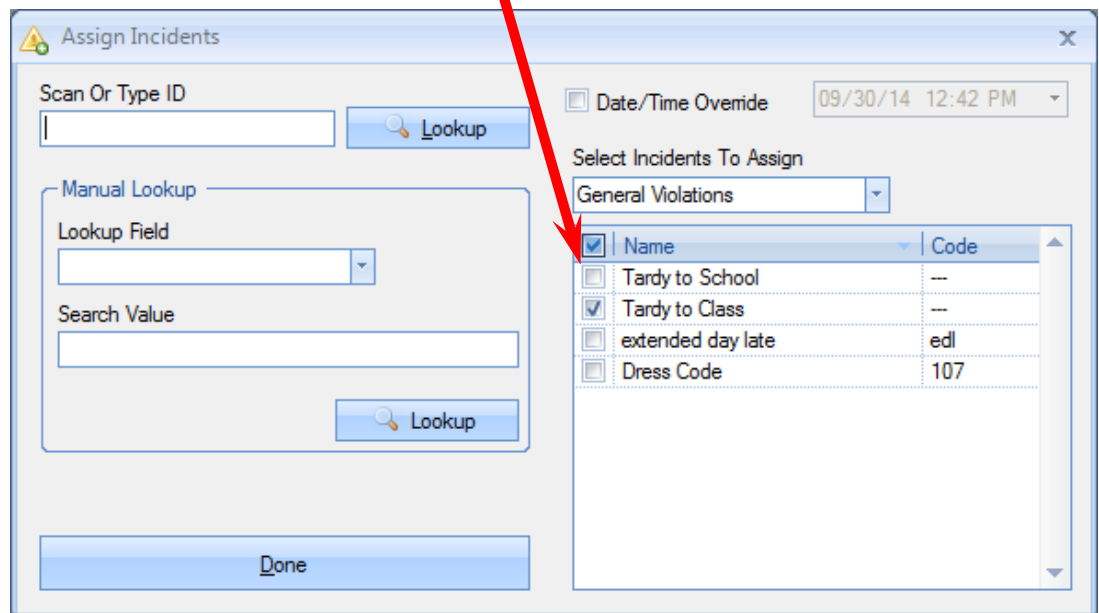
You should only do this if you have a desktop receipt printer that was purchased for this system.

Select Edit, then Assign Incidents



Select one type of incident you are issuing.

If you select multiple, you will issue multiple to each student scanned.



The cursor should be in the 'Scan Or Type ID' field.

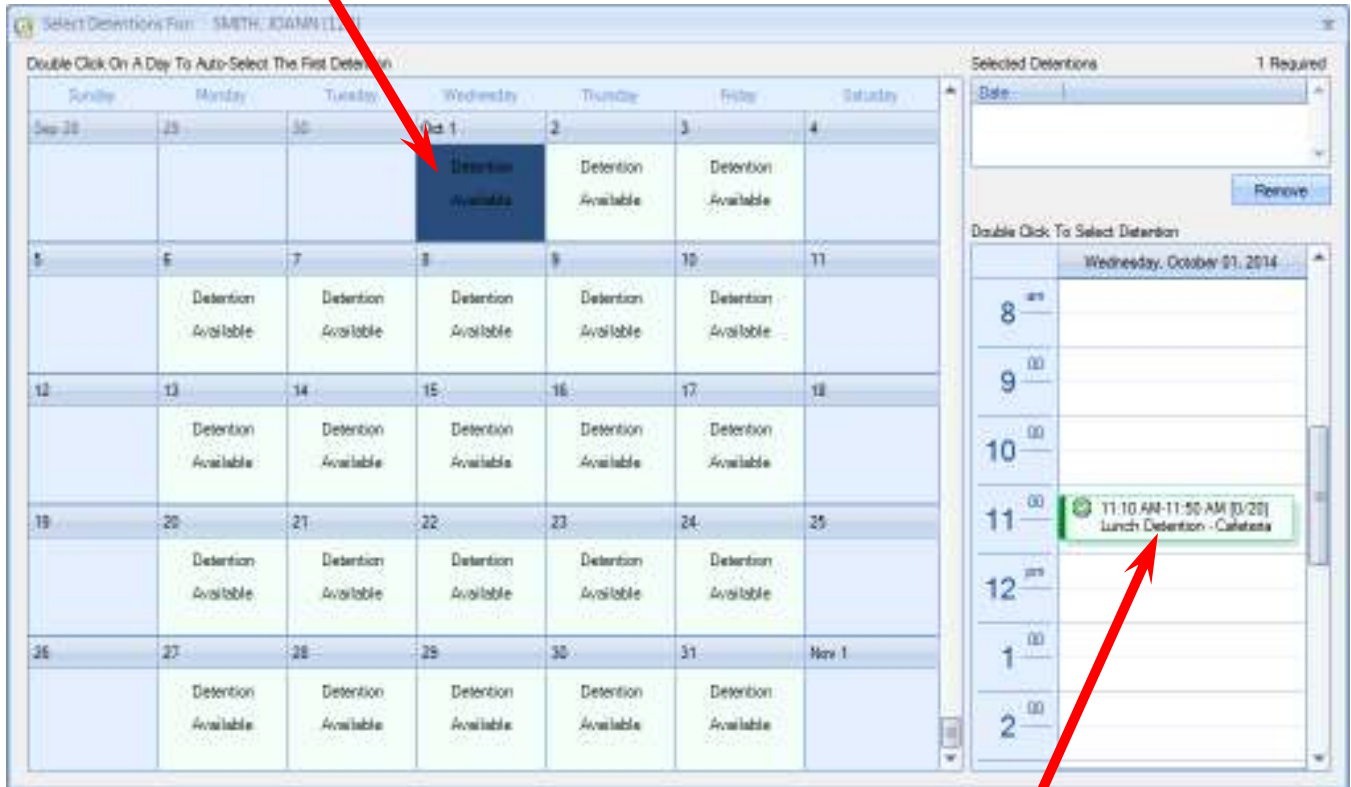
If you scan their id it will automatically go to the next window where you can select [OK] to issue them a receipt.

