

NATADS Training for DLDCS Part Two Transcript

>> VANCE DHOOGE: All right. So yeah, yesterday we talked about the internal tool for NATADS, the Day to Day system, tracking your device loans, reutilizations, clients, and inventory on a day to day basis is kind of what that was developed for. And also so that you're getting the necessary data so that California can submit their annual progress report at the end of the year to D.C., and you know, that's kind of what helps get us our funding every year! So, the more accurate data that we can have going to those reports, the more meaningful data, you know, the better it is for our programs. So, we talked about the Day to Day system, and you know, kind of you actually manually entering device loans, reuse, activities as they come in, as people call in, or eventually come in to your organization and request that equipment. So, today we're gonna talk a little bit about the public side of this application. This is where your clients or consumers can actually come. It'll be linked off of your website, and then they come in here, view the devices that you have available for either the short-term device loan or long-term reutilization, and get those devices in their hands. So, the first thing that I've known them to do is they can come in there any time, and they can view devices across the state, they don't have to have an account to do that. Any time, they can just come in here, and select a location they wanna look at. And then they can search for all sorts of different items. So you know, when they do this, you know, search parameters, if I put in here iPad, it'll bring up anything that is iPad or iPad related. This keys off of not only the name of the device, but also anything in the description, or anything in the subcategory, or anything like that as well. And of course, they should narrow down by device category, so if they're looking for specifically something that's speech communication on an iPad, they can narrow it down by that. They can see that there's an iPad that's for speech communication, and if I click on that, I can see, okay, whoever put this in did it right, they actually have all the apps on there that are available, so that your consumers can see that and make a decision on whether or not that's the one they want, and they can request that, once they create an account. Now, I do wanna talk a little bit about how your Device Loan devices are entered into the system. You'll notice that it doesn't list, for Device Loan it doesn't list every single device in your inventory. So, if you had, you know, 20 iPad, Apple iPad 2s in your inventory that were for speech communication, it only lists it once here, but if I click on that, then it shows me the number currently available in the system for loans. So, it really keys off that name and the type of device, the device category, to group those together. Because when consumers are requesting an item, they're not requesting a specific item, it'll be up to you to make a decision on which specific device in your inventory goes out to fulfill that request, if that makes sense.

>> PAUL MORTOLA: This is Paul Mortola CCATC,

>> VANCE DHOOGE: Yes!

>> PAUL MORTOLA: So, if the iPads are identical, and all the apps are all exactly the same, it's gonna show up as one iPad, they click on it, then they'll see the number of iPads available. What if it's an iPad 2, we have iPads, you know, older or newer with different things on them.

>> VANCE DHOOGE: Yep!

>> PAUL MORTOLA: Are they gonna show all of the different iPad 2s?

