TAMU and AggieFab Core: Go-Live Guide

Kiosk Instructions:

To Create an Equipment Reservation: (booking an instrument in the future)
Using your iLab login credentials, you can place orders and schedule equipment time.
1. Register and log into the system using the steps in your welcome email
2. Select the Schedule Equipment tab and click on the View Schedule button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
3. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To start your session with an already existing reservation:
1. Please navigate to the Kiosk Interface URL: https://tamu.corefacilities.org/service_centers/4726/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Once logged in, you will see a list of your pre scheduled reservations in “My kiosk sessions” (If you have multiple sessions, there is a search box to help guide you to the correct one you wish to start)
4. Find your session, and to the right you should have a green “start” button. Once you click start, you will see the details of your reservation as well as a timer in the upper right hand corner.
5. To navigate back to your list of sessions, click in the drop down menu where you see your name. Click my reservations.
6. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To start your session as a walk in:
1. Please navigate to the Kiosk Interface URL: https://tamu.corefacilities.org/service_centers/4726/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Select the instrument on the left hand menu on which you would like to use.
4. A calendar for the availability will appear, click “Create Session” to begin, select the desired duration, and click “Create Session” again.
5. A new window will appear with the details for that reservation. You may be required to enter in your payment information and the equipment use type.
6. Once all required information is filled out, click the start button to begin your session. Once you click start, you will see a timer in the upper right hand corner.
7. To navigate back to your list of sessions, click in the drop down menu where you see your name. Click my reservations.
8. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To end your session:

1. Please navigate to the Kiosk Interface URL:
   https://tamu.corefacilities.org/service_centers/4726/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Find your current reservation in the list under “My kiosk sessions” and click the blue Finish button.
4. A pop up box will appear, asking you to confirm your action. Click “Finish session” again. Your time on the instrument has been logged.

Additional help
More detailed instructions are available in the Kiosk Guidelines Document, clicking on the “HELP” link in the upper right hand corner, or by navigating to help.ilab.agilent.com. For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab - TAMU Team
**Kiosk Document**

The Kiosk is the “key-hole” that allows a user to use their credentials or “key,” and either sign-in to an existing reservation, or begin walk-up use of the selected piece of equipment. The use of the Kiosk will allow you to track the actual time used on a piece of equipment. Depending on your facility, Kiosk can be available on a centrally located computer, or on multiple computers throughout your lab.

**How to Access your Kiosk:**

As a core staff member, you can access your Kiosk through the Schedule Equipment tab. On the Schedule Equipment tab, click on the “Go to Kiosk” button.

After opening your equipment Kiosk page, you will see that the URL is specific to your Kiosk page, or what is called your **Kiosk Dashboard**. You may choose to have this specific URL bookmarked and open on a computer for the user to sign in and out of. Your user/customer can also access the Kiosk Dashboard from the core site, by clicking the “Go to Kiosk” button from the Schedule Equipment tab.

**Your Kiosk Dashboard URL:**

https://tamu.corefacilities.org/service_centers/4726/equipment_kiosk/authenticate
How to Navigate inside the Kiosk:

This is what your Kiosk Dashboard will look like before a user logs in. On the right-hand side, you will see any current active sessions.

As a core staff member, you have more options than a user/customer. Upon login, you will see a menu on the left side of the dashboard that allows you to navigate between your different pieces of equipment. Click on the equipment category to view your instruments from the drop down.

In the middle of the dashboard page, you can view the reservations for all your users/customers. You will have the option to start, finish, or view the details of each reservation.

In the upper right-hand corner, you will see your name as the person currently logged in. When you click your name, a menu expands:

A: All Reservations – The main window where reservations can be viewed.
B: Manage Interlocks – Only seen by core admins and core staff. This is where you go to configure interlock settings upon initial setup if your core facility is utilizing interlock.
C: Settings – this is where core staff can adjust/manage settings for each calendar.
D: Back to core – Clicking this will take you back to your main iLab site.
E: Logout – This will log you out of the Kiosk Dashboard, and the Kiosk Login page will load.
When a user logs in, they can only see their own reservations in the middle of the screen. On the upper right-hand side, they only see three options in the menu: My Reservations, Back to Core, and Log Out.

Changing Settings in your Kiosk Dashboard:

To open the settings, select your name in the upper right corner. From the drop-down menu, you will select ‘Settings’.
The first screen you see are your Service center settings. These are your default settings for every piece of equipment.