If you manually type in their student ID number, you will have to select the [Lookup] button and then select [OK] to issue them a receipt.

Desktop Issuance Continued

If the calendar pops up, the student has received a consequence.

Select a date that states 'Detention Available'



Then double-click the detention listed (only if it is listed in green). If it is not green, select a different date until you find a green detention

Please note,:

Detentions listed in yellow means there is a conflict with that student for the date selected with another type of detention that the student is already assigned to..

Detentions listed in red means the student is already in that date, or that date is full.

Remove incorrectly assigned Incidents

This should be done before using the Detention Manager to print sign-in sheets for detention.

Start at the Home screen. Use the search fields to find the student.

Select the tab labeled 'Incident History'

The screenshot shows the 'Home' tab selected in the left sidebar. The main window displays the 'Incident History' for student ANNA GONZALES (ID: 50050). The incident history table is as follows:

Incident	Date	Time	Location	Code
Tardy to School	09/04/2014	12:28 PM		
Tardy to School	09/08/2014	01:56 PM		
Tardy to School	09/24/2014	10:06 AM		
Class Code	09/30/2014	08:32 AM		107
Tardy to School	10/01/2014	09:19 AM		
Tardy to School	10/03/2014	11:20 AM		
Tardy to School	10/06/2014	09:52 AM		
Tardy to School	10/07/2014	09:23 AM		
Dress Code	10/07/2014	09:23 AM		

A red dashed arrow points from the 'Delete' button to the 'Tardy to School' incident on 10/07/2014.

Select the erroneous incident and select Delete.

Select yes to confirm the action. It will also remove the student from detention if the incident resulted in detention.

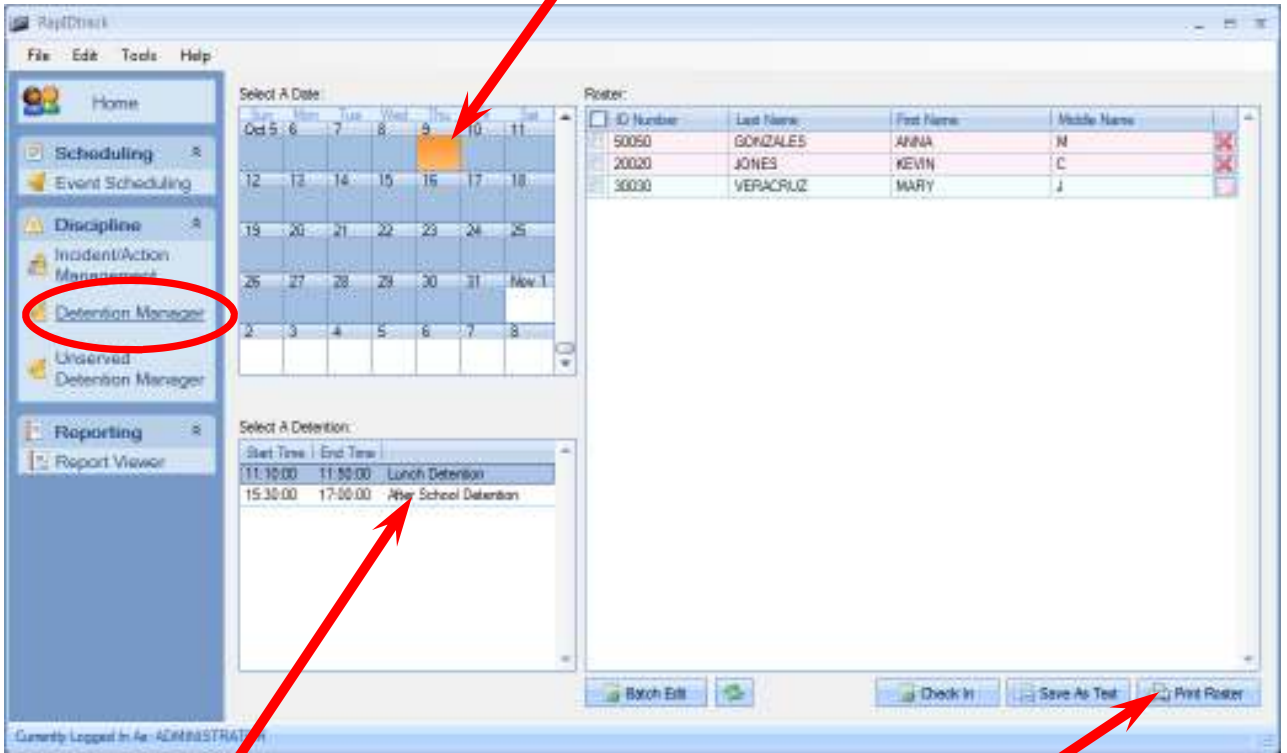
[Also note the Print Summary button. This would allow you to quickly print a summary of that student's incidents. Note, this information is also in the Report Viewer]

