



# **OASIS Thin Client**

# **BEST PRACTICES**

**NSW Department of Education and Training**

**19 June 2008**

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## Overview

This training manual has been designed to give you a better understanding of the OASIS Thin Client environment and to assist you in the following areas of:

- Work practices required when working with the OASIS Thin Client environment
- Logging on to the DET Portal and accessing OASIS Thin Client
- Managing OASIS Thin Client sessions
- The advantages of consistent work practices within OASIS
- Using Microsoft Word as part of the OASIS Thin Client package
- New options for saving, printing and formatting within the OASIS Thin Client
- Exporting and emailing school data
- Using school data in Mailmerge files - Library, Admin and Finance areas of OASIS
- System Maintenance in the OASIS Thin Client environment
- ‘*Quickfixes*’ – solutions to try before logging a Help Desk call
- Where to find additional information and support documentation for OASIS Thin client
- How to get help - Who to contact and what information is required at the time



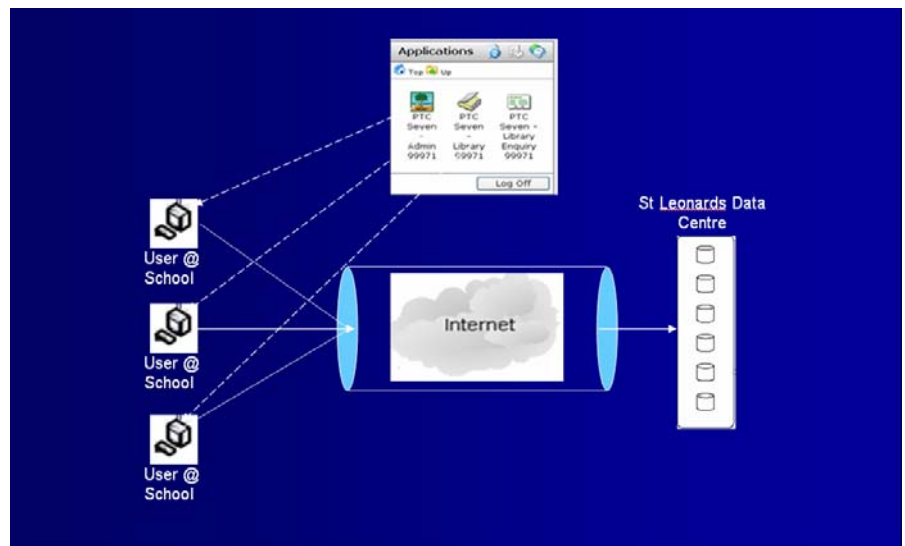
## Understanding the OASIS Thin Client Environment

### How did 'Thin Client' get its name?

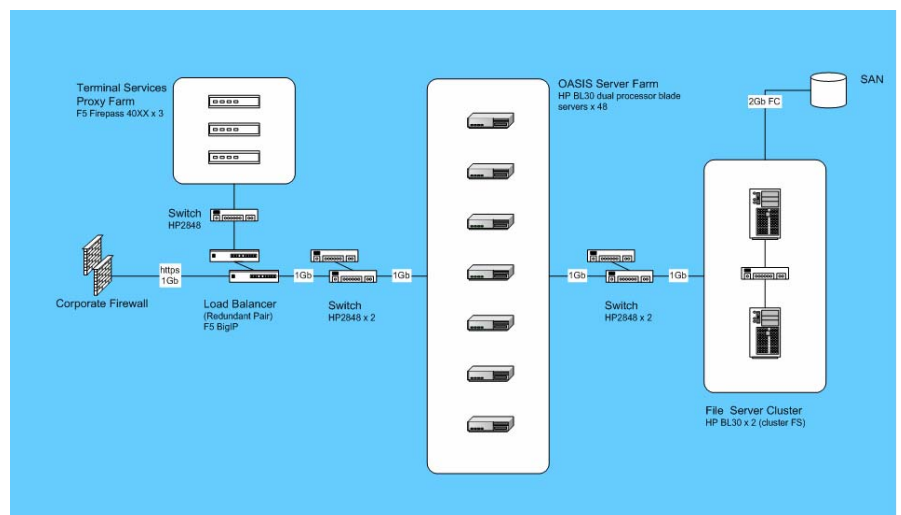
**'Thin Client'** comes from the Technology. The Citrix **Client** runs on the workstation and only uses screen and keyboards from a central server therefore it uses minimal bandwidth therefore **Thin**.

OASIS modules are delivered to schools via the Internet.

School users are authenticated in the DET portal and then passed to the servers at St Leonards. The folder containing the authorised OASIS Applications for the user is then delivered.

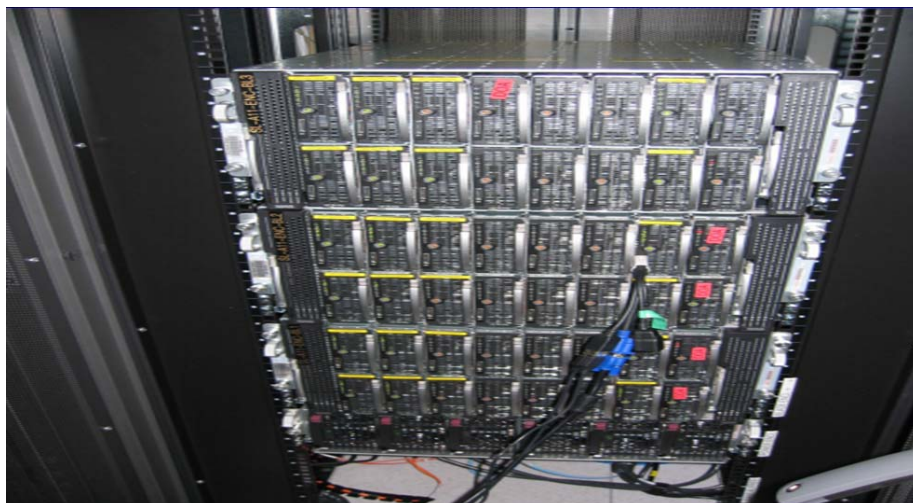


Once connected to the St Leonards Data Centre users are protected by the Corporate Firewall. The Load Balancer then determines which server will process the work for the user in the OASIS server farm. The data is backed up on the File Server cluster.



This photograph illustrates a rack of servers for the OASIS server farm. When you use OASIS, all your processing takes place here.

Your PC or Thin Client device acts as a dumb terminal to allow you to input work and view the results on your monitor.



If the session is interrupted for any reason e.g. power failure at the school, your work will still be active on the server at St Leonards. You will be able to resume from where you were up to without data loss once the power is restored at your school.

In this environment you will be sharing processing capacity on the blade servers with users from your own and other schools. The load balancers ensure you are allocated to the server that will give you the best performance. Changes to OASIS have been made to ensure that one user at a school has minimal impact on other users. For example K1 backups have been simplified so that they do not use as many resources as they did on a Novell 4.11 server.

This photograph illustrates the OASIS file data cluster where the data for each school is securely stored.

This replaces the need for schools to make a backup of OASIS that had to be taken off site e.g. backup tapes.



In the case of a disaster at the school e.g. fire; the school would be able to resume OASIS work as soon as they can access a PC that allows access to the DET via the DET portal and the Citrix client. In practice, if a problem occurs with a server at St Leonards, the users can be notified by a message that is sent directly to them. Other users at your school may not be affected as they will not necessarily be allocated to the same server. Logging out and back in usually will allocate the user to another server that does not have the problem

The servers become the responsibility of the technicians who administer them at the St Leonards Data Centre.

# Accessing OASIS

## Accessing OASIS using DET Portal

- The DET Portal is accessible from your computer at your school and at home.
- To log onto the DET Portal from home go to: [www.det.nsw.edu.au](http://www.det.nsw.edu.au) and click on the DET Staff Portal link
- Oasis is currently only accessible at your school.