>> VANCE DHOOGE: Yeah, yeah! So right, you can see that there's several different iPad 2, it lists them based on what they put on that inventory name. So, what I'm saying is, as you're entering your inventory in the Day to Day system, and you put in that inventory name, it keys off that name, and the category. So, devices that have the same name and the same category are gonna be grouped together on that screen that we see here. So, you can see there's two Apple iPad 2s that have the identical name, but because they are listed as different device categories they show up twice. If you had an iPad 3, it would show up separately, so on, and so forth. So, it really keys on that device name, and the device category itself. And looks like there's two of those as well. It's really important when you're putting your inventory in that you understand that concept. And what makes it really nice is if, you know, I get another item that's the exact same and then I can go ahead and pull that up and copy it and make another copy of that item to add more to my inventory. So, I'm gonna go ahead. So, that's Device Loan, enough Device Loan Search. And the reutilization search works similar. The difference between that and the reuse search is the reuse search for items actually pulls up all items. So, it's not keyed on the device name, because that's actually specific equipment that's goin' out for reutilization. Now, the only caveat to that is if you do have inventory in your main inventory that you designate as available for open-ended loan, it will group that inventory just like it does with Device Loan, and you can see that here. So, that's the differences in how inventory is listed on the public site. So, I'm gonna go ahead and login. I have two logins created, I have a login for a test user that has already got a device from the program. And then I have a login that I just created, it's brand new, it's never done any kind of interaction, and we'll take a look at both scenarios and how that works. If I can remember my username and password. So, this user that I'm logging into the public system with has already had a device loan, they log in, they can see all of their requests. They can see the date that they requested, the date it was sealed. They can see their device on history. So, they can pull that up and look at it and see, okay, specifically what was on that loan, and all of that information. So, they have access to see that, they can pull up their request history and see what they've requested in the past. And they have the ability to do that. Once they create an account and that item has been fulfilled. Same for reutilization, if they had any items that they had requested, those requests will show up here. On the history, would show up here. So, it retains the history for the client to be able to go in and see all of their history, just like you can from the Day to Day side. So, I'm gonna do two things with this client, first I'm gonna request something for loan. And I'm just gonna go ahead and request one of these iPads. Let's request an iPad for loan. And I'm gonna add that to my cart. Once that's been added to my cart, I can go to my cart, and then I can submit the device loan request. Should ask me a couple questions here, you know, what is the purpose of this loan? Am I in decision making? Of course, this is all stuff that you can, you know, when you call a consumer, or follow up with a consumer, you can adjust based on, but hopefully they'll at least be able to make a decision. You know, I need this to help me make a decision, I need one of these. I need it for employment. I am individual with disability, this is what I requested. And then they can enter any notes to you so that you can see that. And then they would click on the I agree to the terms of this device loan, which Kathrine and Megan will be working on setting that up in admin so that all these other terms are in there. And they say Submit Request. Once they have it submitted, it takes them back. It shows them, okay, I got a new device loan request in the system, it hasn't been filled. I'm gonna go ahead and request something for me to reuse as well. So, you remember yesterday we added that 7 Level Communicator is available for open ended loan. So, I'm gonna go ahead since that's the only thing I have available here from this one region that I'm working with. I'm gonna go ahead and select that. I'm gonna request that item. Say it's for employment. This is my name, phone number. Now, one of the things that, you know, I can say here is you can actually, I'm sorry, yeah they can actually update their information here, and if they needed to make any changes to their information, they can do that here, and you'll get those notes on the other end. So, I'm gonna enter some notes here. And again, terms and conditions have not been filled out, admin, so that checkbox have anything associated with it, that's what it is. I'm gonna submit that request. And it tells me, okay. And now I can see that I have both a reuse request and a device loan request. So, what does that look like on the Day to Day side? So, I'm logged in, and first off in admin, for each region you'll have somebody, right now it's one person that you can designate per region that will get those notifications through email that somebody requested an item for device loan, or somebody request an item for reutilization. It can be different people for device loan or reutilization. I am gonna be updating it in the future so it can be two or three. And it is all for each area of notifications as we go forward. But you can always come in here, anybody has access to device loan. They can come to device loan, they can view the request queue, and they can see, okay well, this test client had requested an Apple iPad Air. They requested one item, there's two available, and there's only one item on this request. Of course, if there's multiple items on the request that have been fulfilled, they would show up next to each other simultaneously. And you can see that they're the same request from the ID. So, I can click on that. I can see all the information. I can see that they selected Assist in decision making. There's for Employment. Their information. And they requested an Apple iPad Air 2, and they need it 'cause they're working from home. So, I know because I have two available in inventory, I should be able to fulfill this request. So, if I say, there's a couple things here. I followed up with the individual and it was a bogus request or something like that. Or they're just tryin' to game the system like we were talking about yesterday. You can just remove the request. You don't have to fulfill it, remove it, it will remove from the queue and you don't have to see it again. Or I can fulfill this request. So, if I fulfill it, if the client's already in my system, it takes me right to the device loan entry. And then it will automatically update the purpose of the loan, the loan duration. The client's already added to the loan. The Device Loan Request Information is here, so the date that they requested it, the notes that they entered when they requested it. And then the inventory that is requested. So, I know in inventory an Apple iPad Air 2 is requested, so now I can go, click Add Inventory. It automatically sets the search parameters for Apple iPad2. And I can select the one that I'm gonna add to this request. So, this is the actual specific item that's going out. And then I can set this to Non Respondent. And enter an anecdotal story here, or start one. And then Save that. So, that