The close-up shows the 'Print Summary' button circled in red.

Detention Manager

Detention Manager is used to manage student consequences. Rosters can be printed for each date and type of detention.

Select Detention Manager, and select the date you need to print a roster for.



Select one of the detentions listed and then select Print Roster to print a sign-in sheet.

Select the other detentions for that date and print those rosters.

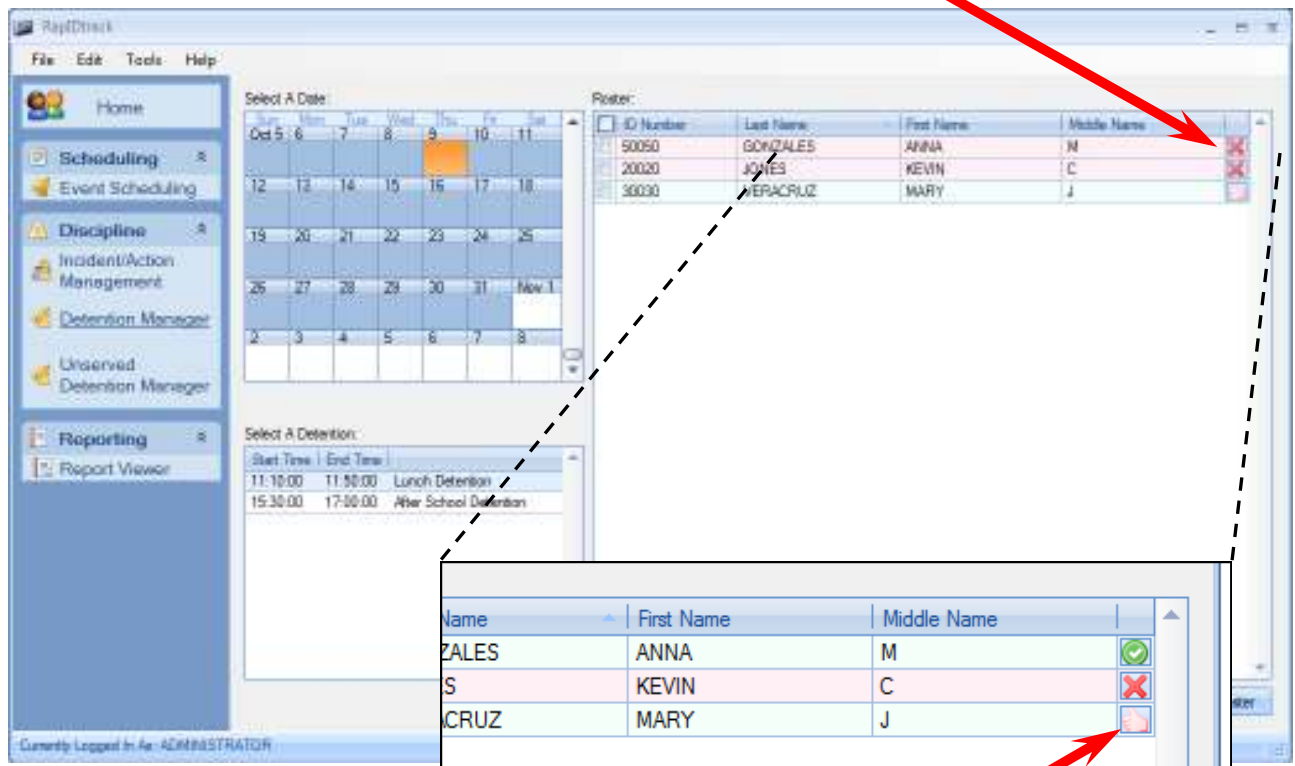
Make note on the sign-in sheet(s), any student that has been marked as handled and does not have to attend detention.

