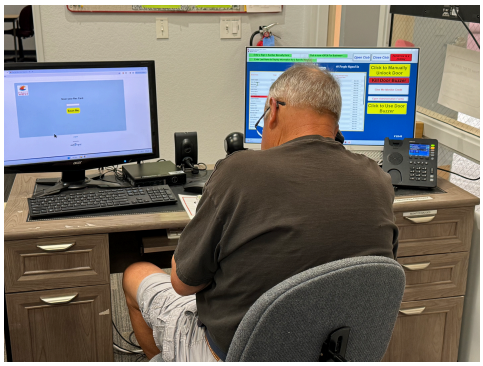
Computers West Monitor Manual

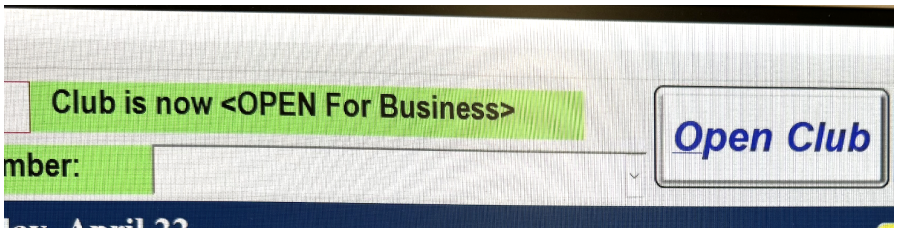
Our website computerswest.org

Opening the Club and get your monitor credit

1. Monitors if you arrive for your club shift and the Club is locked ask a Rec Center employee from either the office down at the end of the main hall or the pool desk monitor to unlock the door for you.
2. **Put the door stop down** to leave the entrance door open. If anyone is waiting please ask them to wait outside until you finish opening the club.
3. On the wall to the right, turn on light switches
4. Do not scan in yet. The first monitor will proceed to the monitor desk, and **sit in front of the monitor computer on the right** (the Rec Center computer is on the left). The second monitor will scan once the system is operational.



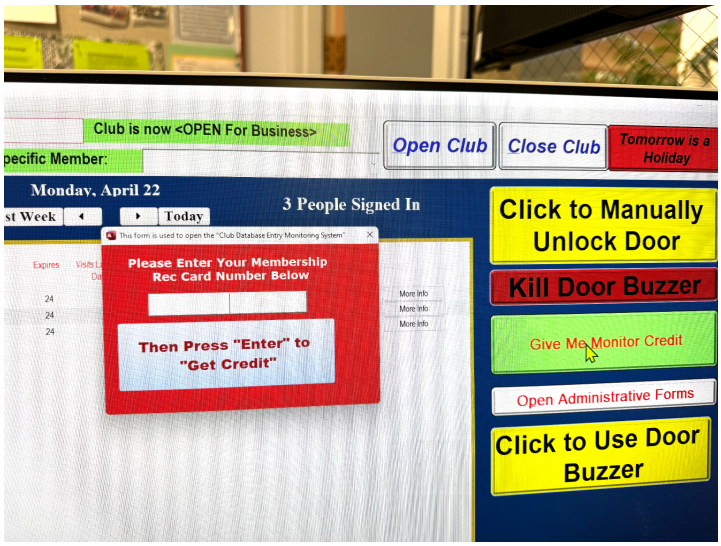
5. On the monitor to the right, wake it up by **right clicking the mouse**
6. In the popup menu, **Select Reveal this screen**
7. At the top of the screen, **Click Open Club**



