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:

![This computer is faulty](image)

- 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:  

![Faulty icon](image)  

- The icon for a *Working* computer:  

![Working icon](image)

- 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:

<table>
<thead>
<tr>
<th>Site</th>
<th>Location</th>
<th>Resource</th>
<th>Total number of faulty computers</th>
<th>Total faulty time (h:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCLS Test Area</td>
<td>SCLS Test Lab</td>
<td>Internet PC #1</td>
<td>2</td>
<td>00:03:15</td>
</tr>
<tr>
<td>SCLS Test Area</td>
<td>SCLS Test Lab</td>
<td>Public01</td>
<td>3</td>
<td>00:04:48</td>
</tr>
</tbody>
</table>

Example of detailed Faulty Computers Report:

<table>
<thead>
<tr>
<th>Site</th>
<th>Location</th>
<th>Resource</th>
<th>From</th>
<th>To</th>
<th>Total Duration (h:mm:ss)</th>
<th>Set faulty by</th>
<th>Reason</th>
<th>Set working by</th>
<th>Reason</th>
<th>Current status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCLS Test Area</td>
<td>SCLS Test Lab</td>
<td>Public01</td>
<td>8/25/2015 14:03</td>
<td>8/25/2015 14:04 00:00:00</td>
<td>kernh</td>
<td>broken</td>
<td>kernh</td>
<td>fixed</td>
<td>Working</td>
<td></td>
</tr>
<tr>
<td>SCLS Test Area</td>
<td>SCLS Test Lab</td>
<td>Internet PC #1</td>
<td>8/25/2015 13:43</td>
<td>8/25/2015 13:43 00:00:01</td>
<td>kernh</td>
<td>PC won't boot. Sent to SCLS for repair.</td>
<td>kernh</td>
<td>SCLS fixed it</td>
<td>8/25/15</td>
<td>Working</td>
</tr>
</tbody>
</table>
Some screenshots

Navigating the MyPC Admin screen

- Navigate in left-hand pane to display PCs
- Left-click on PC to see menu

Resource status change

- Resource status change
  - Name: Internet PC #1
  - Reason: PC won't boot. Sent to SCLS for repair. 8/25/15

- Resource status change
  - Name: Internet PC #1
  - Reason: SCLS fixed it. 8/25/15

PC icons in the MyPC WebAdmin site

<table>
<thead>
<tr>
<th>PC Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet PC #1</td>
<td>On, available</td>
</tr>
<tr>
<td>Internet PC #1</td>
<td>On, in use</td>
</tr>
<tr>
<td>Internet PC #1</td>
<td>Faulty</td>
</tr>
<tr>
<td>QCASS02</td>
<td>Off / No communication</td>
</tr>
</tbody>
</table>