First Name	Middle Name	
ANNA	M	X
KEVIN	C	X
MARY	J	

Detention Manager continued

When the sign-in sheet(s) are returned, return to the Detention Manager. Select the date and detention type.

Click on the red X for each student that signed in and it will turn green to show they attended.

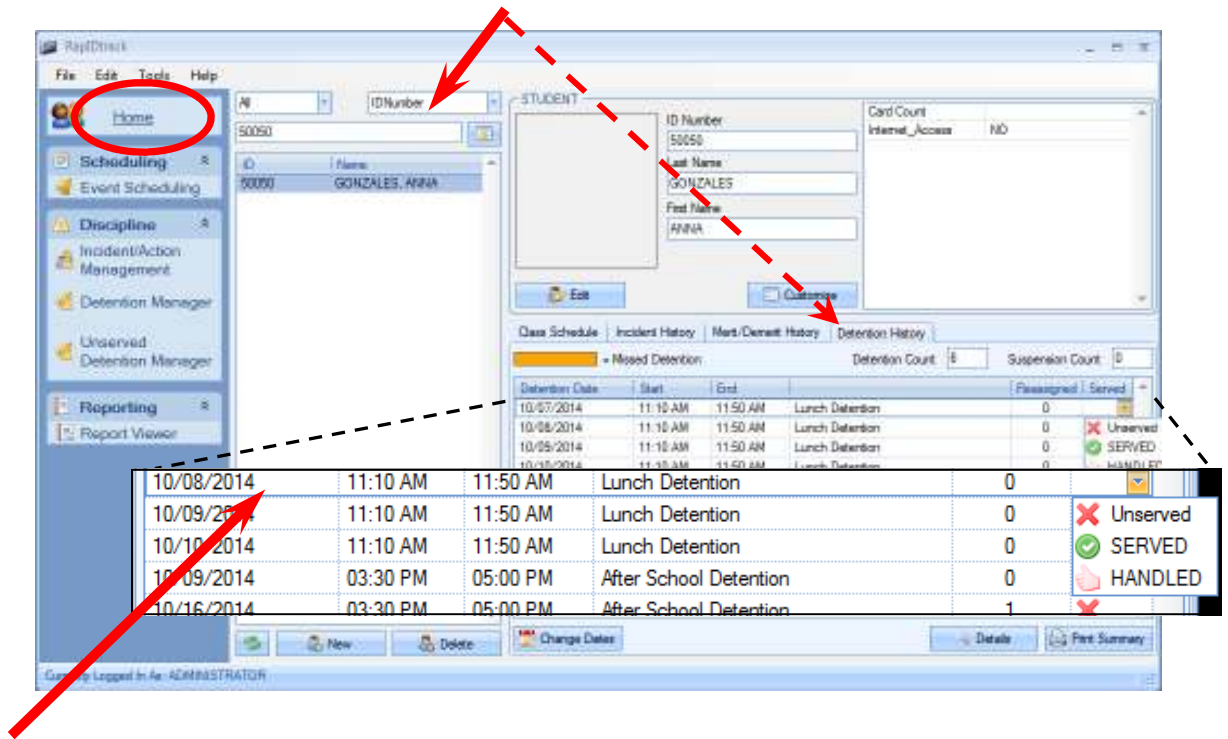


Students marked as handled should be left as Handled.

Students that did not attend can be rescheduled to another detention, unless being handled by some other school policy.

Excuse a student from a detention

Start at the Home screen. Use the search fields to find the student, then select the tab labeled 'Detention History'

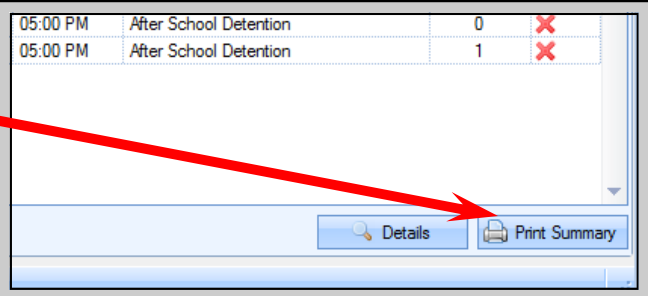


Look for the detention that needs to be edited and select it.

