SARS-GRID / SARS-TRAK

Counseling

Switching Between Scheduled Appointments and Drop-Ins

The student check-in station in Counseling uses SARS-TRAK to interface with SARS-GRID. SARS-TRAK is managed separately within the SARS Software suite using a program called TRAK-ADMIN. The ability to make changes within TRAK-ADMIN requires administrative access to the SARS-TRAK location (called FLC-COUNSELING) that is tied to FLC-COUNSELING in SARS-GRID.
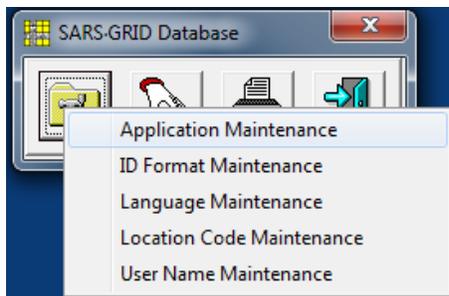
Switching from Scheduled Appointments to Drop-Ins

To switch from scheduled appointments to drop-ins for the student check-in station, do the following:
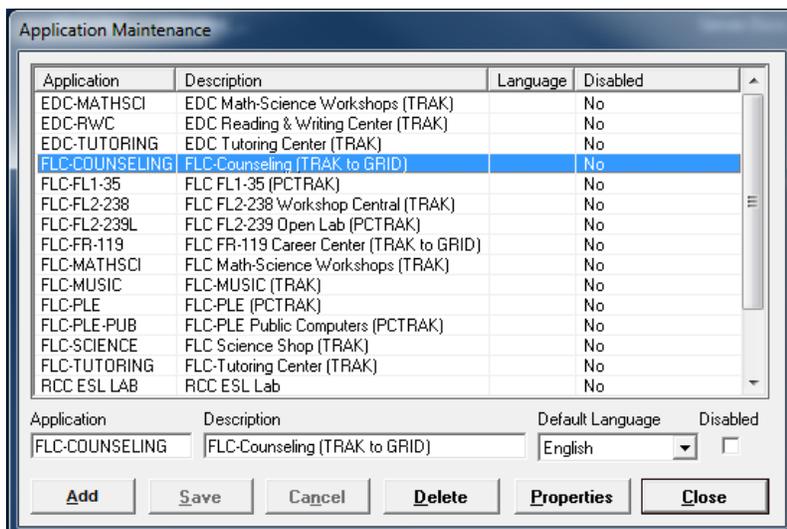
1. Login to TRAK-ADMIN (administrative program for SARS-TRAK).

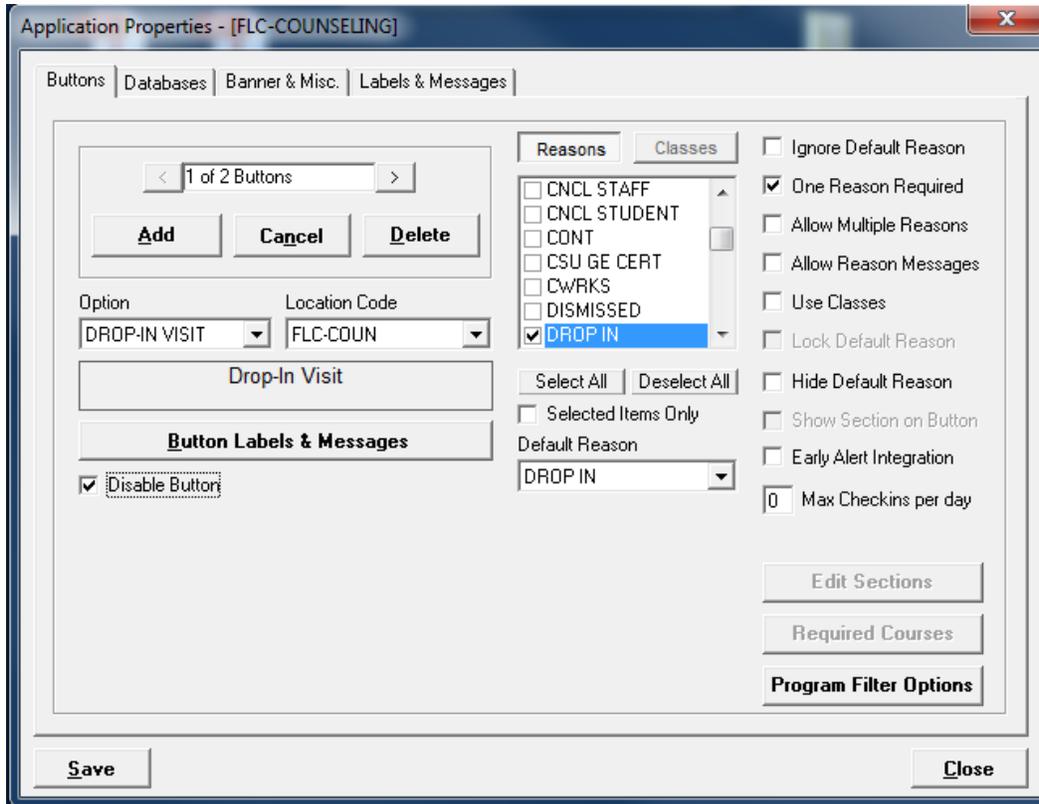2. From the top menu, select Application Maintenance.