The following steps will guide you through the process to log into the Portal and also log onto Oasis.

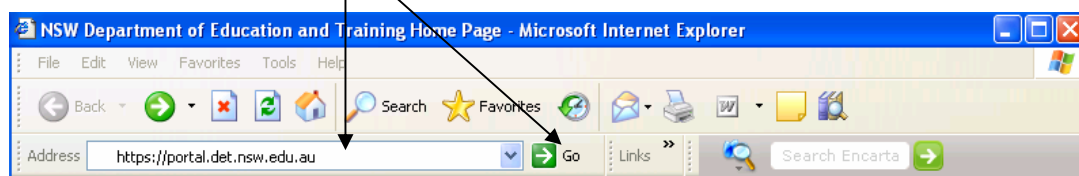
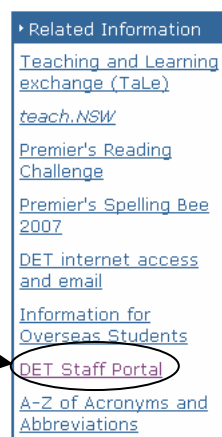
### Session 1 - Logging onto the Portal from School:

1. Launch Internet Explorer →



2. To access the **DET Enterprise Portal**:

- a. type [www.det.nsw.edu.au](http://www.det.nsw.edu.au) into the Address bar, click on the **Go** button, then click on the Portal link
- OR
- b. type <http://portal.det.nsw.edu.au> into the Address bar and click on the **Go** button



3. The Portal Login screen will be displayed.



4. Enter your DET **Username** (e.g. jane.citizen) and **Password** to access the DET Enterprise Portal

NSW Department of Education & Training

**Portal login page**

The NSW Department of Education and Training (including TAFE) portal allows staff and students to access:

- The Internet, Intranets and email from anywhere.
- Appropriate applications, services and information.

**Login**

Username (e.g. jane.citizen)  
jane.citizen

Password  
\*\*\*\*\*

[Forgot your username / password?](#)

**Portal help**

[Online help](#)

Access online help materials for portal "how to" and troubleshooting information.

NEW SOUTH WALES  
DEPARTMENT  
OF EDUCATION  
AND TRAINING

5. Click on the **LOG ON** button.

6. The following Acceptable Usage Policy will be displayed. Click on **I accept**.

**Our Intranet**  
NSW Department of Education & Training

Logged in as Brian LINTON

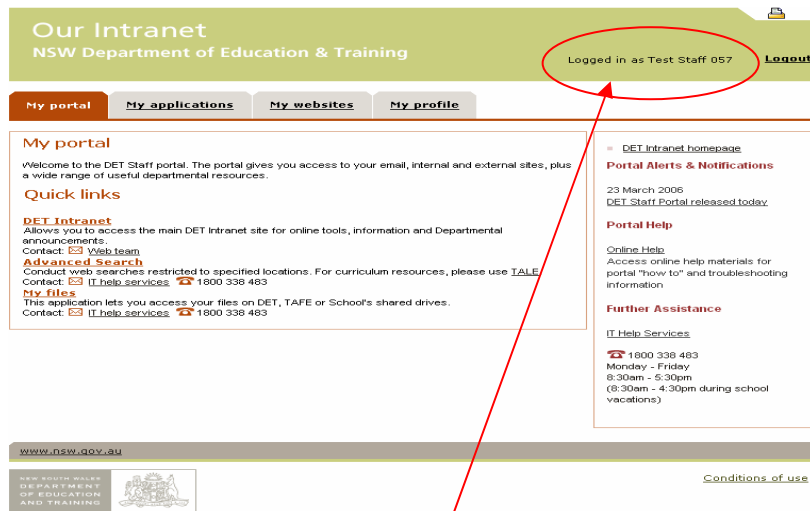
**Acceptable Usage Policy**

The Department monitors use of e-mail and DET online systems.  
Using e-mail and DET online systems to seek out, access or send any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature is prohibited and may result in disciplinary action.  
Note: if you receive:

- offensive material, notify your manager who will assess the material and take appropriate action,
- unsolicited advertising material from an unknown source, delete it without replying or attempting to remove your email address from any mailing list, because replying may generate more unsolicited material,
- other inappropriate material from an unknown source, advise the sender that you do not wish to receive material of that type

Further information is available in the school and TAFE Internet services acceptable usage policies.  
**By proceeding beyond this point, you are indicating your agreement to follow up the department's policies in this regard.**

7. The following will be displayed.



**You are now successfully logged onto the DET Portal**



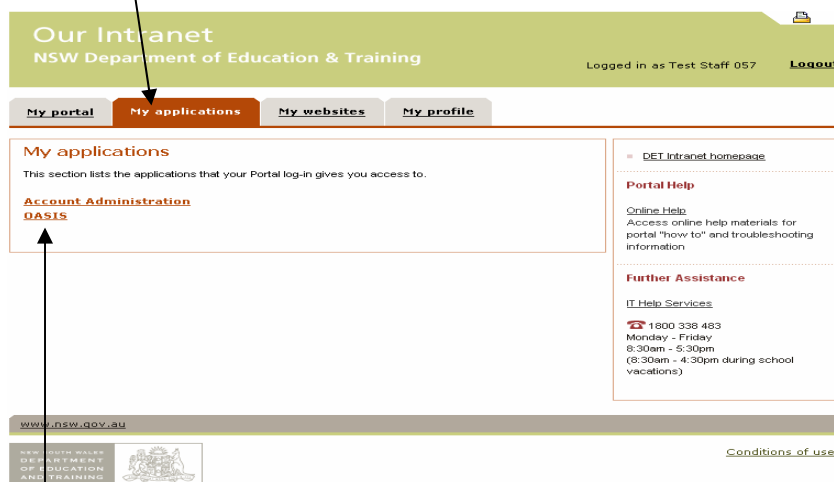
***NB: Now is a good time to connect your thumbdrive / memory stick to the computer***



***NB: If this is the first time you are logging onto Oasis and you are having problems with the following steps go to Changing Portal Password in the HELP section***

## **Session 2 – Logging into Oasis:**

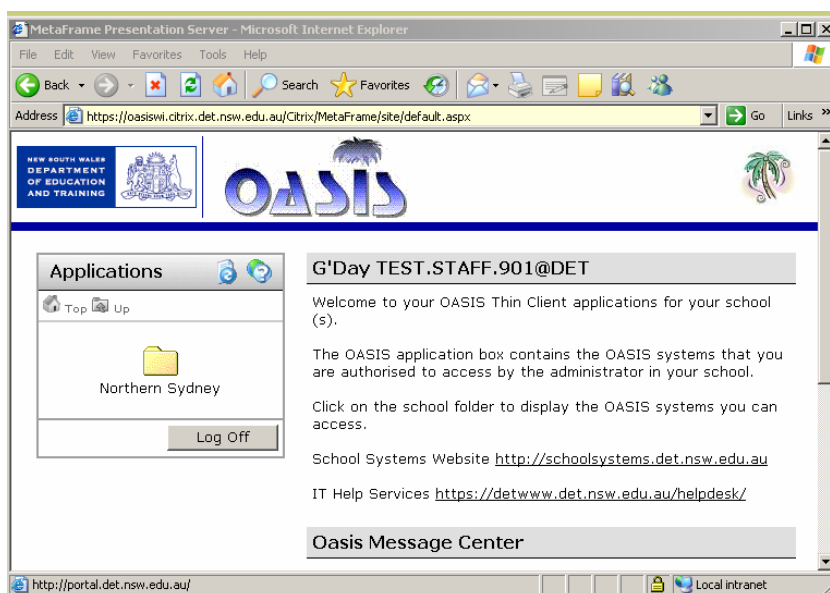
1. Click on the **My applications** Tab. A screen similar to the following will be displayed.