Use the drop-down box on the right to select 'Handled'. This indicates the student was to attend the detention but was excused by Administration

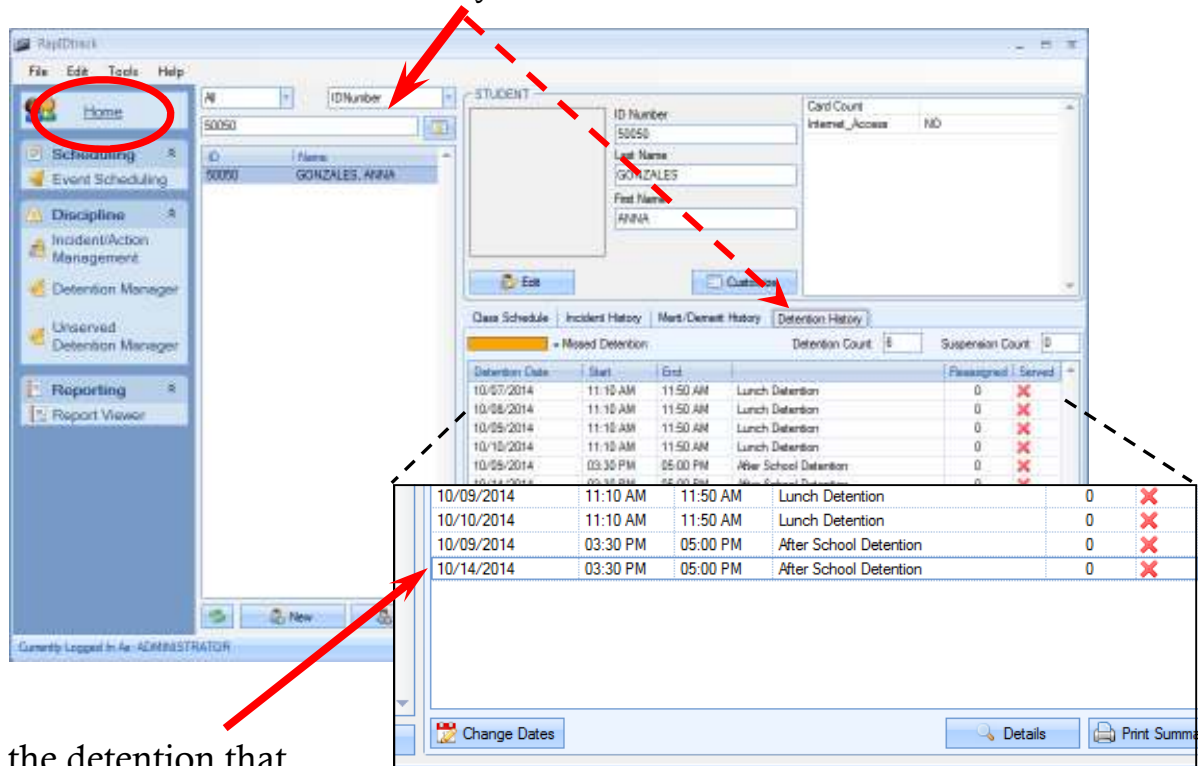
(note: a detention highlighted in orange indicates the student did not attend)

[Also note the Print Summary button. This would allow you to quickly print a summary of the student's detentions. Note, this information is also in the Report Viewer]



Reschedule student to another Detention Date

Start at the Home screen. Use the search fields to find the student, then select the tab labeled 'Detention History'



Look for the detention that needs to be changed and select it. MAKE NOTE OF WHAT TYPE OF DETENTION IS ASSIGNED.

Select Change Date.

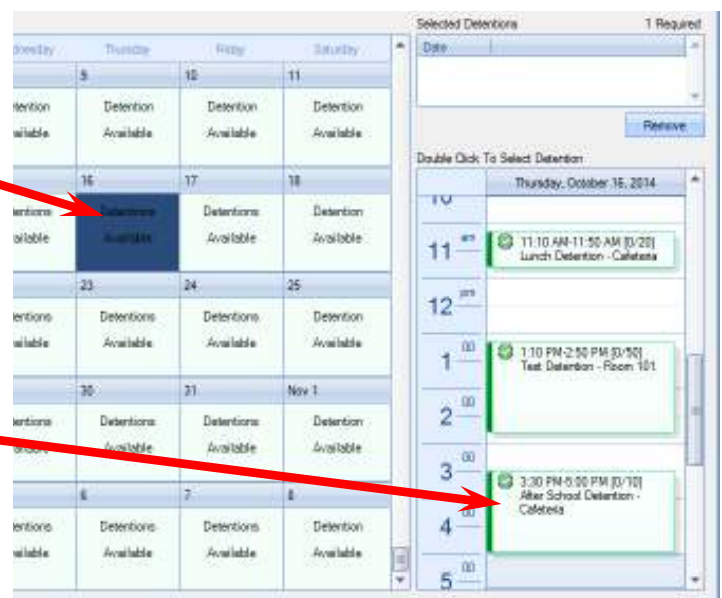
The calendar is shown with all options.

Browse through the dates looking for a date that has the detention type needed in green.

Remember, Yellow indicates a schedule conflict. Red indicates already assigned, or that date is full.