creates our device loan, then I can print the packing slips, send their item out. And I don't know if you guys are doing shipping or no with all that's going on, but you can send the item out however you guys send that item out and fulfill that request. And what that does on the user side is it notifies them that, "Oh, they filled my request." It also sends them an email saying, "Hey, we fulfilled your request "on this date, and you should be receiving your item soon." So, it sends them an email both ways, when they create the request and when it's filled. So, now let's see what happened to the reuse request that we received. So, we'll find that in Reutilization, Reuse Inquiries. And I can see I have a request for my 7 Level Communicator for an open ended loan from Test client. So, I can select that. I have a couple of additional options up top here. First off, I have a Mark Fulfilled & Remove, which would just kinda like we talked about in device loan, and you can just remove it from the request. Place On Hold, which would actually place the request on hold, and place the item that was requested on hold if it was for a specific item, so that you can follow up with the individual or get more information. It takes it off of the website and it marks it as pending, and then of course you can, once you follow up with the individual, then you can fulfill the request. So, I'm gonna go ahead and fulfill this request. Just like before it automatically creates a reutilization entry for Test Client. For a 7 Level Communicator, which then I can go and choose the specific device that is going out for this open ended loan, and save that information. Once it's saved, if I go to my User Home, I can see now that that's been fulfilled. This is my reuse information, and I can see the information on the public side. So, that is the scenario when it's an established client, it's a client that you've worked with before, because it's in your client database already, and that's kinda how it works. Now, let's say that the individual just came and they created their account, and they hadn't committed any requests yet. So, I'll go to my test user two, and again, this person just came and created their account, so they're ready to submit a request for a DynaVox. So, they're gonna go ahead and select that, add that to their cart just like before. And they can submit their request. Say they need it for Education. And agree to the terms and submit the request. So, just like from the consumer side, everything is the same, they just go in and commit their request, and then it shows up as a request has been made. Now, on the NATADS side it will show up just the same as the other one did. So, I can go to my queue, and I can find that. I can click on that. Now, the different part here is because this client is not in my database, they just created an account on the public site, there's not a related client in my database, so when I say fulfill this request it's gonna tell me hey, the requester account is a temporary account, it's not linked to a corresponding client in the database. A list of possible replies is then provided below. So, it'll go search your client database, see if there's a match in there somewhere from someone that you've worked with before, and then you can actually select that client and it'll allow you to merge the necessary information, if their address is the same, you can check the address and everything, and make sure everything is the same as what they submitted from what's in your database. And then it merges those two, that public profile with the internal client. If they're not, if it doesn't find a match, then you just say Add Client. It brings up the temporary client information. Everything that they filled out when they created their account, all the contact information. I save that, which then saves it to my internal database. And now that client is linked with, that account is linked with the client in my database. So, I can go ahead and fulfill the loan. Doesn't look like it's available. So, if the item was available, I could actually go ahead and fulfill that loan. It doesn't look like it's available. Is there anything in there? Go ahead and pull that up. I think it's a different device, but again you can make those decisions. If you talk to the individual and find another item in your inventory that'll work, then you can make those changes as necessary. Chose Non Respondent. And save that information. And the same would be true for a reutilization, and if they requested something from reuse it's the same process, so if it's not linked to a client that's already in your database then you have the option to bring that client in and merge those, the client record with the online profile. And then going forward it'll be just like the first test client that we did, where it's already linked and it just pulls our client information straight out. And when that's done then you have history with the client, so I can pull up either one of my clients now. So, I've got Test Client and Test Client 2, they're both in my database, I can pull up either one of these and see all the loans, all the reuse, any of the information there. Same with my Test Client 2. They're in my database, I have all their information, I could pull up that loan and see all that information. So, once they're in your database then you have the ability to, once they make a request and you pull 'em into the database, then you can seen their history. Now, on the public side of this is the actual account information. So, username, passwords, all that information. There's a login for the public side that Megan and Kathrine have that they can go in and reset passwords and things like that. We can work with Megan and Kathrine, if there's anybody else that needs that access we can give them access. I do have plans to bring that functionality within the Day to Day system for certain individuals, I'm just trying to make sure that it's secure enough that I can do that in a secure manner where individuals that shouldn't have access to usernames and passwords don't have access to it. Once I have that done and it's secured and tested, we'll release that, and we'll walk through the process. On the flip side of that there's also, we talked a little bit yesterday about when a client client requests something from another organization. So, if I come in here, I'm Client A, and I'm associated with UCP, but I wanna see FREED has available. You know, this might be something where I'm, you know, I wanna see if they have any iPads available. Or they called in, and you told them that this other organization had one available, they can go in, pull up their inventory and say they have an Apple iPad Air 2, it's got these apps, I can make a request for that item and it tells them where it's located, and they can make a request for an item from a different partner organization. When they do that it goes directly to, and we had some problems with this in the beginning, we had it to where it wasn't going to the correct partner region, and I apologize for that, we worked through some bugs there are the beginning, but now, and especially with the ability to have the client share, you know, even just a individual client share with multiple partner organizations. When they submit a request for an item from a different organization, it automatically shares the client information with that region, and then submits that to the correct organization. So, that organization can decide that want to sell that, or followup that client and then, you know, --