8. In the popup window, using the keyboard, **Enter your Rec Card number** and **press enter**

9. On the monitor to the right, on the right side of the screen, **click Give Me Monitor Credit**

10. In the middle of the screen a popup will appear, **Type your Rec Card number** and **press Enter**

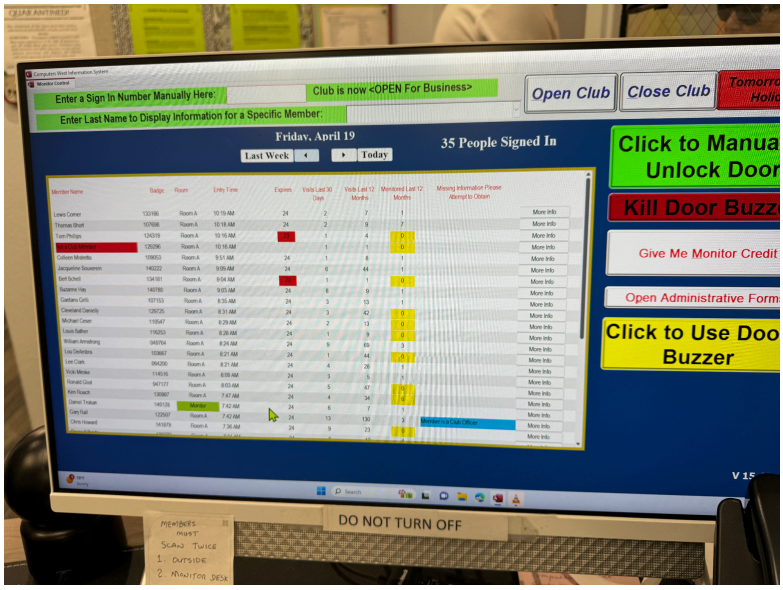


11. Check that in the row, after your name, in the 3rd column “Monitor” appears highlighted in green giving you credit for monitoring
12. The second monitor on the monitor to the right, will **scan their Rec Card** so that your club information appears in a new row, on the screen and add your monitor credit following the steps 9-11.
13. Get a clip on or stick on monitor badge from the top right hand drawer of the desk

14. Wear the Monitor Badge and your Club Badge throughout your shift
15. Both monitors need to work together to take care of member check in, helping with paying dues to join or renew, and other aspects of assisting members.

Check in a member

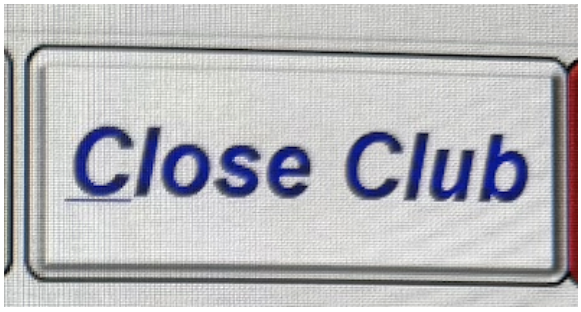
1. Ask them to scan their Club Membership Card or Rec Card on both scanners. First scan using the Club Monitor (to your right) and secondly for the Rec Center Club tracking (to your left).
2. Using the information on the screen, welcome them by name



3. Check to make sure they are a member in good standing
    a. **If they are not a member in good standing** a musical jingle will play or a red highlight appears with their name; this indicates that the club needs further information for the member to be in good standing for entrance into the club.
    b. **If red highlight appears for <u>expired dues</u>,** ask them to pay their dues by credit card or check following the Paying Dues instructions on page 4
    c. **If anything is highlighted yellow for <u>not monitored</u>,** remind them that they need to monitor before getting access for computer repair or attending classes. Using one of the computers in Room A, help them sign up to monitor online www.https://computerswest.org/monitor-calendar

Closing the Club

1. Do not turn off any computers, monitors, or printers. They will automatically go into sleep mode.
2. **Tidy up the rooms** (straighten chairs, throw out any trash, …)
3. **Remind occupants in all rooms that the club is closing in <u>XX</u> minutes**
4. **Check that all occupants have left**
5. **Return the monitor on duty badge** to the upper right drawer of the monitor desk
6. On the right monitor, at top of the screen, **click Close Club**



7. **Turn off lights**, a couple of emergency overhead lights will remain on, and if on, **turn off fan switch**
8. **Make sure that you have all your things with you** and **close and lock the door**
9. Once outside the door, **double check the door latched and locked.**.