Double-click the new Date of the same type of detention

Make sure the student is notified of the change.



Print and Export reports

Select Report Viewer.

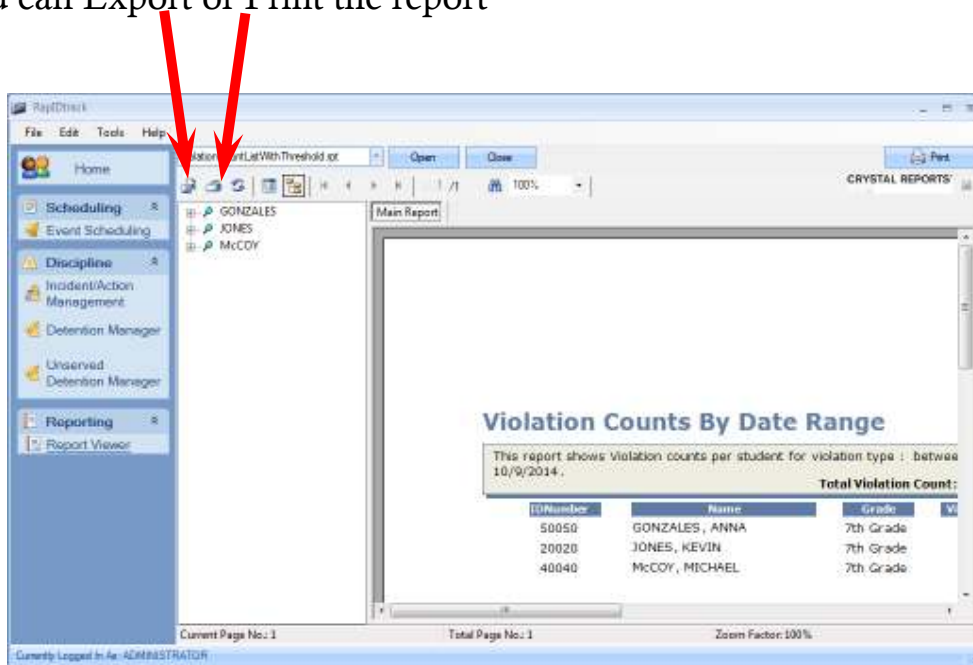
Use the drop-down to browse the available reports and select one. Then select Open.

A window will open for you to select and/or enter parameters for the report

Select OK

The report will be displayed in the screen.

You can Export or Print the report



When exporting the report, you will be asked where to save it, what to name it, and what type of file to save it as. Most commonly type of file used is pdf or excel format.

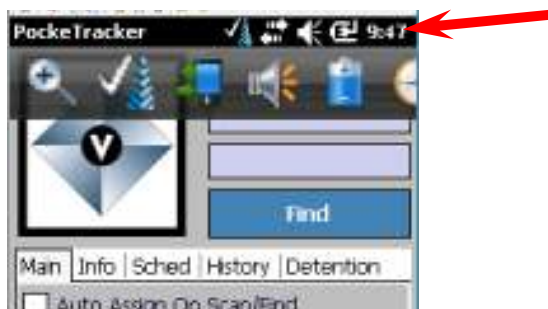
When printing the report, select your office printer with 11" paper in it.

Instructions for Mobile Handheld Users

Check the Date and Time

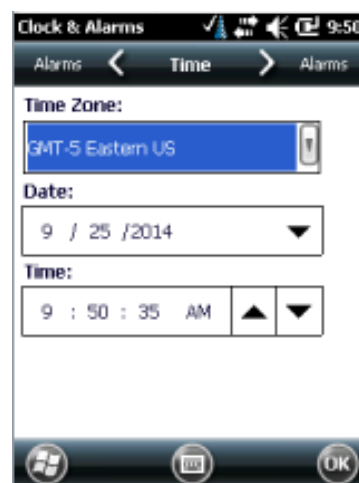
MANDATORY that when handhelds are picked up in the a.m., the user checks the date and time is correct.

1. click once on the time and then drag the pop-up screen to the left and select the clock icon



2. Either:

- a. If correct, select OK (in the lower left) and you are ready to scan

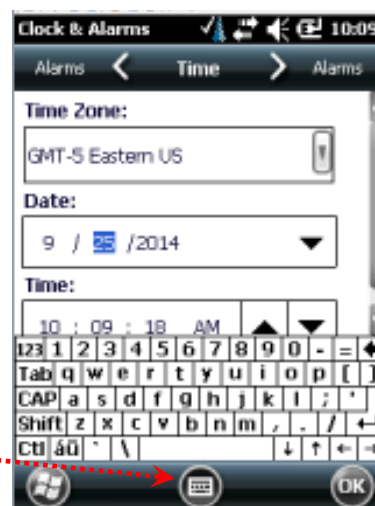


OR

- b. If incorrect, correct the date and/or time by selecting the part that is wrong and using the keyboard to change it.