2. Click on the **OASIS** link.

- *If you do not have an OASIS link showing see the **HELP** section*

3. The OASIS Thin Client folder with your school name will be displayed. The example below is for a school located in Northern Sydney Region. Double click the folder to open.

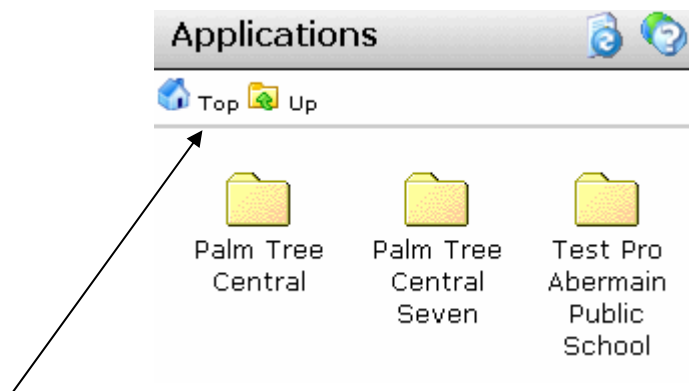


- *If you do not see your school folder see the **HELP** section*
- *If you get a 'Welcome Screen' requesting another login see the **HELP** section*

4. A screen similar to the one below will be displayed.

*What is displayed in this screen will depend on what school OASIS systems you have access to. If you work at more than one school you may see multiple school folders.*

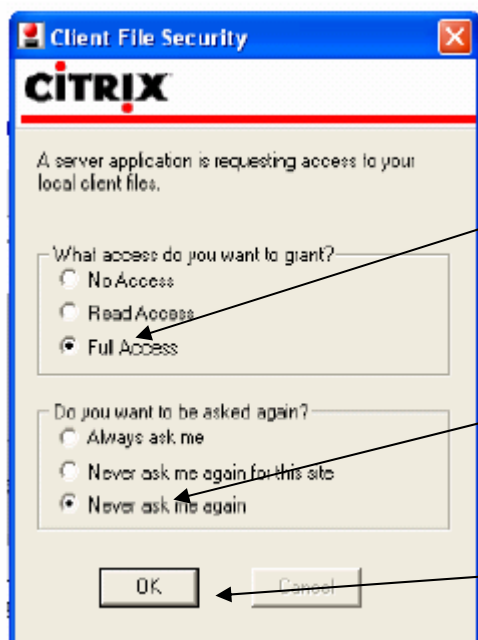
This screen is an example of 3 schools this OASIS User has been given access.



5. The 2 icons at the top of the screen allow you to browse the schools you have been given access to.

- The Top icon allows you to browse to the top folder
- The Up icon allows you to go back one folder at a time, eg. *you may be working at School A and then need to work in School B.*

6. The following Client File Security will be displayed the first time you log into your school:



Select:

Full Access

and

Never ask me again

then select:

OK

**If this screen appears each time you log in, see the HELP section**

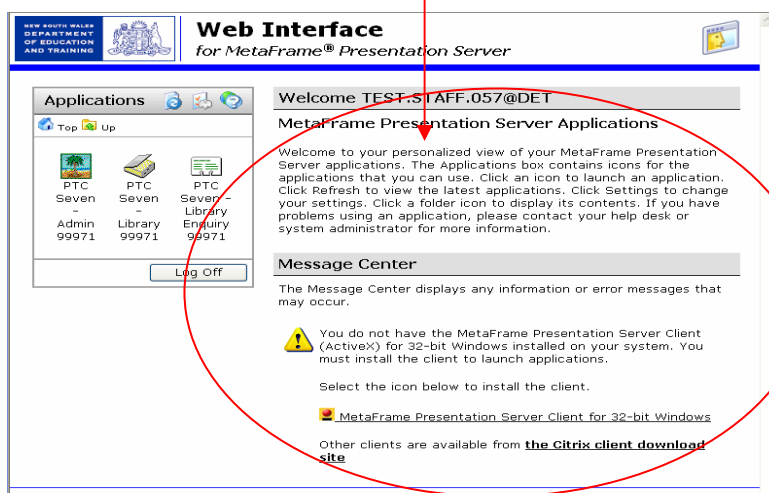


**NB:** *It is important to make the correct selection above; otherwise you may have restrictions imposed on your day-to-day operations, eg. you may not be able to access your local drives from your OASIS module. If this window continues to appear, it is because you do not have administration rights to your PC. This can be resolved by your local network support eg. computer co-ordinator, regional technical support.*

7. After you navigate into a school folder a screen similar to the following will be displayed.




The following screen contains important information and should be checked each time you log in. This information is updated on a regular basis.



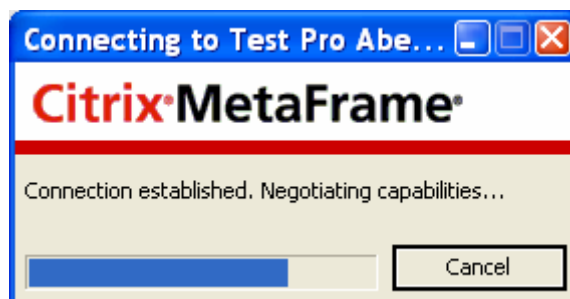
In the example above the user has been given access to Administration, Palm Tree Central Tutorial data and Library Enquiry.



**HINT:** OASIS Thin client will remember the school you last logged into and you will return to this school OASIS screen the next time you login.

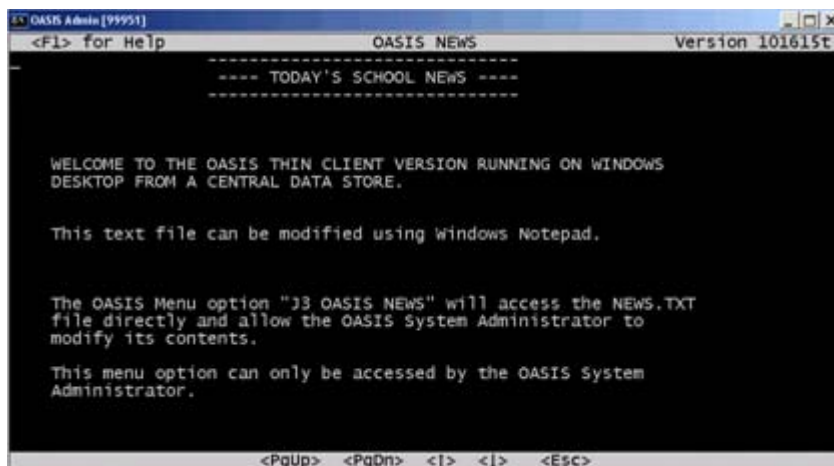
- The  Up icon allows you to go back one folder at a time. Click on this icon if the school you want to access is not available in the current screen.

8. Click on the OASIS Module you wish to enter and the 'Connecting Citrix MetaFrame' screen will be displayed.



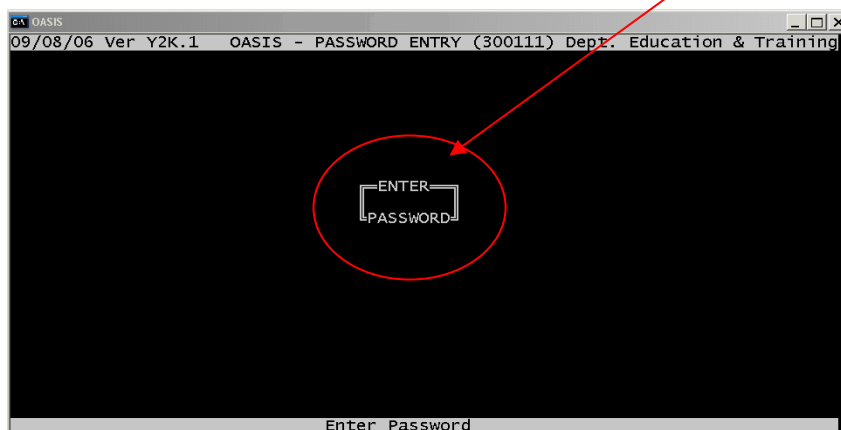
If you continue to click on an OASIS Module because it doesn't appear to load the first time, you will initiate multiple launches. Check the task bar to see if this has happened. If you notice you have more than one session running, close the remaining sessions.