A: **Time when reservation is considered a no-show**: How long after the start of the reservation and the original user does not show up. After this time passes, the next person is able to use the equipment.

B: **How much in advance can a reservation be started**: How soon in advance can a user start their reservation.

C: **Time when reservation is considered a walk-out**: How long after the end of the reservation is a user considered to have walked away even if their session is still running and the next person is allowed to start a session. This is mostly to help with people forgetting to end their session on the Kiosk after their work is done.

D: **Time when to notify user about walk-out**: How long before a session has been considered a walk-out should a user be notified.

E: **Allow walk-ups**: You can allow users to start a session on the spot if they did not make a reservation in advance on the calendar.

F: **Strict payment information**: Whether a payment number/information is required before a session can begin.

G: **Allow multiple logins per reservation**: Whether a user can have multiple sessions within one reservation. If this is turned off the user will not be allowed to restart a reservation after ending it.

H: **Shut off equipment when terminating walk-out?**: Whether to shut off interlocked equipment when user has walked away and his kiosk session has been automatically terminated by the system. *This setting will only be used if you are utilizing interlock.*
Once you have set the Service center settings, you will need to review the settings for each individual piece of equipment. In the left navigation panel, you will see the categories of the equipment. Click on the category to expand each piece of equipment that falls under that category.

![Equipment by category]

Select the piece of equipment to view the settings specifically for that instrument. You can either select individual settings per instrument or check the box to use the core default. Make sure to uncheck the use core default check box if you are creating individual settings. Click to save your changes at the bottom of the page. This needs to be done for each instrument to ensure that all settings are to your preference.

### Using the Kiosk:

We will be going over two different scenarios, starting a reservation that was made in advance and starting a walk-up session.

**NOTE: The following steps are from the perspective of a user, NOT a core staff member.**

**Starting a reservation that was made in advance:**

If the user has scheduled a reservation in advance, they will see their reservation upon logging to the Kiosk Dashboard. They will need to select the green ‘Start’ button next to the reservation. Once they select Start, they will be redirected to a reservation details page. As their time continues to track, the user will select ‘Log out & Use Equipment’, which will log them out of the Kiosk.
Now that user has started their session and logged out, the login page of the Kiosk Dashboard will be available for a new user to log in and start their session. It is important to teach your users to always select 'Log out & Use Equipment' so that the next user can access the kiosk dashboard.
At any point, a user can log back in to view or end their session. If the user has completed work on the instrument, they will need to log in to end their session. To completely end the session, they will click on the blue ‘Finish’ button, prompting them to confirm they would like to finish the session.

Note: If the core has the setting to Allow multiple logons per reservation turned on, users will have the option to start and end a session multiple times.

If your core allows users to extend sessions, the user may also log in to increase the time of their reservation. To the right of the ‘Finish’ button, the user can click on the blue triangle button to see the option to ‘Extend’.
From the *My Reservations* page, users will see a small clock icon next to the reservations that have been started and ended. Hovering over the clock icon will display the scheduled time (the time which was reserved on the calendar) and the logged time (the time from when the user started and ended their session in the Kiosk).

Creating a walk-up session:

If no reservation was made in advance on the calendar, the user can create a walk-up session to begin using an available instrument on the spot.

After logging into the Kiosk, the user would select a category from the left-hand navigation panel. Instruments that are available will display a green checkmark. Instruments that are currently in-use will display a yellow checkmark. A blue checkmark indicates that the resource was originally booked but the user did not show up, making the instrument now available to other users.
After selecting the piece of equipment the user would like to use, the kiosk calendar will appear. To create a walk-up session, the user will select the green ‘Create Session’ button at the bottom.

The user will be prompted to provide an estimated amount of time they will be using the instrument. Remember, the user can always come back to the Kiosk and extend their session.

The user will click the second Create Session to save the duration.
The user will be directed to a reservation details screen, where they will be prompted to provide the details of their session, such as Equipment Use type and Payment Information. To begin the walk-up session, the user will click on the green ‘Start’ button.

After the user clicks ‘Start’, they will see the timer become active. As their time continues to track, the user will select ‘Log out & Use Equipment’, which will log them out of the Kiosk.

Users who create a walk-up session will also have the option to extend their sessions, if extended sessions are allowed by the core. Likewise, users that create a walk-up session will follow the same steps as a user that made an advance reservation, when ending their time.
Where these logged times will appear:

All the logged times from the Kiosk will appear under the Confirm Usage interface of core's Schedule Equipment tab. Please contact your implementation associate or view the help site for additional information on confirming usage.