Then select OK (in the lower left) and then Yes to save the changes and you are ready to scan.

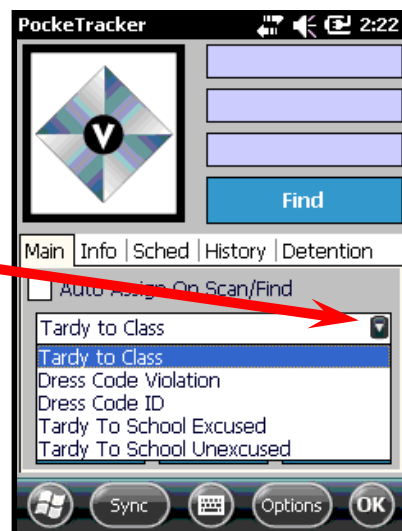
This is the button that opens and closes the keyboard



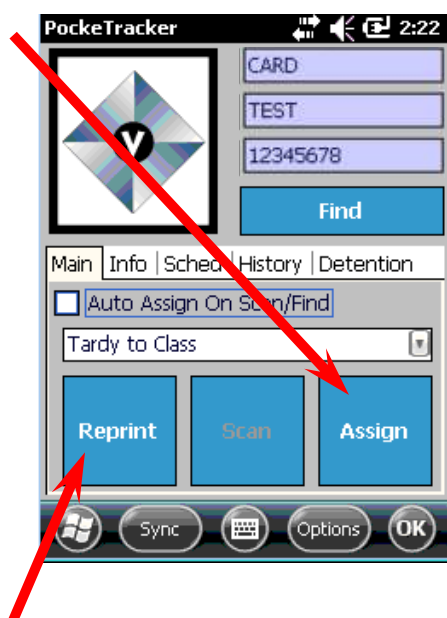
Handheld Issuance

Scan the student ID

Select from the drop-down what type of incident you are issuing. It will issue this type of incident until you change it to another.



Select Assign.



If you need to reprint the incident, select Reprint. Do not select assign as it will issue the student a second incident.

If you accidentally issue the student an extra incident, remove it before returning the handheld to be synced (see instructions on removing incorrect incidents)

Handheld Issuance Continued:

If the student has earned a detention, the Calendar will pop-up. Select one of the dates listed in green.



A detention pops up.

- If it is displayed in green, then double-click on it and select 'Assign' to issue the student a notice they have received detention.
- If it is displayed in yellow, return to the calendar by selecting the calendar tab.



Select a different day from the calendar until you find a green detention. Then you can double-click on it and select 'Assign'.



Note: The yellow detention indicates the student has a conflict in the schedule and can not attend two different types of detention at the same time.

Manually search for student

Select Find



The search screen will appear.

Place the cursor in the box you want to use to find the student.

Bring up the keyboard. Type in the student's information. In this example the student's id number was used

Select Search

Minimize the keyboard

If not already selected, select the student's record

Select OK



It will return to the main screen for you to assign an incident

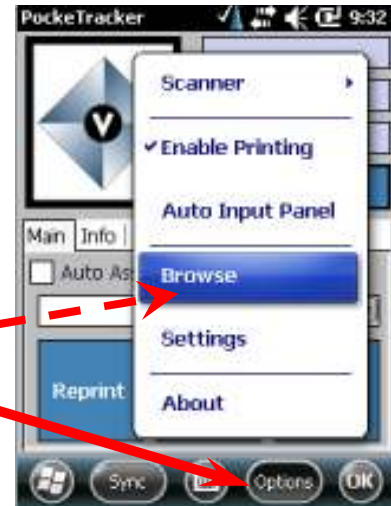
Removing incorrectly assigned Incidents

Correct erroneous ticket(s) BEFORE you return the handheld to be synced.

I assigned the wrong type of ticket
OR
I issued multiple tickets to a student

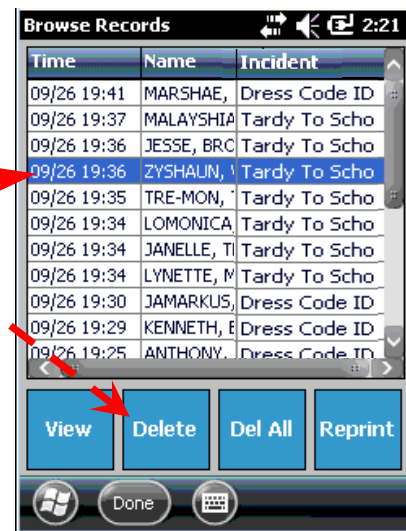
1. Select Options, then select Browse.

Do not play with any of the settings on the handheld. It is school property.



2. Find the erroneous ticket.
 - a. Select it.
 - b. Make sure it is the right one
 - c. Select Delete.
 - d. When finished, select Done to return to the main screen

Do Not select Delete All



Student History

Please note, depending on your school's install requirements, the handheld may only be set to show the last 30 days of history.