>> MEGAN COWDELL: Vance, this is Megan. Your audio's cutting out quite a bit.

>> VANCE DHOOGE: Sorry about that --

>> MEGAN COWDELL: That's okay!

>> VANCE DHOOGE: Let me see if I can turn this a little closer, is that better?

>> MEGAN COWDELL: That is better. If you don't mind repeating the last two sentences.

>> VANCE DHOOGE: So yeah like I said, when I client makes a request for an item from another partner organization, they send in that organization has full access to that client information, what was requested, and they can follow up with that client and see if it's something they can fulfill for them or not, or whatever the case may be.

>> MEGAN COWDELL: Thank you, the audio's a lot better.

>> VANCE DHOOGE: Good! I'm also starting to lose my voice a little bit 'cause it's been a long week, and so I'm trying to work through some of that! Is there any questions on that? That's kind of the functionality of the public side right now as it sits, and then --

>> JOE ESCALANTE: Sure Vance, I have a question.

>> VANCE DHOOGE: Yep!

>> JOE ESCALANTE: You're talking about how the client can get a notification that the loan was processed. What about us getting a notification, an email notification, that the loan was requested. Right now all the items that are being requested are sitting in that area that we have to go click on, but can we get notified via email?

>> VANCE DHOOGE: Yeah! Yeah, and that's what I was saying. So, for each one of your organizations or regions in here, you can setup the individual. Right now it's only one individual per area, device loan or reutilization, that gets those notifications. I do have an update that'll be coming out within 30, 60 days that will actually allow more than one person to get those notifications. But right now, for each region you'll want to get with Megan or Kathrine, and they can go into admin and setup the person that you wanted to receive those notifications at this time. And if it's multiple people that are supposed to get it, you know, maybe setup and info-at or something like that, or kind of a joint email account that everybody can access to get that information.

>> MEGAN COWDELL: This is Megan, and Kathrine and I have connected with each of you to get the DLDC roles of the staff at your center, so we will be filling that in based on what you gave us. So, the primary DLDC staff will be the ones receiving those emails. Or you can create a group email like Vance just suggested so that multiple people can receive it. Ashley, I can see your hand's up, so go ahead please.

>> ASHLEY: Can consumers from other regions request reuse items if they're in inventory from other regions?

>> VANCE DHOOGE: Yes, just like with device loan, the individual has the option to, so if I come in here and I've requested items from IUCP, sent over before, I can still go into reuse and change that region and say, you know, I wanna see what FREED has or any other organization has, and then of course make requests for those items. And just like device loan it'll go the other organization and then share that client's information so that they have access to that. So, you can do that both with device loan and reutilization items.

>> ASHLEY: Thank you, that was helpful.

>> MEGAN COWDELL: This is Megan again, Vance thank you so much. It really was helpful for me to see the interaction between the consumer site and our admin site. Does anyone else have any questions? You can type them into the chat box or raise your hand like Ashley did using star nine or Alt + Y.

>> VANCE DHOOGE: And if questions come up as you're using this, or after this if they're lookin' at stuff, feel free to get those two Megan and Kathrine, they can forward those to me, or whatever the case may be, however you wanna handle that and we can answer those as they come in.

>> MEGAN COWDELL: Paul, go ahead, I see your hand's up.

>> PAUL MORTOLA: Hi, this is Paul, CCATC. So, Vance, we're not getting anyone creating new accounts and what you showed makes sense to me. I didn't know that we needed to take, I don't know that I've ever heard that before, that we needed to take someone's new account and put it into our database, that we have to actually take a step to do that, you know? I think we're all just used to the older format, where somebody creating an account, it's an account that they can see and an account that we can see, and you know, it was already an established account, so that's a little different. But what is it, and maybe if it's just the drinking water in San Luis Obispo or the Central Coast, but I'm just not getting, you know, I have a lot of complaints, people can't figure out how to create their own account, so they just call. Which is fine, I mean I can talk to 'em, but they're just frustrated that they can't create an account, so are you gonna show us how to, I know there were several steps before, 'cause I worked with a couple folks to do that, and it was difficult! But maybe we just need another lesson on it.