9. The 'School News' page will be displayed

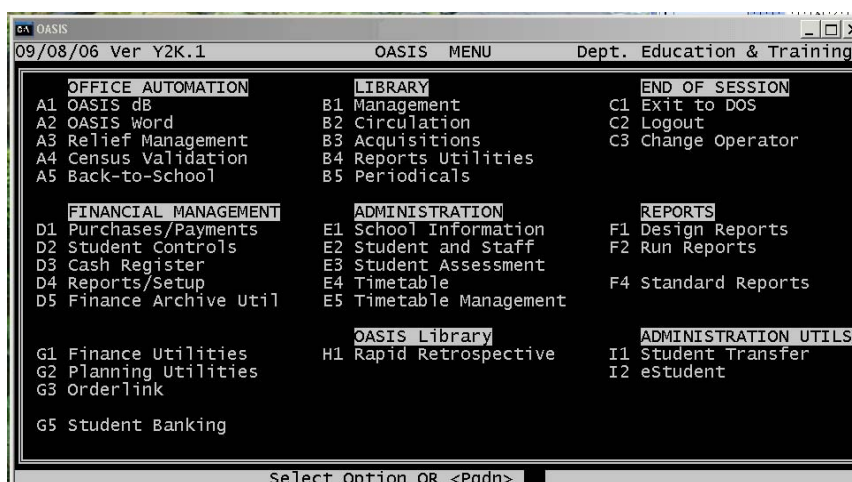


*You will need to press the <Esc> key to get to the OASIS Login screen*

10. The **OASIS Login** screen will then be displayed. Enter your **OASIS** password.



11. You will now be logged into your school's OASIS system. The example below is an Adlib school.



**You are now successfully logged onto OASIS**

## Accessing OASIS using Kiosk Machines / Thin Client Devices

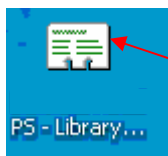
### Using the Kiosk Machines and Thin Client Devices as Desktop Computers

Kiosk User Accounts have been created to allow access to Library enquiry, Library Circulation and Cash Register. A kiosk login is a generic account that connects to OASIS. This account is to assist schools with daily work where there are multiple users, eg Cash Register.



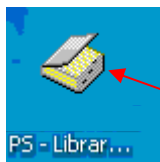
The icon that appears on the desktop will depend on what Kiosk user name and password has been entered using the Citrix Kiosk Client software.

1. A **Library Enquiry Kiosk icon** will appear on the desktop for the Library Enquiry.



Double click on the icon to open **OASIS Library Enquiry** on the desktop. Library enquiry will begin to load.

2. A **Library Circulation Kiosk icon** will appear on the desktop for Library Circulation.



Double click on the icon to open **OASIS Library Circulation**. Login to OASIS with the circulation password.

3. A **Cash Register Kiosk icon** will appear on the desktop for the Cash Register.



Double click on the icon to open OASIS and login to the **Cash Register**.



**NB:** When you click on the icons, if Citrix doesn't begin to load or the icon is missing see the **HELP** section

## **Examples of Kiosk User Accounts**

### **Cash Register account names**

ACR.12341.0@oasis

### **Password**

Oasisbv12

### **Login name break down**

ACR = Admin Cash Register

### **Library Circulation account names**

LCT.12341.0@oasis

### **Password**

Oasiscg34

LCT = Library Circulation Terminal

### **Library Enquiry account names**

LEQ.12341.0@oasis

### **Password**

Oasisbt56

LEQ = Library Enquiry



**NB:** Passwords are case sensitive and the above passwords are examples only.

## **Logging onto a KIOSK Machine:**

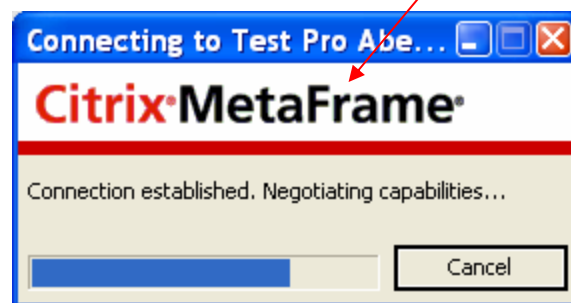
1. Double click on the **OASIS Icon** on the Desktop

(example)

*In your school, the name of 'your school' will appear below the Icon.*

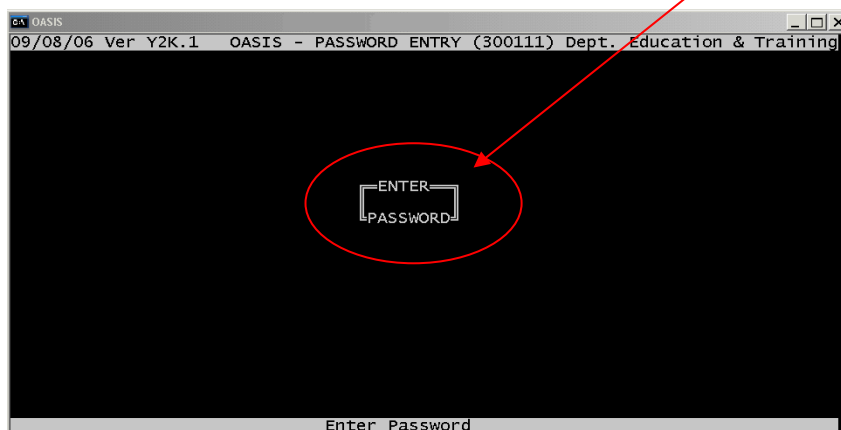


2. The **Connecting Citrix MetaFrame** screen will be displayed





3. The **OASIS Login** screen will then be displayed. Enter your **OASIS** password.



4. You are now logged into your school's OASIS system. The example below is an Adlib school.



**You are now successfully logged onto OASIS**



*If you feel the screen size is too small, refer to the next section 'Changing OASIS Screen Size' in this document*



*Do not leave your system at the Enter Password screen. You have approx 60 seconds to enter your password or the system will log you back out to the portal screen.*

