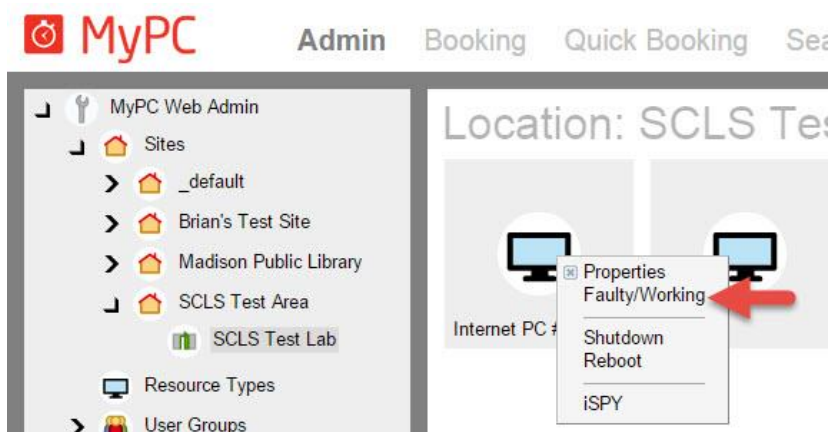# Marking a PC *Faulty* or *Working*

You can easily mark a PC as *Faulty* if it is unable to be used by patrons, and *Working* once it is fixed and able to be used again. The *Faulty/Working* option works like a toggle switch, toggling a PC between the two settings.
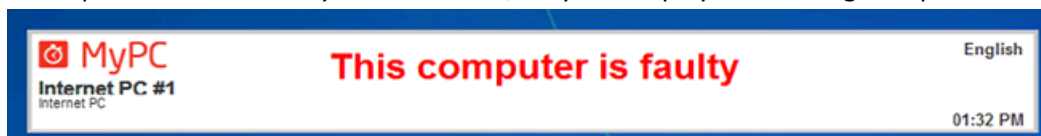
1. Log into the MyPC site using your library's staff account
2. Click on the Admin menu
3. In the left-hand pane, navigate to MyPC Web Admin -> Sites
4. Expand your site and click on the location at your library that contains the PC you'd like to update
5. Left-click on the desired PC and select *Faulty/Working*

6. In the *Resource Status Change* dialog box
   a. Enter a reason for the status change
   b. Click *OK*

Things to remember

- If computers marked *Faulty* are turned on, they will display this message for patrons:

- Patrons cannot log into a PC marked *Faulty*. They will receive the message: "You are not allowed to use this computer. Only administrators can logon at this time."

- Block Bookings can be made for PCs marked *Faulty*, the idea being that the PC may be fixed by the time the Block Booking occurs.

- The icon for a *Faulty* computer: The icon for a *Working* computer:

- Hovering over the icon will display the reason entered when the PC was marked *Faulty.*

Reports related to Faulty Computers

The Faulty Computer Report shows information about faulty computers for the time period specified.

Reports -> MyPC Reports -> Resources Reports -> Faulty Computers Report

Example of summary Faulty Computers Report:

Faulty Computers Report (Summary) ⊙ MyPC

Start date	8/1/2015
End date	8/25/2015
Total Number of Faulty Computers	2

Site	Location	Resource	Total number of computer faulty events	Total computer faulty time (d hh:mm:ss)
SCLS Test Area	SCLS Test Lab	Internet PC #1	2	00:03:15
SCLS Test Area	SCLS Test Lab	Public01	3	00:04:48

Example of detailed Faulty Computers Report:

Start date	8/1/2015	
End date	8/25/2015	
Site	All	
Location	All	
Total Number of Faulty Computers	5	
Total Faulty Time (d hh:mm:ss)	0 00:08:03	
Total Number of Unique Faulty Computers	2	

Site	Location	Resource	From	To	Total Duration (d hh:mm:ss)	Set faulty by	Reason	Set working by	Reason	Current status
SCLS Test Area	SCLS Test Lab	Public01	8/25/2015 14:03	8/25/2015 14:04	0 00:00:08	kerrih	broken.	kerrih	fixed	Working
SCLS Test Area	SCLS Test Lab	Internet PC #1	8/25/2015 13:42	8/25/2015 13:43	0 00:01:00	kerrih	PC won't boot. Sent to SCLS for repair. 8/25/15 KH	kerrih	SCLS fixed it. 8/25/15	Working
SCLS Test Area	SCLS Test Lab	Public01	8/25/2015 13:35	8/25/2015 13:39	0 00:03:58	kerrih	Won't boot. Sent to SCLS for repair. 8/25/15	kerrih	fixed.	Working

Some screenshots

Navigating the MyPC Admin screen

Resource status change

PC icons in the MyPC WebAdmin site

On, available	On, in use	Faulty	Off / No communication