

**Leisure World Computer Center, Inc.
Monitor Polices & Procedures**



**Leisure World Computer Center, Inc.
Silver Spring, MD**

**Computer Learning Center
Clubhouse 2**

**Monitors and Volunteers
Guidelines
Polices & Procedures**

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Introduction

A very special Thank You needs to go out to all the volunteers who donate their time and energy to help keep the Center open. Without these individuals such as yourself the Center could not be open as it is completely run by volunteers. On behalf of the Residents of Leisure World we Thank You for helping!

Monitor and Volunteers List of Benefits

Below is a summary of benefits available to all active Leisure World Computer Center Monitors. To be an active monitor one MUST be on the monthly schedule and serve at least one 2 hour shift each calendar month. Active status will be determined by the number of Shifts scheduled for and served the previous calendar month.

- ➔ Active Leisure World Computer Center Monitors may enter and use the Computer Learning Center anytime between the hours of 8:30 AM and 8:30 PM 7 days a week. They must get the key from the E&R office located in Clubhouse II and they are required to leave the door to the Computer Learning Center open at all times when they are in the room.
- ➔ Leisure World Computer Center Monitors may take Technical Training Classes that would be a "For-Fee" offered by the Leisure World Computer Center regardless of the cost as long as they are active monitors.
 - ✓ One 2 hour session a month monitor receives one free class (not a course) a quarter.
 - ✓ Two 2 hour sessions a month monitor receives two free classes or one free course a quarter.
 - ✓ Four or more 2 hour sessions a month a monitor receives unlimited training.
 - ✓ Anyone recruiting a new monitor gets two free classes or one free course.
- ➔ All active Monitors will be invited to a semi annual Monitors meeting given by the Board of Directors. At the meeting useful information including tips and techniques about the computer center as well as snacks and door prizes will be offered.
- ➔ From time to time special awards will be given to active volunteers who show efforts beyond what is asked for.
- ➔ Active Monitors will be offered unlimited free technical support for any computer-related problem they have on computers they personally own. (Subject to availability and expertise from available volunteers)

Computer Learning Center Contact Information

The centers core hours of operation are 8:30 AM – 8:30 PM seven days a weeks except certain holidays. The exact monthly Calendar and Monitors List can be found on the Entrance door to the Center, in the Center's Website and the Centers bulletin board.

Leisure World Computer Center, Inc. Monitor Policies & Procedures

For more information Contact: **Bob Hughes 301-340-0922**

Email: **hugh700es@gmail.com**

Learning Center Website: **www.computerctr.org**

Mac User Website: **www.computerctr.org/mac**

Phone: **Clubhouse II E&R Office# 301-598-1320 Ask for Computer Center or speak with the E&R staff on duty.**

Application Form

Before you can become an active Monitor or Volunteer you must complete and sign our Monitor and Volunteer Application Form. Please see an active Monitor or a Board Member to receive an application.

What to do in an Emergency

Depending upon the emergency, monitors should contact the E&R desk office. If it is a medical alert, dial 911 on the telephone, render assistance if possible and contact the E&R Office as soon as time permits.

General Information

- The core hours of the Computer Learning Center are from 8:30 AM to 8:30 PM.
- All monitors are asked to serve at least one (1) two hour shift per calendar month.
- Unscheduled trained or skilled monitors may use the room anytime during core hours as long as the door remains open for others to use.
- NO ONE, will be permitted in the Computer Center after 8:30 PM, and before 8:30 AM.
- Residents must log-on with their username and password. Never share your username and password. (Need three security questions for forgotten ID's/passwords. Automate self-resets for forgotten ID's/Password resets).
- Food, or drinks are not allowed in the computer center or anywhere near a computer.
- Respect the equipment. Do not remove or disconnect parts, cables, or labels. Computer users should not unplug and switch mouse for left handed Users. Simply have user move the mouse to the left side of the keyboard and replace on right side when done.
- Monitors should report any non-functioning technology equipment on the Trouble log provided that the monitors table in the front of the room.
- Users should only send the print command to the printer once. If information is not printing, there is a reason. Ask the monitor for assistance.
- Everyone must adhere to federal copyright laws and other laws such as gambling, accessing or sending pornography. (Electronic briefing for users to sign/agree when registering for logon and password)
- Do not personalize the computer settings. (This includes desktop, browsers, screen saver, etc.)
- Do not run programs that continue to execute after you log off.
- Do not download or install any programs, games, or music on any of the computers, however you may download them to your personal Flash (USB) drive or DVD. Anything put on any of the Computer centers computers will be deleted each night. Flash drives are available for purchase in the computer center.

