

Banning/Unbanning Users

Log into the MyPC staff site

1. Open a browser and navigate to mypc.scls.info
2. Log into MyPC using your staff credentials
3. Click on the *Admin* menu

The process for Banning/Unbanning users starts out the same by first finding the user in MyPC. After you've found the user, you may choose to Ban or Unban depending on what the patron's status already is.

Find the user

MyPC sorts users into 5 groups: Kids (0-7), Youth (8-12), Teen (13-17), Adult (18+), and Default (users with no birthdate entered in Koha). When searching for a user, it may be necessary to search multiple groups in order to find the user you are looking for. If you know that the user should be in a particular group, search for them first in that group.

Search for users in a group

1. Use the pane on the left to navigate to MyPC Web Admin → User Groups → lms
2. In the left pane, click on the User Group in which you'd like to search
3. In the right pane, click on *User filter*
 - a. Filter on: Check the box
 - b. Login name begins with: Enter the user's card number
 - c. Type: Leave everything checked
 - d. Show only banned users: No
 - e. Click Apply
 - i. If the user is listed skip to the "Ban the user" section
 - ii. If the user is not listed, follow the steps to search for them in another group

Note: If you can't find the user after searching ALL groups, please make sure you entered the correct card number. If the card number is correct, try to "Import a user" instead.

Import a user

If a patron has never logged into MyPC, they will not automatically be listed in a user group. If you need to ban a user that has never logged into MyPC, you will first need to import the patron.

1. Use the pane on the left to navigate to MyPC Web Admin → User Groups → LMS
2. In the right pane, click on *Import User*
3. In the box for *Login Name*, enter the full library card number for the user you'd like to import
4. Click *Import*
5. If the user was imported successfully, you'll see a "User Properties" dialog box with the patron's card number, name, email address, and the User Group in which they are a member.

You may now find that user in the appropriate user group (see "Find User") and Ban/Unban them.

Ban the user

1. Left-click on the user to bring up the context menu
2. Select *Ban/Unban* – this will open the Ban User window
 - a. User: Make sure the correct card number is listed
 - b. Ban: Select one of the following options to set the length of time for the ban
 - i. To date: Enter the date when the band will end
 - ii. For days: Enter the number of days for the ban
 - iii. For weeks: Enter the number of weeks for the ban
 - iv. Indefinitely: The user will be banned indefinitely
 - c. Ban Reason: skip this for now... (we'll come back to it!)
 - d. Ban from all locations: *No*
 - i. **Note:** Do not take the default of Yes. ONLY ban users from your library.
 - e. Banned from: Click *Add New*
 - i. Site: Select *Your library*
 - ii. Location: Select *All* to ban the patron from all PC groups at your location, or select PC groups from which you'd like to ban the patron
 - iii. Click *Save*
 - f. Ban Reason: Select one of the following options
 - i. Free text: Select this option to enter details in the *Reason text* about the reason for banning the patron.
 - ii. Banned: This will enter only the note "Banned" in the *Reason text*
 - g. Click *Ban* to complete the ban

The screenshot shows the 'Ban User' window with the following fields and values:

- User: 290780([redacted])
- Ban: for days (dropdown menu)
- Days: 7 (text input)
- Ban reason: Banned (dropdown menu)
- Reason text: Banned. (text area)
- Ban from all locations: No (dropdown menu)
- Banned from: Add New (button)

Site	Location	
SCLS Test Area	SCLS Test Lab	Remove

At the bottom of the window is a 'Ban' button.

Things know about banning users

- If the user is currently logged on, it is also possible to ban them by clicking on their booking slot in the booking grid and selecting *Ban*
- Banning a user who is logged on does not notify them or end their current session. You can do this by clicking on their booking slot in the booking grid and selecting Send Message and/or either Logoff or Reboot to end the session.
- You cannot edit an existing ban. You can only revoke a ban and create a new ban.
- You can, technically, ban a user from multiple sites. Please only ban a user from another library if you have that library's permission.

- If a banned user tries to make a booking from the website, they will not see the library from which they are banned. They will be able to make bookings at other libraries.
- If a banned user tries to log into a PC at a site where they are banned, they will see this message:



Revoke a user's ban

1. Left-click on the user to bring up the context menu
2. Select *Ban/Unban* – this will open the Unban User window
 - a. Unban Reason: Select one of the following options
 - i. Free text: Select this option to enter details in the *Reason text* about the reason for revoking the patron's ban.
 - ii. Revoke: This will enter only the note "Revoked" in the *Reason text*
 - b. Click *Unban*

Reports related to banned users

In the MyPC admin site, there are several reports related to banned users

1. Open a browser and navigate to www.mypc.scls.info
2. Log into MyPC using your staff credentials
3. Click on the *Reports* menu
4. Click on *User Reports* and select one of the following reports to run
 - a. Banned Users Report – shows a list of all banned users for a particular time period
 - b. Currently Banned Users Report (csv) – shows a list of currently banned users
 - c. User Ban History Report (csv) – shows a ban history for a particular user