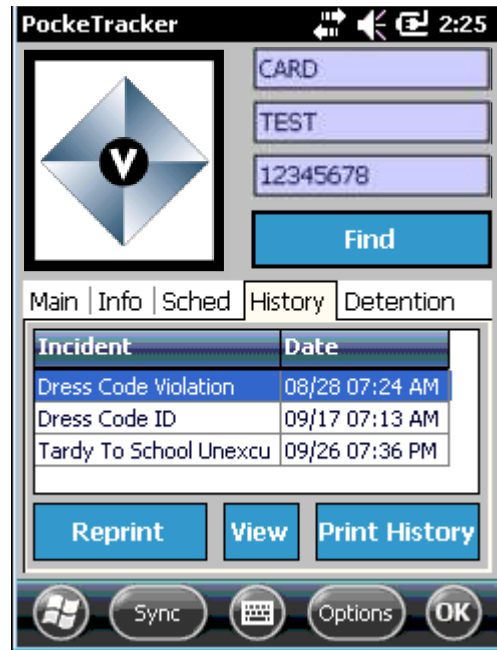
With student's record on screen:

To see the incident history, select the tab labeled 'History'.

If needed you can print history to the mobile printer.

To see the detentions assigned, select the tab labeled 'Detention'.

If needed you can print history to the mobile printer.

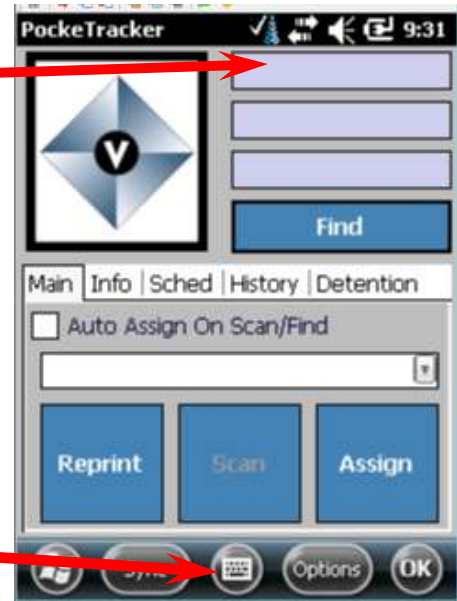


To resume issuance, select the tab labeled Main.

Trouble shooting - Handheld

Red scanner is working but nothing is coming up on the handheld.

Tap in the first box to place the cursor.
You should now be able to scan



A keyboard is in the way of the screen

Close the keyboard by pressing the key-
board icon

The drop-down to select different infraction types is grayed out.

OR I only get a yes or no button on the screen to print a receipt.

This is because the auto assign button was selected. Deselect it to allow se-
lecting different incident types.



Trouble shooting - Syncing

Can't sync. Get upload error re: Insert

You started the sync but get error referencing 'Error Uploading Incidents' and 'Insert statement'.

On the Handheld:

Select ok to the error message.

Select Options, then select Browse

The handheld will list all tardies that are trying to be downloaded. The tardy in red is causing the problem. Make note of student name.

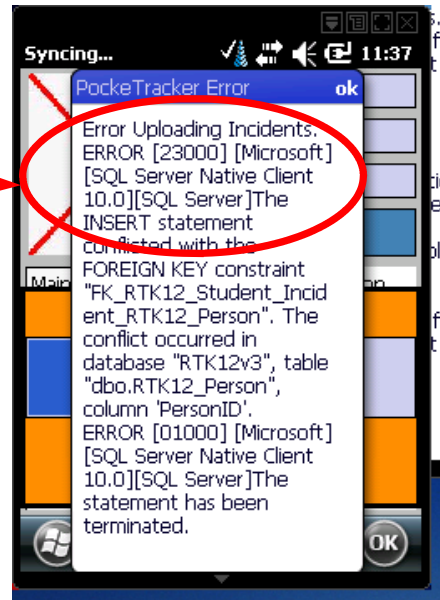
Select the red highlighted tardy and then select Delete.

Select Done

On the main screen, re-attempt to sync the handheld. It will err out for each tardy that is causing a problem, so you will have to repeat these steps until sync is successful.

Return to page 2 to continue the download procedure.

Note: On page 3 of the download procedure, it references removing/re-adding student records. The student name(s) you made note of may need to be removed and readded.



Trouble shooting - Syncing

Can't start the sync. Get Gateway Actively Refused

The handheld is not connected to the PC. See page 1 - make sure you select 'Connect without setting up your device.'

Get 'Process can not access the file'

The error references accessing a file called PTK12_Common.sdf

1. Select [OK] to the message
2. Remove the handheld from the dock.
3. Reboot the handheld using the Reset button on the back of the unit by the battery cover.