>> VANCE DHOOGE: Sure! So, the register, and I'll start from the homepage, so if I'm linked, you know if I came directly here from California's website and I don't have an account, then I can register for an account. I can select my preferred location, or I can just leave that as Main for right now. So, if I know I'm gonna request from a specific organization or a specific partner, I can select that. Or I can just leave it as main, and then I can select from multiple areas, and then that information is shared. First name and the last name is the only thing that's required, but it does ask for middle company position. User classification is required, am I an individual with disability, a family member, a representative adjacent, so on and so forth. And I'll go ahead and fill this out as I go. And then my address information. So, an address is required, so I'll just put five... And then also, you know, my state information. And the nice thing about this little thing here is, it can be tricky, and I understand that, and I'm looking at maybe doing it a different way, but the nice thing about this is the build's based on what is entered into each one of these. So, if I just wanna start with my ZIP, and enter my ZIP, and select that, then it limits what the cities are, and of course what the county is. So, it gives me quick access to do that based on just the ZIP code or whatever the case may be. If I make a mistake I can always clear that, and it just clears those selections so that I can start over again. If I wanna start with the county, then I can select the county, which limits it to only cities within that county, and then of course ZIP codes for that city, so you can see how that builds on one-another. Of course you can type in there too, and it'll shorten that list. So, if I had just started typing in Del, you know, it would obviously give me the selections for what I typed in there. And then my email address. My phone number. And then a username and a password. So, username they try and it's got some stuff in there because my auto-fill is poppin' off there, which it shouldn't, but it does recommend that you use your email as your username. It's not required. And one of the biggest issues that we had here, and I wasn't aware of it being as much of a problem as what it was, is the username is case-sensitive. So, if you type in or copy and paste your username and it's got capitalized letters in it, a lot of people capitalize letters in their email addresses, and then they copy or paste that information in there. It was putting it in there that way, and then when they to go to type it in, you don't think that username is case-sensitive, but it was. And that's part of the security module that we use, it's not a setting that I can go in and change, but what I did was go in here and make it so no matter what they type in for the username, it lowercases it. It's gonna make it lowercase so that when go in in the future and they just type in the username, it's all lower case. And then the password, and I did indicate the password structure there, which is just eight characters with at least one upper case letter and a number. So, as long as it has at least eight characters and one uppercase letter and a number in there, it'll work for this system. And I'm just gonna copy this so I don't have to retype it. It creates my account, it doesn't automatically log me in, and again, that's one of those things with the security module that we use. It is... or it'll tell me that my username's already in use, 'cause I've probably done this a time or two, so I'll do Test 2.

>> MEGAN COWDELL: And this is Megan, Vance. While you're typing, I know the old AT program site used to have email verification, this one does not, correct?

>> VANCE DHOOGE: Right, it does not. Basically it tells you, gives you a confirmation that your account has been created. Internet seems to be a little slow. It gives me a confirmation, you successfully registered, and then you login to continue. And once you login there's a EULA that you have to agree to, you accept it, it's the only time you ever have to accept it. And then you have access to the system. So, that's the process, and we understand that there was some hiccups with that in the beginning, and we were working through those. I wasn't aware that the username capitalization was such a big, such a hassle for some people, and I really wasn't aware that it was an issue until I started looking into the documentation of the security module, and I was like, "Oh, that's case-sensitive!" Hopefully that will help clear up any of the issues that you were having, again, I do plan on working on those, those address dropdowns, I know they can be confusing for some people with the dropdowns, and maybe just make them straight dropdowns or something like that. Makes it a little easier.

>> MEGAN COWDELL: Awesome, this is Megan again. Vance, are you okay if we go for more questions?

>> VANCE DHOOGE: Sure!

>> MEGAN COWDELL: Awesome, okay. So, we have Paul with your hand up, so let's go to you first, and then we'll go to Ashley.