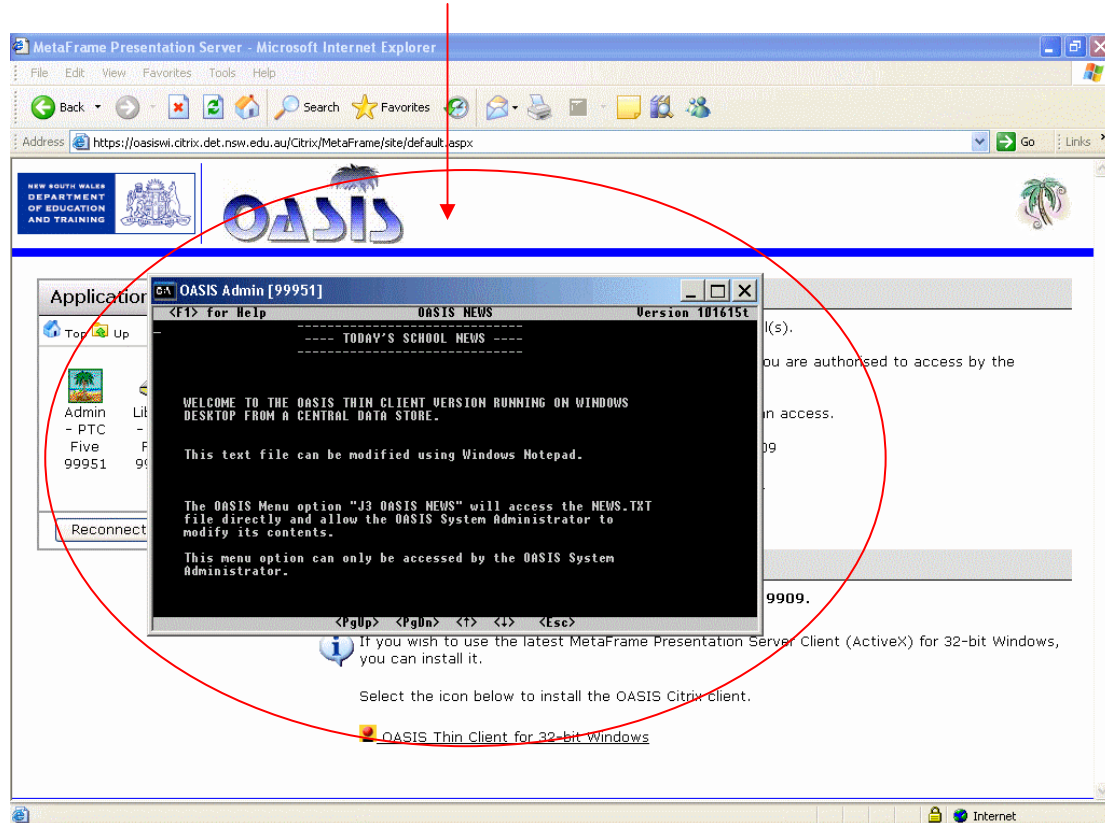


*If you have any problems with logging into OASIS on a Kiosk Machine, or if the Icon does not appear on the Desktop, see the Help Section for more information, or log a Help Desk call with IT Support*

## Formatting OASIS Screen

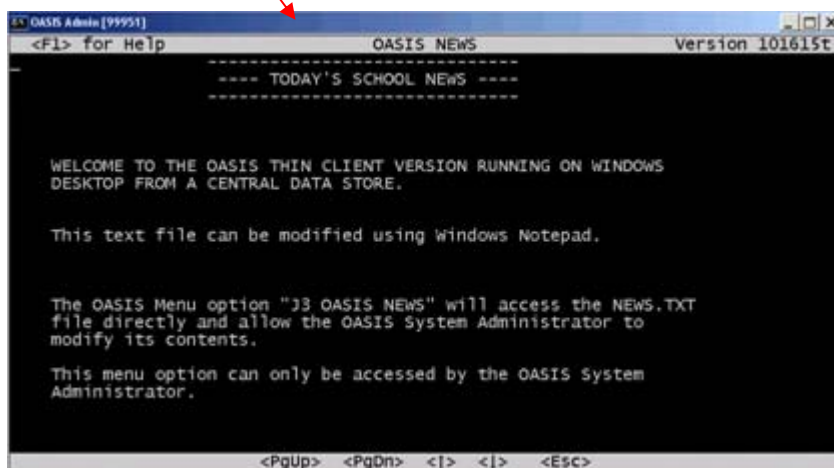
### Changing OASIS Screen Size

When you first log onto OASIS the window may appear too small.



To resize the window:

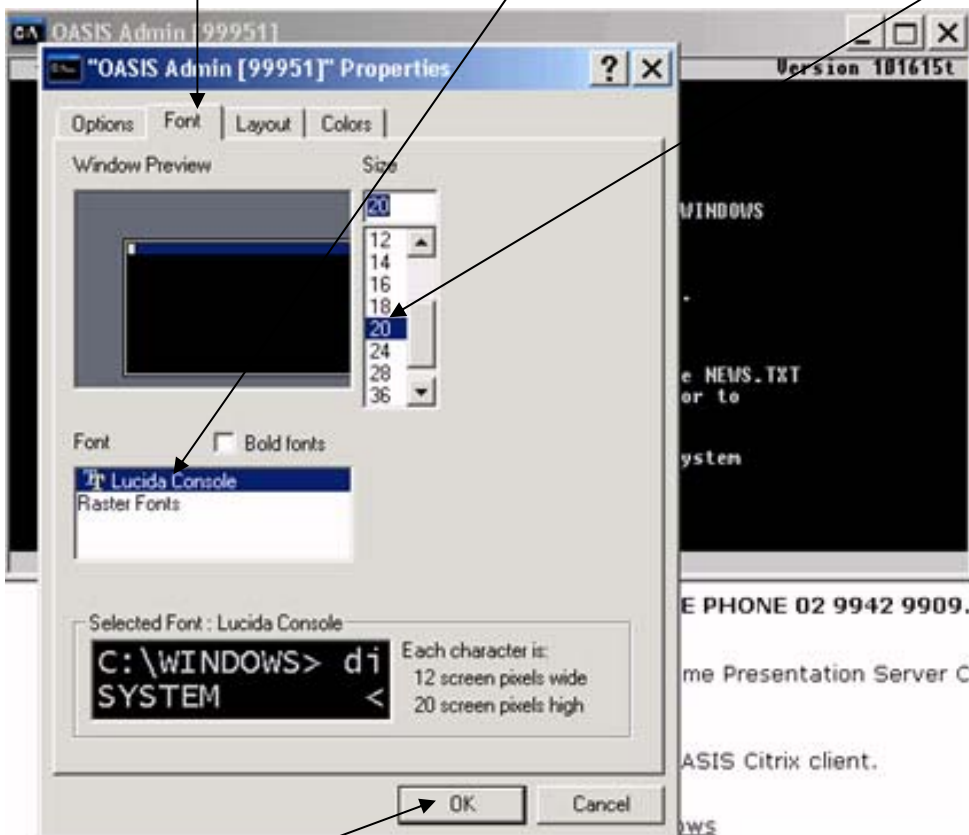
1. Right click on the **OASIS Header** (*blue bar*)



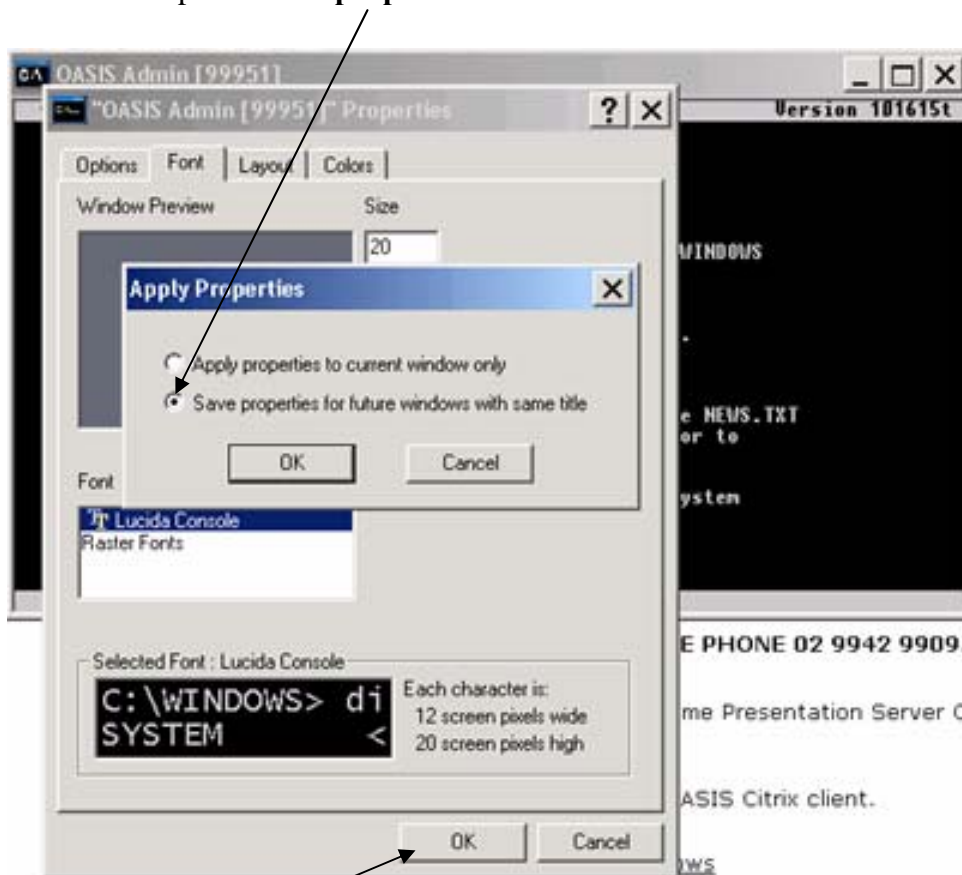
2. Select **Properties** in the drop down box