3. In Application Maintenance, select FLC-COUNSELING.


4. Click on Properties.

5. The Application Properties screen will appear.

6. There are two buttons configured for FLC-COUNSELING. The button tied to the option 'DROP-IN VISIT' is disabled. If you click on the right arrow where it says '1 of 2 Buttons' you'll see the second button which is used for signing in students for scheduled appointments.
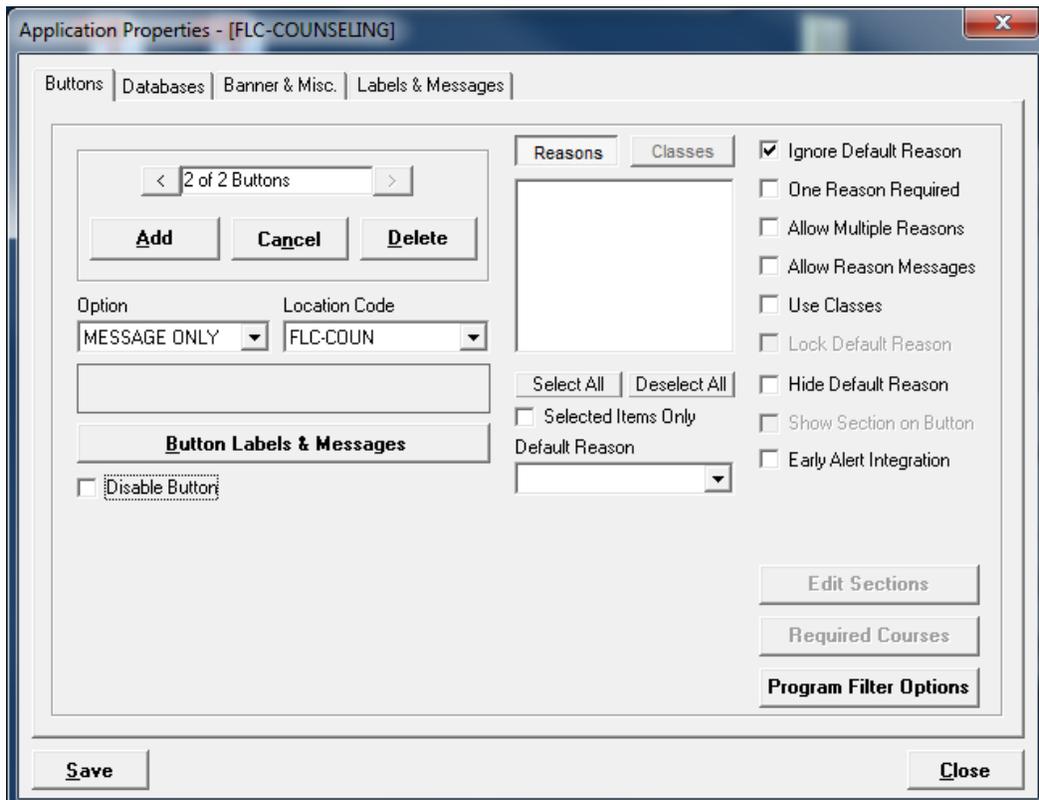
7. To switch to allowing Drop-Ins, make sure you're showing button 1 of 2 (which shows the option 'DROP-IN VISIT'). Then, unclick the 'Disable Button' and then click SAVE at the bottom of the window.