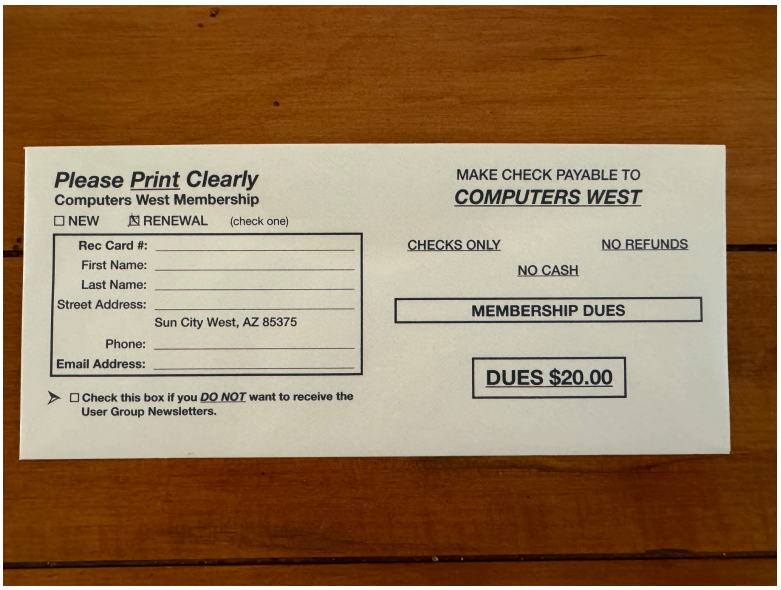
Paying Dues

Online

1. On a computer device, **Open a browser,**
2. **Go to Pay Dues** on our website https://computerswest.org/pay-dues-2024/
3. Follow the online process to pay electronically.

By Check

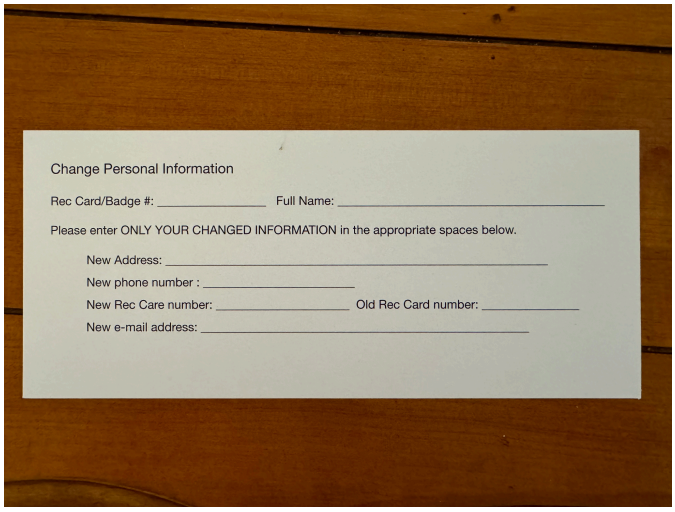
1. At the desk on the left, **open the top right drawer** and **hand them a computer west membership envelope. Remind them to print legibly** (if they need assistance please help)



2. **Remind them when filling out the envelope to use their same First and Last Names as recorded by the SCW Rec Centers (Club Track)**
3. If available, **ask them to present their rec card for you to double check their membership information.**
4. Also **double check that the check is made out to Computers West and signed by them.**
5. **Do not seal the envelope**.
6. **Put the envelope in the membership box**, located at the desk on the left, in the lower left corner.

Change Personal Information

At the desk on the left, open the top right drawer and hand them a Computers West Change Personal Information form. Remind them to print legibly (if they need assistance please help) and that their first and last names must match as recorded by the SCW Rec Centers (Club Track). Put the envelope in the membership box, located at the desk on the left, in the lower left corner.



Change Personal Information

Rec Card/Badge #: _____ Full Name: _____

Please enter ONLY YOUR CHANGED INFORMATION in the appropriate spaces below.

New Address: _____

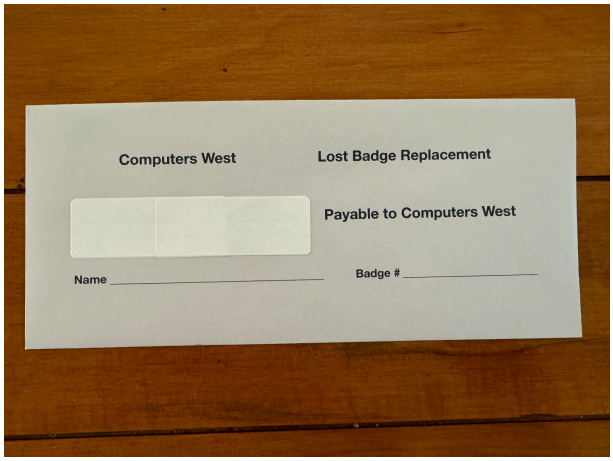
New phone number : _____

New Rec Care number: _____ Old Rec Card number: _____

New e-mail address: _____

Lost Badge Replacement

At the desk on the left, open the top right drawer and hand them a Computers West Lost Badge Replacement form. Remind them to print legibly (if they need assistance please help) and that their first and last names must match as recorded by the SCW Rec Centers (Club Track). Put the envelope in the membership box, located at the desk on the left, in the lower left corner.