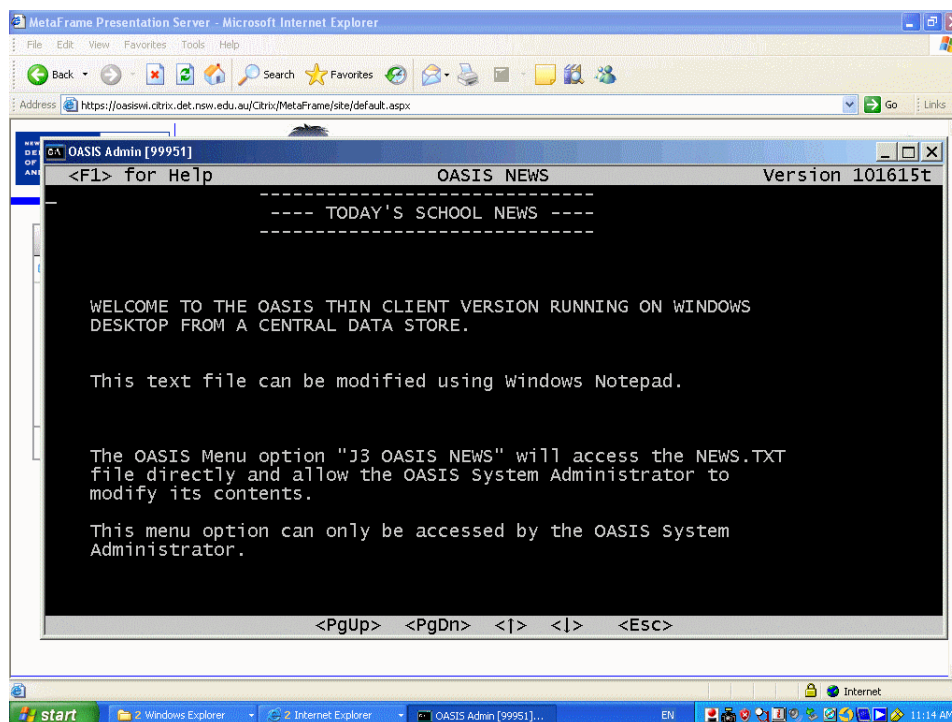
3. Select the **Font** tab, then select **Lucida Console** font and set the size to **20**



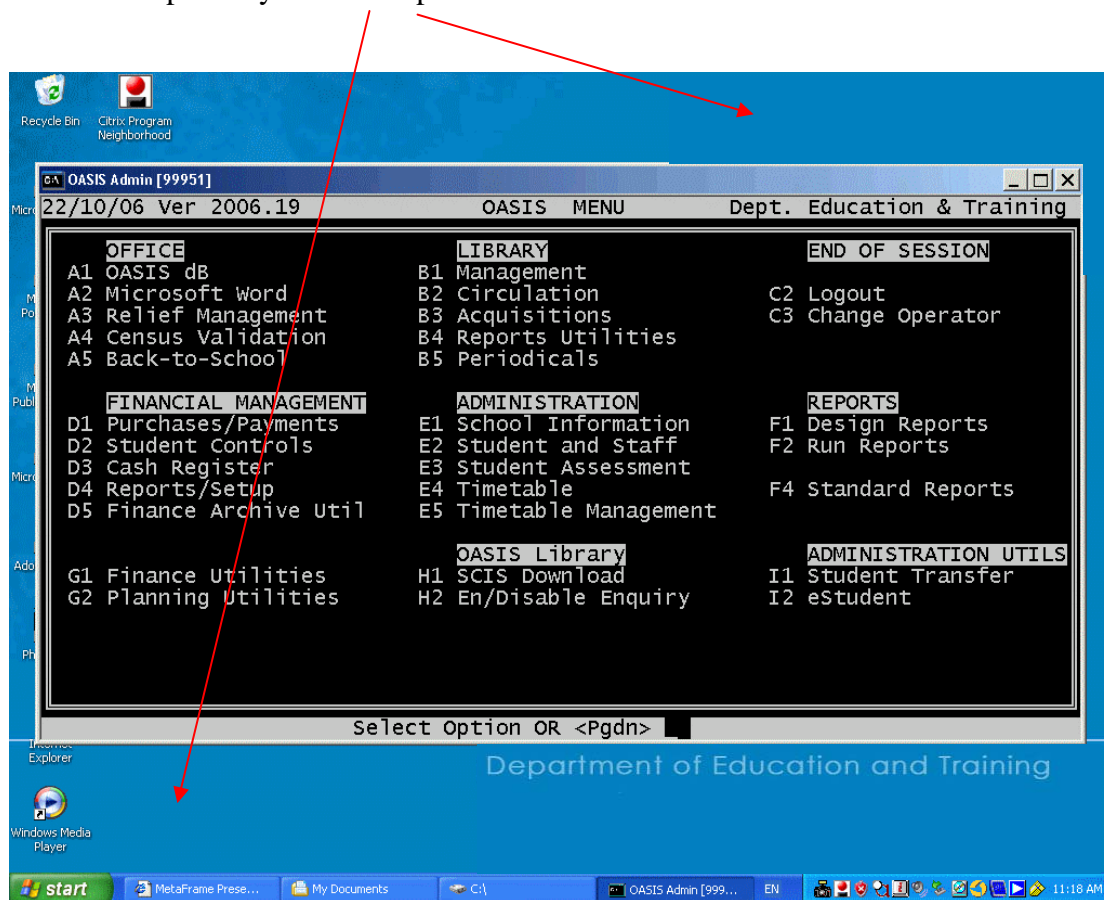
4. Click on **OK**
5. Select the 2<sup>nd</sup> option 'Save properties for future windows with the same title'.



6. Click on **OK** and the OASIS screen should now be larger in size, but does not fill the entire screen



Below is an example of how the OASIS screen may appear on your monitor. You will still be able to see part of your Desktop around the outside of the OASIS screen.



*You can make the OASIS window smaller or larger by repeating Steps 1 – 6 and selecting a different size font, but you lose the ability to view the complete menu if you make the screen too large.*



*The OASIS screen cannot be configured to 'fill' the entire screen, but it can be configured to fill almost the entire screen. Additional information on changing OASIS Screen Size and Font Size can be found in the next section - 'Full Screen Mode'*



*The size of the OASIS window can also be varied by changing the screen resolution in Control Panel/Display, Property Settings. Contact your local support for advice and assistance to change the resolution.*



*The improvements in functionality in a Windows environment out weigh the issue of presentation size.*



*Users adapt very quickly to switching from OASIS to their other Windows applications on the same desktop without the need to reboot or use another PC.*

## ***OASIS in Full Screen Mode***

An additional set of Raster Fonts has been loaded into the OASIS Thin Client System which will allow a user to select a font size, **depending on your computer's display resolution**, to view OASIS in near **Full Screen**, leaving only the Windows Task Bar visible at the bottom of the screen.