Leisure World Computer Center, Inc. Monitor Polices & Procedures

Note: In order to keep the computer center open as much as possible, the Computer Learning Center will utilize three categories of monitors.

- **Untrained monitor**—can only sign for the key during their scheduled duty. No password.
- **Trained monitor**—upon completion of training, they can sign for the key any time Clubhouse II is open. No admin password.
- **Skilled monitor**—sign for key any time Clubhouse II is open and maintains admin password.
- Training program and requirements to be developed.

Using Yourvolunteers.com to schedule your time

- To log in go to <https://yourvolunteers.com/vol>

Volunteer Login Screen

This service uses cookies for the user experience and for purposes of analytics. In addition, advertisers may set their own cookies. For more information, please see our [Privacy Policy](#).

This login page assumes that you are already registered as a volunteer for an organization. If you need to register, then contact your volunteer manager for the correct URL.

Username (to be logged into the system by the administrator)

Password

To the Best of My Knowledge, I Am a Human Being (Check the box)

[Forgot Login Information](#) You will be emailed a temporary password. Go back to the login page and enter that password. Later you can choose your own. Set terms of proficiency in Windows and Mac. Accept the terms of use.

Next Screen:

Select a Volunteer Focus

Click on the second box starting with "Leisure World computer Center". Then click on "Schedule Wizard". Next screen click on "Start The Wizard". Click on "Next Step". A calendar will appear. Select the desired month. Then click on the desired date you wish to volunteer. A pop up menu will appear showing the available time slots. Select one or more of the desired slots, then click "update". Your slots will appear in green, Repeat for other days. When finished, scroll up to the box that reads "Next Step" and click on it. On the next page, click on the first box entitled "Start Date". A calendar will appear. Select the appropriate month and date and re-click on Start Date. Do the same for "End Date". The click on "Find Shifts" and scroll down. Any available shifts will say "Yes" on the right side. Click on "add" on the left side and "assigned" will appear in green. Repeat for all available shifts. You're done. Those shifts are now assigned to you and transmitted to the administrator. If you wish to cancel a shift, go back to the calendar screen, click on the day and uncheck the box you selected before and then update again. You will be

Leisure World Computer Center, Inc. Monitor Policies & Procedures

removed from that shift. Make a note of your shifts on your own calendar or phone.

[Leisure World Computer Center](#) **Volunteer Schedules for** [Computer Learning Center](#)

Training Classes

All monitor must complete a training class, please contact John Lodsin for the schedule.

Operating/Monitor Procedures

- Monitors are responsible for making sure that everyone signs in and pays for their printed copies.
- Whenever someone is in the room, the main door **MUST** remain open for safety reasons.
- Monitors are asked to help any resident that needs help. Any problems that arise that monitors can't handle shall be logged in on the Monitors Report sheet located on the desk near the instructor's computer up front. Monitors should report any non-functioning technology equipment on the Trouble log provided that the monitors table in the front of the room. Examples would be "Printer not working for computer #8, no internet on Mac #3", etc.
- If someone gets to an inappropriate Internet site, turn off your monitor immediately and let the monitor know or close the website you went to.
- Log-off, but do not shut down — leave the computer ready for the person to use. Pick-up materials and push in the chair.
- Sign in at the Sign in Table, indicating your Name - Date - Time - and Mutual Number. Monitors should write "monitor" in the Mutual space.
- Make sure there is enough paper in the printer.
- When users come in, make a brief announcements every so often to remind all users of the following:
 - **Pay for Printer COPIES!! 5 cents for black and white, 15 cents for color.**
 - Remind users to use one Computer at a time
 - REMOVE THE CHECK MARK that keeps them signed in to their email - before ENTERING THE EMAIL ADDRESS & PASSWORD
 - Properly Sign out of their email (give assistance when requested).
 - Remind them to Save their data onto a Flash Drive (theses are available for purchase). And let users know All Saved Data Will Be Deleted.
 - If there are Computer System or Printer Problems – make a notation of which system & note the problem for the Operation Team to resolve.
 - If there is No Internet access on any Windows or MAC Computer ask the Monitor to contact a LWCC Board Member Immediately. A list of updated information list of Board Member as well as Monitors are located on the Bulletin Board in the Computer Learning Center. Also a Calendar schedule for each Month
 - Reminder - Do Not Turn the Computers off
 - Make an announcement 10 minutes before closing time, to remind users when you are shutting down the CLC. (Some people do forget)
 - If another Monitor or Board Member has taken over and confirmed that they are keeping the Lab open a bit longer, Inform the E&R Office of who that person is. (Again this removes you from responsibility)

Leisure World Computer Center, Inc. Monitor Polices & Procedures

- Users must close all open applications, and log out before leaving the computer room.
- Monitors, should, when using the computer room return the room key after opening the computer room. The Door to computer lab must be locked when not in use.