8. Now, click the arrow to switch to button 2 of 2 that shows the option 'MESSAGE ONLY'. Uncheck the box for Disable Button and then click SAVE.

9. Next, click on the tab called 'Labels & Messages' and highlight the first message labeled '004 Message when booked appointment not found'.
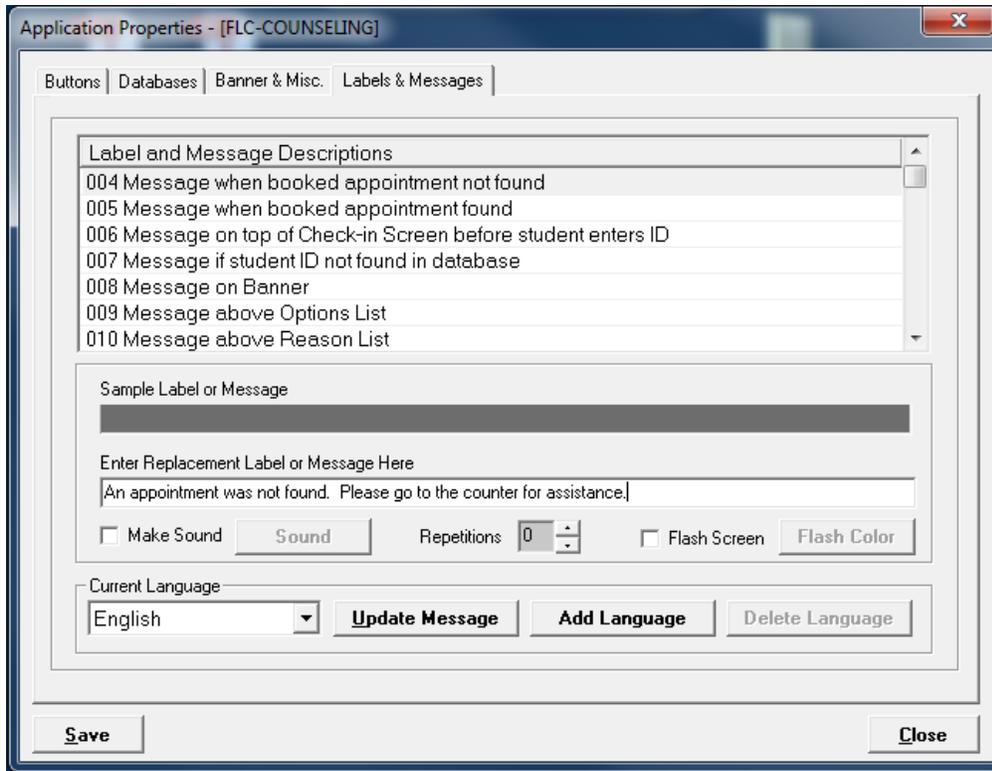
10. Erase all the wording that says 'An appointment was not found. Please go to the counter for assistance" and then click SAVE. The wording must be removed in order for the Drop-In button to work properly.