The table of additional Raster Font Sizes is displayed below:-

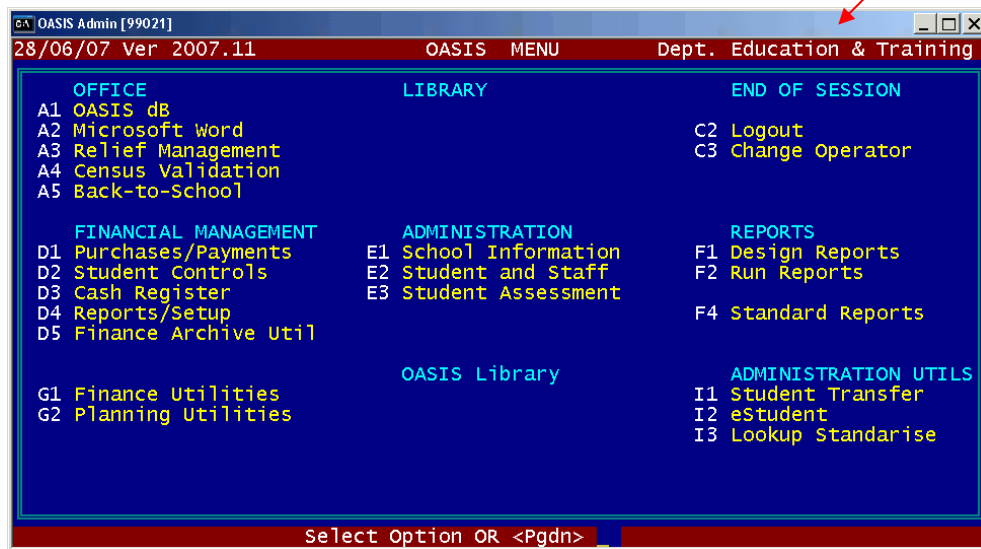
<b>Resolution</b>	<b>Screen Size</b>	<b>Raster Font Size</b>
VGA	640x480	8x15
SVGA	800x600	10x20
XGA	1024x768	12x27
	1152x864	14x30
	1280x960	16x34
SXGA	1280x1024	16x37
SXGA+	1400x1050	17x38
	1600x900	20x32
SXGA-Wide	1600x1024	20x37
UXGA	1600x1200	20x44
HDTV	1920x1080	24x39
UXGA-Wide	1920x1200	24x44
	1920x1440	24x53
QXGA	2056x1536	25x57
QUXGA	3200x2400	40x92
QUXGA-Wide	3840x2400	48x92

### **To change the size of the OASIS screen:**

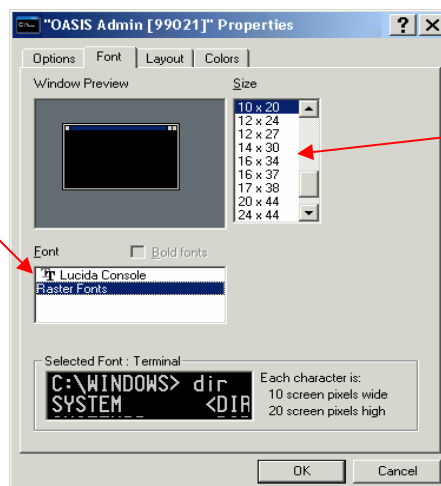
1. Ensure the OASIS screen is **active** by checking that the **OASIS Header bar** is blue.



- Place the mouse pointer on the **OASIS Header** and **right click** the mouse button.

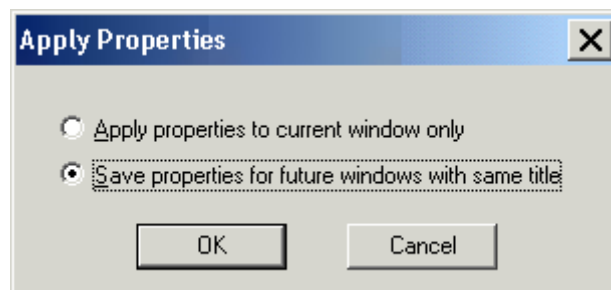


- Select the **Raster Font** option in the Font window to display all the available font sizes



- Highlight the **Font size** you require for your screen resolution

- Select **OK** and the following screen will be displayed:-



- Select **“Save Properties for Future Windows with Same Title”**



Click **OK**

# Drive Mapping Overview

## Explanation of OASIS Thin Client drive mappings

When logged into the OASIS Thin Client Portal all local hard drives, external drives and school network drive mappings (e.g. H: for Home) will appear with a \$ sign after the letter – e.g. Drive H becomes H\$ on 'Client'

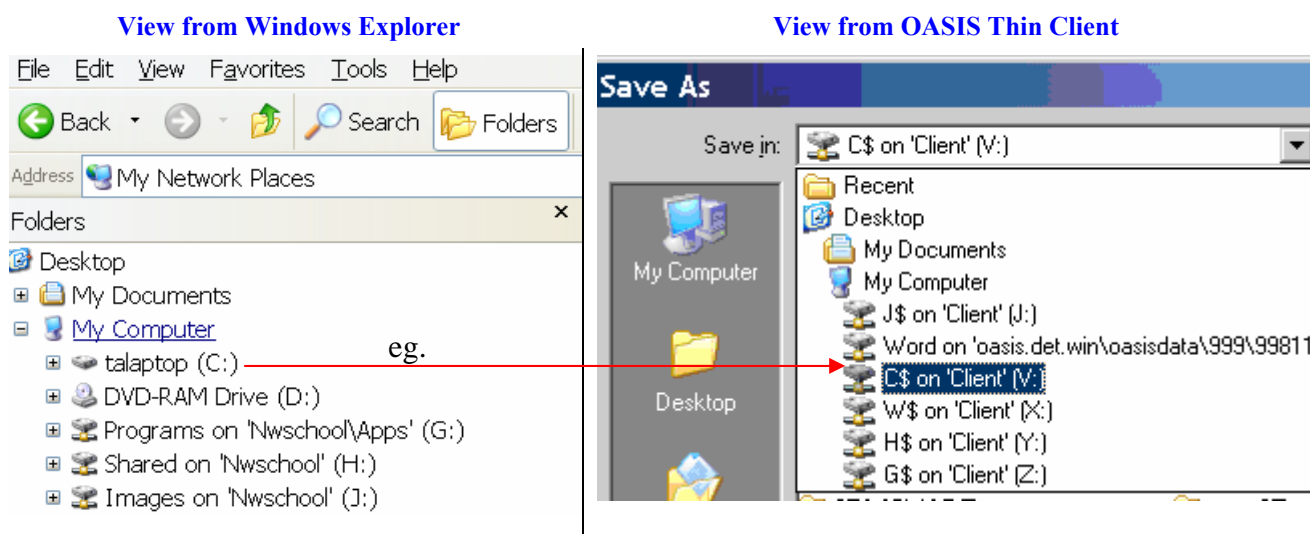
The following are **examples only** and **may differ** at each individual school site.

-  A\$ on 'Client' (A:) In this example A\$ is the floppy drive in the computer at the school.
-  C\$ on 'Client' (V:) In this example C\$ is the local hard drive in the computer at the school but OASIS has allocated the letter V:  
This is because the letter C: has been used by another hard drive or storage device connected to the workstations.

At your school there may be 3 different computers logged into OASIS Thin Client and saving files, but the locations for saving files on each computer may not be the same.

The following examples show the local and network drive letters in Windows Explorer and what they are displayed as after logging into OASIS.