Computer Learning Center Daily Operations & Rules

Opening Instructions

To open the Computer Learning Center, go to the Office in Clubhouse 2, at your assigned time and ask for the key to the Computer Center. Your name will be on the Monitor's list as well as the Schedule for that month. They will give you the key. Please prop open door but leave it locked and return the key. Sign the Sign In Sheet on the table next to the front door and write Monitor or Helper next to your name. **Whenever someone is in the Center the Door MUST be left open.**

- Go to the Office in Clubhouse 2, at your assigned date & time, and ask for the key to the Computer Center.
- Your name will be on the Monitor's List as well as the Monthly Schedule. The Person at the desk will look for your name on the list and give you the key.
- **YOU WILL NEED TO SIGN FOR THE KEY AND RETURN IT IMMEDIATELY.**
- When you open the door prop it open using the door stopper – and immediately return the key.

Powering on the Computers

New Visitors may ask how to turn the Computer on.

Some Visitors turn off the Monitor. If the Monitor has no light on the front, you may have to Press the Power Button on the right bottom side of the Monitor.

The Mac's in the last row have a Power Button on the Rear, Left side. Press and release this button to turn the Mac on. To turn it off, Click the Apple at the Top, Left of the screen (Desktop) and Click Shut Down, Shut Down.

MAC Computer Inquiries /Q & A

- New Visitors may inquire how to turn MAC Computers on
- MAC's have the power button located on the rear of the screen, on lower left side. Press and release this button and the Mac will start up.
- Select the option you wish to use. For the Internet select "Safari" then select "Start using now" at bottom of the page.
- All Data Will Be Deleted when the Mac is turn off properly.
- To turn off the MAC Computer off – Click the red apple button on the top left of screen & Click logoff – then select shutdown.

Printer Operation

Leisure World Computer Center, Inc. Monitor Polices & Procedures

If the printers run out of paper and there is none up front, get the key to the back room from the office. There is paper on the shelf or in the box on the floor in the back room. Please use what you need for the printer and leave the rest near the printers in case they run out again. Close the door to the back room when you are finished.

Copy

Print

Scan

Internet Issues

If there is no Internet on any PC or Mac, ask for the Computer Center Back Room Key from the Office. Open the door with the key. Just inside the door, on the counter, near the Comcast Modem (You will see the lights on the front), you will see a Power Switch and cable. Use the rocker switch to turn off the power. The lights should go out on the Modem and Router. Wait 2 minutes and turn the switch back on. Wait until the green lights are all on, on both the Comcast Modem and the Router on the wall above the Modem. It takes about 5 minutes for this to happen. After the lights are all on, check one of the computers to make sure it can get on the Internet. I bring up Google and then search for something, such as car. If you get results, all should be OK. If not, please call a Board Member. There is a list on the Bulletin Board on the side wall, with Names and Numbers.

Closing Instructions

- When your assignment is finished, please turn off the lights before leaving and be sure the doors are locked.

About ten minutes before closing, announce that the Center will be closing in 10 minutes. Some visitors forget the time and need to be reminded. To close, turn off the lights, shut the door and be sure it is locked. Do not shut down any of the computers as they will go into a sleep mode 30 minutes after their last use. We update each of the computers in the middle of the night and the update will wake them up.

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- Place chairs up under the desk
- Turn off lights
- Make sure the DOOR IS LOCKED.
- Inform the Office that the Lab is now Closed. (This removes you from Responsibility).
- Windows Computer Inquiries /Q & A
- A small white dot on the CPU tower that is the Power Switch (Push it once to Turn Computer On)
- When login screen appears - Have the users to select the "Client" logon
- Remind users to leave the Monitor On.
- If the Monitor Screen is not on – Press the little button on the right bottom side of the Monitor.