>> PAUL MORTOLA: All right, it's Paul again. So, if I've already created an account, let's say I have an individual and I created an account made alone for them, had put their email in it because I knew it, and then at some point in the future, they go on and try to create an account, what will happen?

>> VANCE DHOOGE: They'll get that little notification just like I did that says this username's already in the system, and then they have the ability to just do the Forgot Password, type in their email address.

>> PAUL MORTOLA: So, hold it, but I didn't create, when I did their account I didn't create a password for them right?

>> VANCE DHOOGE: Well okay, and that's where you're getting confused with. So, this system is a completely different system, and that's why we have to tie the user account with the actual client. So, if you're just creating a client in your database, it's not creating them a user account, it just creates the client in your database. So, they can still come here, they can create an account, they can request an item, and before how it showed you, you know when they request and you fulfill a request, it'll actually search your database to see if there's a match already there. And then you just select that client that's already in your database that you created, and it merges the client's account with the profile, the online profile. And then from there on forward, it's merged.

>> PAUL MORTOLA: So, there won't be a conflict of if an email's already been used when I created? Because I think --

>> VANCE DHOOGE: No, if you just create a client in a Day to Day system, there's no conflict. Now, if you were to come to this part, the actual Day to Day system, and go here and say register a new user, then you're gonna create a conflict. If you register a new user from the public side. But if you're just in the Day to Day system and you create a client... So, let's do this just so we can kinda see how this works. I'm gonna create a new person in here. So, let's say, I'm gonna do a company name. Tryin' to remember what I put as my address out there. Can't remember what city it was.

>> KATHRINE CROWLEY: You have Los Angeles for the city and the county.

>> VANCE DHOOGE: I think I changed it though to Del Mar. All right, so I'm not gonna put any contact information, I'm just gonna create the account. This isn't creating an account, it's just creating the client in your database. I'm gonna make that distinction. So, this is just client in the Day to Day inventory, or Day to Day system. So, on the other side, so I'm gonna go ahead and login with that user that I just that I just created. And I'm gonna go to Device Loan. And I'm gonna select UCP, and I'm gonna request AdMouse. And that's my cart. So, I'm gonna do a request. And so again, completely separate right now, they've created an account, or they've created an account on the public side, they've requested an item. There's already an account in the system that has the same name, so I'll show you what that looks like. For device loan, and go into my queue, I can see that a request was made for that AdMouse from Vance Dhooge. I fulfill that request, and is says hey, you know, it's not linked right now. So, this is not linked to a corresponding client in the database, but I do have one, I do have a Vance Dhooge in my database, I select that one. It tells me if anything is different. So, basically this is what I had in my system, this is what they selected. And then I can make any changes as necessary. So, maybe they put in a different city or something like that, so you can see the differences there. And then you can make adjustments to your database based on what they answered. And then Save that, and it merges those two together. And now it'll be linked. So, now your client in your database is linked with the online account, and you can fulfill that loan request for that individual. I know it seems a little cumbersome. There's a lot of reasonings why we did this for security purposes. The biggest one, kinda keepin' those separate until there's some user interaction that links those two databases together, 'cause they are two separate databases for security purposes.

>> MEGAN COWDELL: Vance, this is Megan. Thank you so much, I hope that answered you question Paul. Are you okay to take another question here?

>> VANCE DHOOGE: Yeah!

>> MEGAN COWDELL: Okay Ashley, go ahead.

>> ASHLEY: So, you answered part of my first question with that, and my second question I guess is, in general, is it a good idea to encourage consumers to create an account, even if there has been a transaction completed just so we can merge that and they can have their history and make requests in the future? You know, so that they're familiar with the public side?

>> VANCE DHOOGE: Yeah, I mean if you wanted to encourage people that are, you know, some of your good clients, or repeated clients, that would be a good idea, have them create an account, get used to the system, look at the system. Maybe make a request just as a test so they're familiar with doing it. And then you can see that, and we'll link those together. Thank you, V.

>> MEGAN COWDELL: Thank you, and this is Megan. We've got about ten minutes left here today. If anyone else has questions, please raise your hand, it's Alt + Y, or star nine, or you can send it in the chat box as well. Let's see. There's actually one in the chat here from Kril Hayworthy, said, "I have a question from yesterday's meeting. "How could I come up with an overdue load report "that displays the consumers name, contact info, "device and due date."