At this point, you've done everything needed to set up SARS-TRAK for drop-in appointments for Counseling. You'll need to restart the student check-in software at the check-in station for the changes to take effect. To do so:
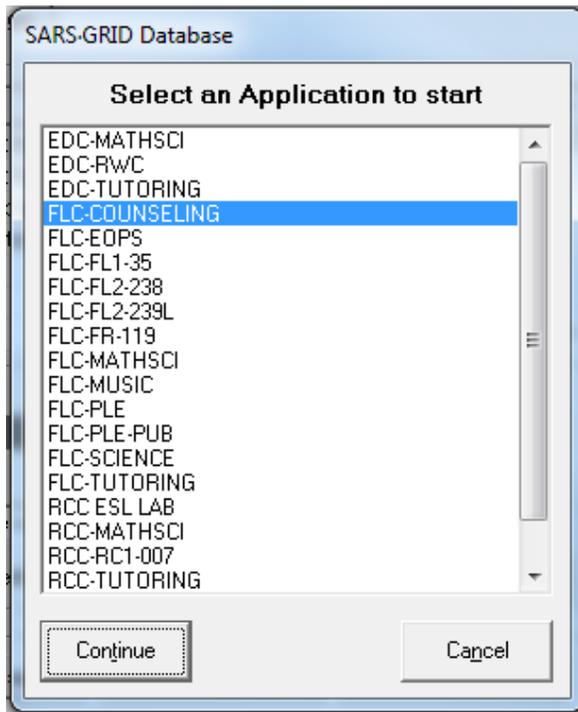
11. Go the student check-in station and reboot it.

    Or

    Close the TRAK-ENTER software by pressing 'Alt-S'. Enter in the password given you to close the program.

    Then, double-click the TRAK-ENTER application/icon and then select FLC-COUNSELING from the menu and click CONTINUE.

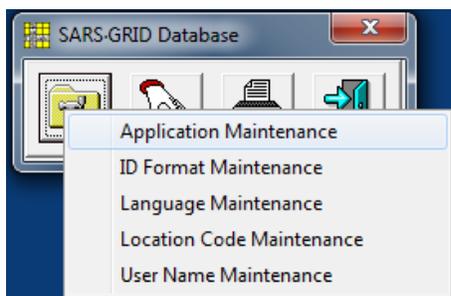The student check-in station using SARS-TRAK is now set up for Drop-Ins.

Switching from Drop-Ins to Scheduled Appointments

To switch from drop-ins to scheduled appointments for the student check-in station, do the following:
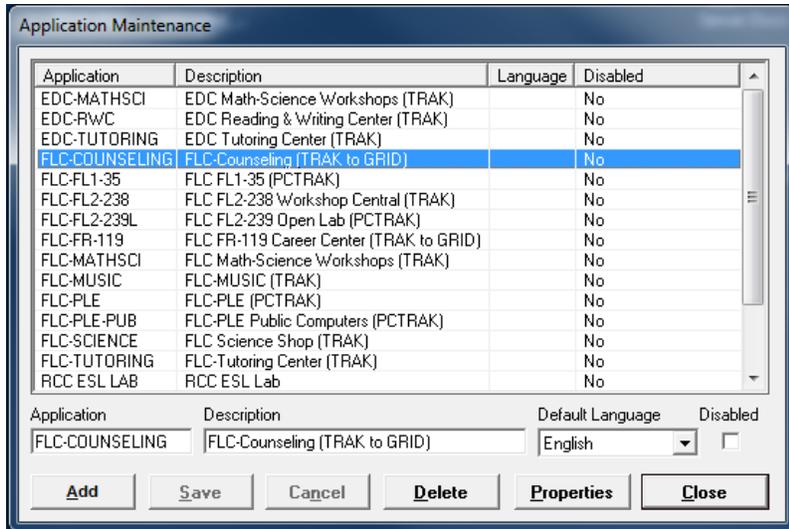
1. Login to TRAK-ADMIN (administrative program for SARS-TRAK).