Computers West

Lost Badge Replacement

Payable to Computers West

Name _____

Badge # _____

Monitor Sign up

Sign up to monitor online at www.https://computerswest.org/monitor-calendar/

Answering and using the phone

- Monitors should answer all phones by **greeting Computers West**
- Do your best to help them by using our website and **remember to refer them to our website https://computerswest.org/**
- Take a message if needed with the following:
    - Full firstname and lastname, must match as recorded by the SCW Rec Centers (Club Track)
    - Call back Phone number
    - Brief message of what the caller wants
    - Date and Time of call
    - Name to whom, if specific to a person
- If the message is for a club officer it should be placed their file, in Room A, in the lateral file drawer, under the Brother 5800 printer

- All other message should be placed the General Message file, in the lateral side file drawer, under the Brother 5800 printer, in Room A
- Our phone is only for <u>club business only</u>
- A blinking red light on the club phone indicates that someone left a voicemail. Club Officers will handle voicemail.

How to register for a class

You must be a member in good standing showing in our system, prior to registering

- Dues are paid in full
- Completed 4 hours of monitoring

- Using a browser, go to our webpage, **type** www.computerswest.org/class
- You can also find a registration link for a newly offered class in our weekly emailed newsletter for 2 weeks. After 2 weeks it will be only on our webpage.
- **Find the class you want** and **Click here to Register**
- **Fill out the online form completely**.
- If there is a charge, **Click link to pay**

  All payments are non-refundable unless the instructor cancels or reschedules
- **Fill out the payment information and submit**
- **Keep a copy of the receipt** either electronically or printed to show in class if necessary.

Additional information

Rec Center Counting Members

Rec Center Staff may come by to take a count of the number of people in the club. Please take the count with them checking in each room how many occupants.

Guests

Please welcome all guests, explain the club services, offer them our Welcome Brochure, and show them around the club. These are our potential future members.

Food/Drinks

All food and drinks, including water, must not be on the monitor desk, or any other computer desk/table. Food/Drink may be consumed at non computer tables. This rule applies to all occupants.

Printer/Scanner/Copier

They must be a member in good standing.

In the main room, **costs 5 cents per printed or copied page**, **paid to the metal box,** which is next to the printer

Print (Room A, Brother 5800)

1. Their device must be connected to the same wifi network as our printer:
    - Network: scwpcug-5G
    - Password: 4scwpcug
2. Each device has unique instructions for entering the Network and Password to connect to a new wifi. On most devices they go into their settings and look for wifi and/or network. If needed, maybe someone in the club can assist.
3. Once connected to our network scwpcug-5G they can send it to the printer. Again, each device app has unique instructions for printing. If needed, maybe someone in the club can assist.

Scan

1. They need to have their own thumb (or jump) drive

2. **Place one or more pages face down in the top auto feed tray**

3. **Tap the printer screen** to wake it up

4. **Tap Scan**
5. **Put thumb drive into the front usb port**

6. **Tap and hold to scroll to the left, tap scan document to usb**. Follow the instructions on the printer screen

7. Remove thumb drive (which has your scanned file on it)

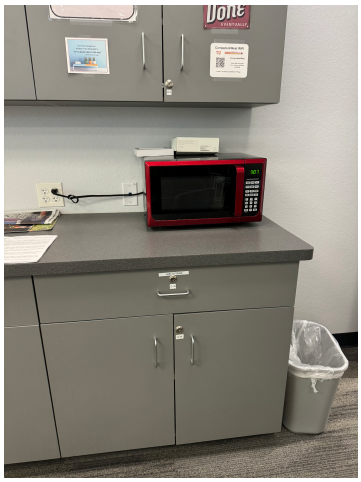
Copy

1. Place one or more pages face down in the top auto feed tray
2. Tap the printer screen to wake up

3. Tap Copy
4. Follow the instructions on the screen
5. Take your copy and your original

Injury

If someone is injured while in the Club, forms must be filled out and turned in to the Palm Ridge Rec Center office. Forms are available in the top drawer of the lateral file cabinet under the Brother 5800 printer, in Room A

Lost and Found

The Club keeps a lost and found box in Room D, Drawer D16.