

# EnvisionWare FAQ

**Q. Why did the library purchase EnvisionWare software?**

A. EnvisionWare provides equitable access to the public computers by enforcing a time limit for each user when the computers are in high demand and encourages patrons to be more conservative when printing at the library. It also helps the library recover printing costs.

**Q. How do I log on a computer?**

A. Type in your 14-digit library card number and password at the logon screen. If you do not have a library card, you may request a one-day, one-hour guest pass at a library information desk. If you have never created a password, you should have a temporary password, which is either the last four digits of your primary phone number, the last four digits of your secondary phone number (if you have one on file), or your last name. If one of these does not work as a password, you will need to ask for assistance at a help desk.

To change your temporary password, click "My Account" on the left hand side of the Library Home page, then click "Setting up Your Patron Account" at the upper-center of the page, and follow the instructions.

**Q. What if all of the computers are in use?**

A. At the Computer Sign-In Station (near the Information Desk):

- Click Next Available PC
- Enter library card number or guest pass number
- Enter PIN number
- Choose recessed screen or upright screen
- Accept reservation
- Take receipt

**Q. How does EnvisionWare manage time?**

A. For library card users, the system will extend computing sessions (after prompting the user) by 30 minute increments whenever computers are available. Patrons using library cards can log on and off as often as they please for a grand total of four hours per day. As reservations are made at the Computer Sign-In Station, there is a chance that the computer a patron is using will become reserved by another patron. The person using the computer will be allowed to use the remaining time on their timer, and then the computer must be relinquished to the patron who has the reservation.

Patrons using a library card are guaranteed an initial 1 hour and a total of 4 hours a day. Time management beyond the first hour controls how long a library card user can stay on a computer. When computers are full, the system determines which computer(s) are eligible to be reserved based on whose time is "up" first.

**Q. Will I receive a warning message before the end of my session?**

A. EnvisionWare has a small countdown timer that remains in view.

**Q. How does EnvisionWare manage printing?**

A. Library card users receive a free print quota of 3 pages per day. Once you have reached the free quota, each additional page will cost 10 cents, just like photocopying. Patrons using guest passes receive no free printing. **One thing to watch out for:** EnvisionWare will reflect the *entire* cost of the print job before subtracting the amount of the free printing.

**Q. Do I need my library card to print?**

A. EnvisionWare uses a print release station to allow users to access and pay for print jobs. You will be asked to enter your library card number and password at the print release station. If you used a guest pass to log on the computer, you will enter the guest pass number at the print release station. Once you have entered your library card number and password--or guest pass number--the print release station screen will display your print jobs. Select the job you wish to print and pay using the coin box. The print release station coin box accepts coins as well as \$1 and \$5 bills and will accept a maximum of \$5. If you are printing more than that, you will need to break your job(s) up into smaller amounts (less than \$5).

**Q. Can I lock a computer and come back?**

A. Yes. EnvisionWare allows you to lock a computer, but your time continues to count down. If your time runs out while the computer is locked, you will be logged off. If you leave a computer locked for more than 15 minutes, a staff member may end your session so that someone else can use the computer.

**Q. Do I need to be concerned about my privacy with EnvisionWare?**

A. No, EnvisionWare only keeps track of the time you have spent using the computer during one day. At the end of the day, all patron data is deleted. EnvisionWare provides general reports on computer usage, but the report data is not tied to individual patrons.

Updated June 03, 2013