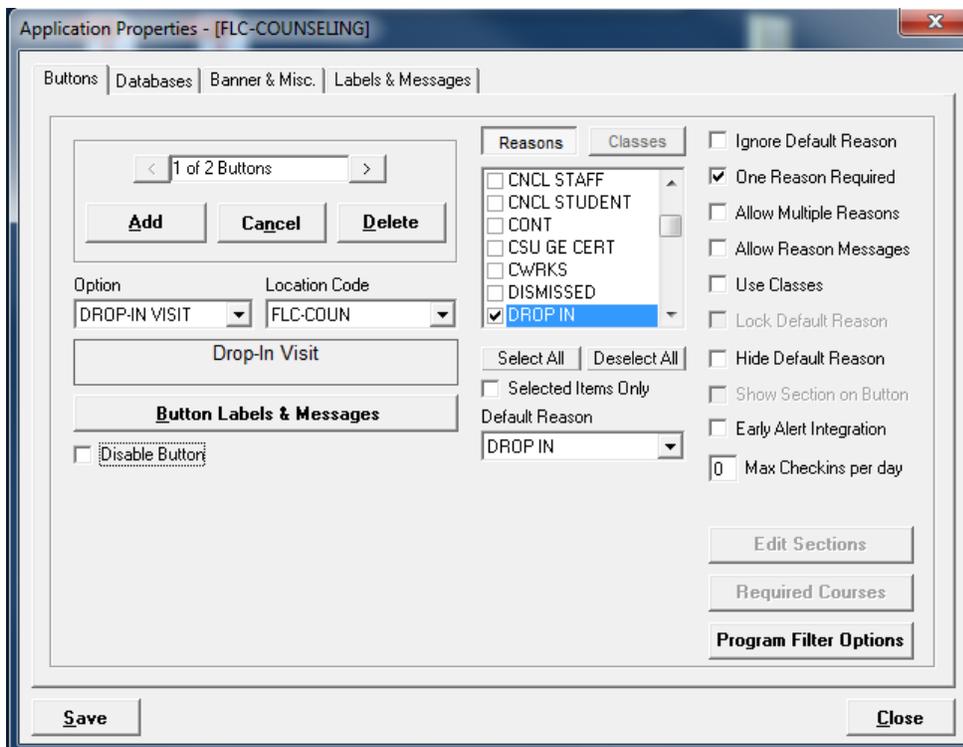2. From the top menu, select Application Maintenance.

3. In Application Maintenance, select FLC-COUNSELING.


4. Click on Properties.

5. The Application Properties screen will appear.

6. There are two buttons configured for FLC-COUNSELING. The button tied to the option 'DROP-IN VISIT' is disabled. If you click on the right arrow where it says '1 of 2 Buttons' you'll see the second button which is used for signing in students for scheduled appointments.
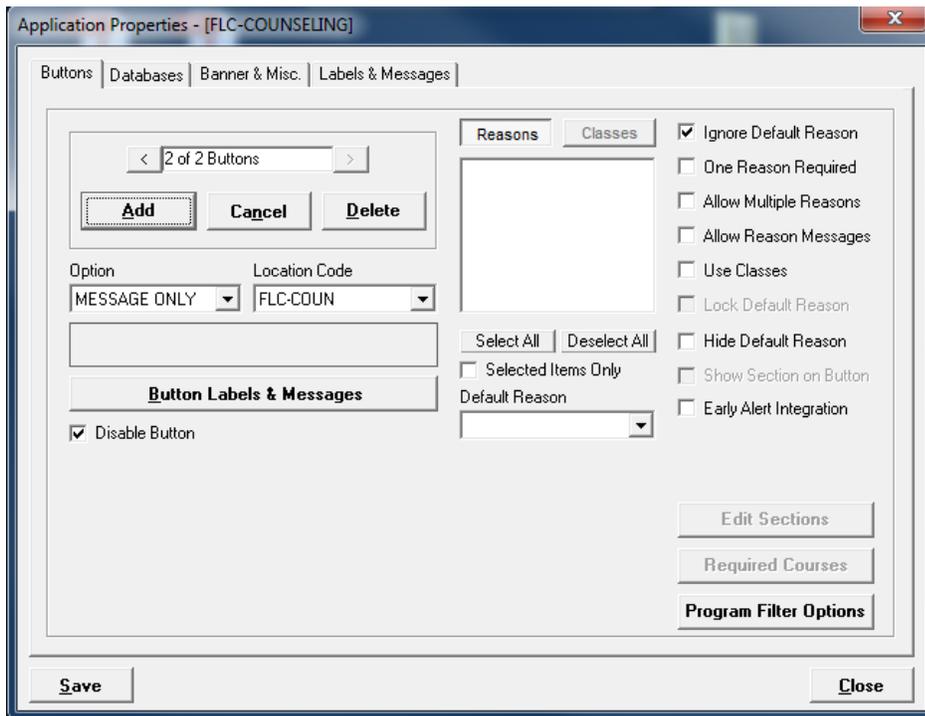
7. To switch to allowing appointments, make sure you're showing button 2 of 2 (which shows the option 'MESSAGE ONLY'). Then, unclick the 'Disable Button' and then click SAVE at the bottom of the window.