>> VANCE DHOOGE: Sure, and that is going to be in, we'll start from the beginning. You go Device Loan. View Loan Inventory Report. And check the box that says Past Due Only. And that will give you a list of all of your, and if you wanted to do all of them, you can do all of them. Gives you a list of all of the individuals. Or all of the inventory that is past due. The loan date, the inventory, and all that information.

>> MEGAN COWDELL: Awesome, thank you. I hope that answered your question Eris. And Will has his hand up, so go ahead Will.

>> WILL NOBLE: On the screen, instead of saying that the item's already checked out, it says it not in inventory. Is there a way to show that it's checked out instead of not in inventory?

>> VANCE DHOOGE: Yeah.

>> WILL NOBLE: That way it shows that yes, it is in your inventory, it's just not available.

>> VANCE DHOOGE: So, you're talking about when you're creating a device loan, and you go to search for something. The way it is right now this search only pulls up things that are available, that are not checked out. It doesn't show anything that is checked out. I mean, it is possible, if that functionality is important to you, we can add that as a request for a future update.

>> WILL NOBLE: Okay, 'cause it just makes it easier to see. Okay yeah I have, for example, iPads. I have six iPads, five of 'em are checked out, I have one available kind of thing when searching.

>> VANCE DHOOGE: So yeah, you can do that from the inventory search. You can always do that from the inventory search too, and it'll pull up all iPads and see what is in and out. But yeah, it would make sense. There's also a inventory report that you can pull up at any time, and it'll show all of your inventory and whether it's in or out, the status on it. But to bring that into the device loan when you're adding a loan activity, that would be a feature request, or something that we would, that is a feature request. I answer that?

>> WILL NOBLE: Thank you!

>> MEGAN COWDELL: Thank you guys, this is Megan again, we've got about five minutes here. I hope everyone who asked a question did get the answer they were looking for, and if anyone else has a question in the last five minutes, please raise your hand or send it through the chat.

>> KATHRINE CROWLEY: There was a follow up on Eris' question from Kril regarding, "How do I come up with an overaging loan report "that displays the consumer name, contact information, "device and Day to Day." Follow up from Joe at SVILC. He was saying that the list doesn't include the contact info. I just wanted to touch that. Didn't we say that were were going to potentially be having that working?

>> VANCE DHOOGE: Yeah, we were gonna do something here with that, that report. The one in Inventory Report. So, what we're planned on doing here is, let's see, Client Name, make that a hyperlink that actually takes you right to the client so you can get their contact information that way.

>> KATHRINE CROWLEY: Thanks, Vance.

>> MEGAN COWDELL: This is Megan, just checking in with our last two minutes here. Do folks feel like we would need an additional scheduled training with Vance to go over NATADS, are there more questions? Please let us know.

>> VANCE DHOOGE: And we might just want to maybe set something up for like 30 days out, or something like that, just as people are goin' through it, and finding little things and stuff like that, or come up with questions. Maybe we can just have a little refresher Q and A, or something like that.

>> MEGAN COWDELL: Yeah, that sounds great! This group meets monthly, so maybe if we can get you to come to our next monthly meeting, that would be helpful.

>> VANCE DHOOGE: Sure!

>> MEGAN COWDELL: Cool.

>> CHRISTINA MILLS: Thanks, Vance. This is Christina. Sorry guys, I've had a barking neighbor dog that we're babysitting this morning in my house. Just want to, like Megan said, just reiterate. If any questions, or anything that we've already gone over needs to be reviewed again, we are more than happy to make that happen, and I think the 30 day check-in is also a good one. And we came up with, I know yesterday during our training, a number of issues to discuss with you all, and make some decisions about as a group during our next DLDC subcontract meeting. So, maybe giving those before setting up the third session might also be helpful. Are there any questions or comments now? Anything that was not addressed that came up in your one-on-one interviews with Megan and Kathrine? All right well, I really appreciate Vance, again, you spending some time with us to get it right, and we look forward to talking in about a month.

>> VANCE DHOOGE: All right, sounds good.

>> MEGAN COWDELL: Thank you, everyone.

>> VANCE DHOOGE: Thank you!

>> CHRISTINA MILLS: Go ahead, Megan.

>> MEGAN COWDELL:Yep, that's that, I was just gonna close out. Thank you guys, have a great day.

>> VANCE DHOOGE: Well, thank you too.