8. Now, click the arrow to switch to button 1 of 2 that shows the option 'DROP-IN VISIT'. Check the box for Disable Button and then click SAVE.

9. Next, click on the tab called 'Labels & Messages' and highlight the first message labeled '004 Message when booked appointment not found'.
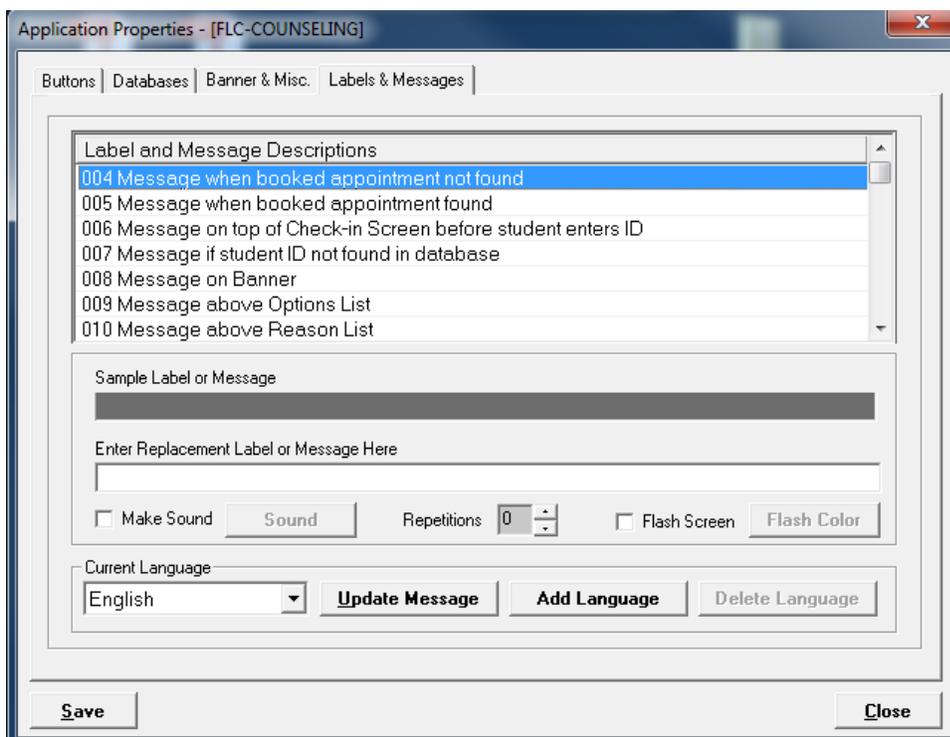
10. In the box titled 'Enter Replacement Label or Message Here', type the following (no quotes):

"An appointment was not found. Please go to the counter for assistance."

11. Click SAVE.

At this point, you've done everything needed to set up SARS-TRAK for allowing schedule appointments for Counseling. You'll need to restart the student check-in software at the check-in station for the changes to take effect. To do so:

12. Go the student check-in station and reboot it.

Or

Close the TRAK-ENTER software by pressing 'Alt-S'. Enter in the password given you to close the program.

Then, double-click the TRAK-ENTER application/icon and then select FLC-COUNSELING from the menu and click CONTINUE.