**NOTE:-** OASIS does not change the drive letters in Windows Explorer, it only displays them differently.



### Saving data to use with Microsoft Word or Excel:


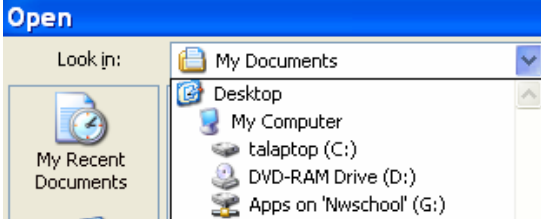
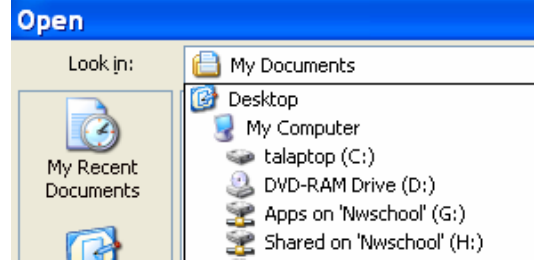
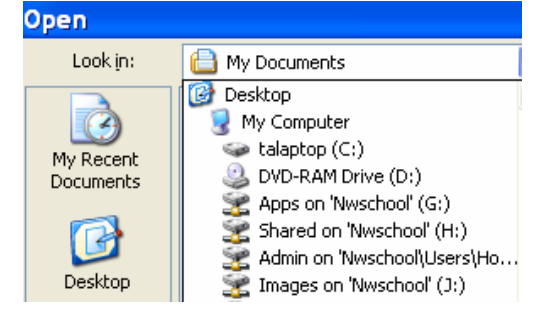
#### WINDOWS EXPLORER

#### OASIS THIN CLIENT DRIVES CHANGED TO:

Talaptop (C:)	C\$ on 'Client' (V:) - saving to V: will save to the computers local hard drive called C:
Programs on NWschool\Apps" (G:)	G\$ on 'Client' (Z:) – saving to Z: will save to the schools fileservers drive that is called G:
Shared on NWschool (H:)	H\$ on 'Client' (X:) – saving to X: will save to the schools fileservers drive that is called H:
Images on 'Nwschool' (J:)	J\$ on 'Client' (J:) – saving to J: will save to the schools fileservers drive that is called J: This is the same in both Windows Explorer and OASIS Thin Client as J: is not used by OASIS.



**Retrieving data to use with Microsoft Word or Excel:**

Location saved from OASIS Thin Client	Location of saved file for use with Word or Excel
C\$ on 'Client' (V:)	<p>From MS Word select Open and browse to the <b>C:</b> drive on the local computer.</p>  <p>Locate the file saved from OASIS and open in Word.</p>
G\$ on 'Client' (Z:)	<p>From MS Word select Open and browse to the <b>Apps (G:)</b> drive on the school fileservers.</p>  <p>Locate the file you saved from OASIS and open in Word.</p>
H\$ on 'Client' (X:)	<p>From MS Word select Open and browse to the <b>Shared (H:)</b> drive on the schools fileservers</p>  <p>Locate the file you saved from OASIS and open in Word.</p>
J\$ on 'Client' (J:)	<p>From MS Word select Open and browse to the <b>Images (J:)</b> drive on the school fileservers.</p>  <p>Locate the file you saved from OASIS and open in Word.</p>



**Note:** There may be users who are unable to see the local **C:** drive on their computers. This is an **Admin rights** issue which is determined by whoever administers the school's network.

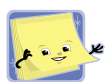
# Printing & Saving in OASIS

## Printing & Saving Overview

OASIS users can now use Network and Local disk drives, as well as printer connections which have been setup within a Windows 2000 and XP environment. The process of printing and saving is the same regardless of the OASIS module i.e. Administration, Library or AdLib.

**Note:** There may be schools who are unable to save to specific drives mapped on their computers. This is an Admin rights issue which is determined by whoever administers the school's network.

### SAVING:



*When saving a file to the desktop the full path name is included as the file name. If this exceeds 64 characters the file will not be able to be saved to your desktop. You will receive an error message.*



*The file Save/Open dialogue box has been implemented in all OASIS modules, wherever file management is applicable.*



*You can now save Exported files to your local or network computer, or a thumbdrive/memory stick if this has been installed **PRIOR to logging into OASIS***



*The convenience of saving files locally now makes it easier to attach them to emails*

### PRINTING:



**NOTE: PRINTERS MUST BE CONFIGURED IN WINDOWS PRIOR TO LOGGING INTO OASIS**

The user can print to the following:

- Local Printer
- Network printer
- Cash Register (*please refer to documentation for OASIS Cash Register Printing*)

When a user asks for something to be printed in OASIS a Windows screen is displayed. From this screen a user can:

- Preview the print job
- Change margins and paper size
- View multiple pages
- Save the print job
- Select any available printer displayed in the printer selection window

The printers which have been set up in Windows on your computer can be selected for OASIS printing.



**Setting up of printers is the responsibility of the school** - most schools have a Computer Co-ordinator who can install and maintain printers. Other schools rely on employing outside contractors.



**FINANCE UTILITIES PRINTING - NB:** When printing from Finance Utilities select **D3 Paper Size** and enter **62** as the page length **before** running reports. This option will paginate your pages better than using the windows options.

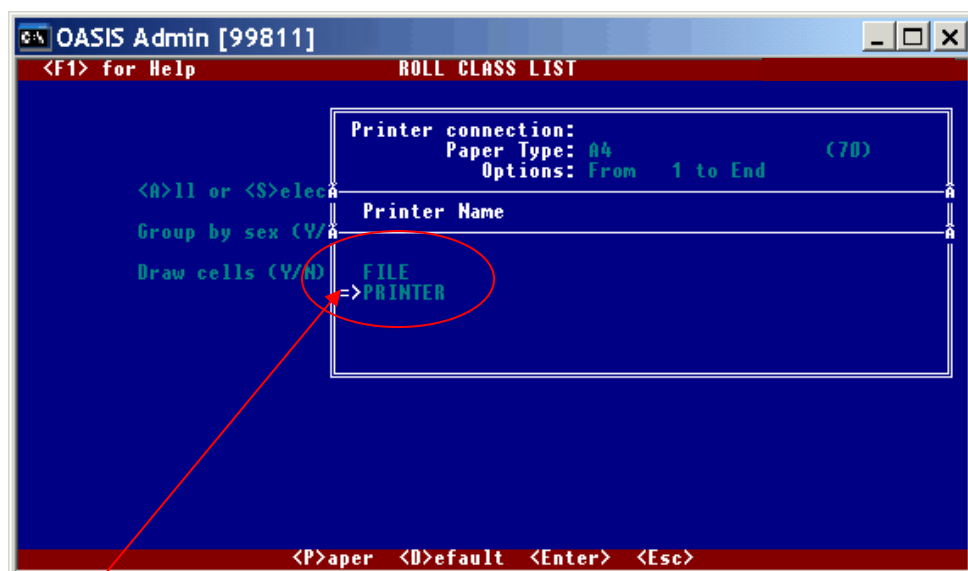
## Printing & Saving Files from OASIS Thin Client

The following steps will demonstrate how to print and save from OASIS Thin Client. The steps used in the example below are the same steps used for printing in Admin, Finance and Library. The example we will be working with is a **Roll Class List**.

### Run OASIS Report

From the OASIS Main Menu:

1. Select **F4 Standard Reports**
2. Select **A1 Roll Class List**
3. <A>ll or <S>electd Roll class will be displayed. Press <Enter> to accept the default <A>ll
4. Group by sex (Y/N): N will be displayed. Press <Enter> to accept the default N
5. Draw cells (Y/N): N will be displayed. Press <Enter> to accept the default N
6. <P>rint OR <ESC> will be displayed on the bottom bar. Select <P>rint. The following screen will be displayed:



- File** - allows the user to save the print job to a file
- Printer** - allows the user to print to a local or network printer available from windows

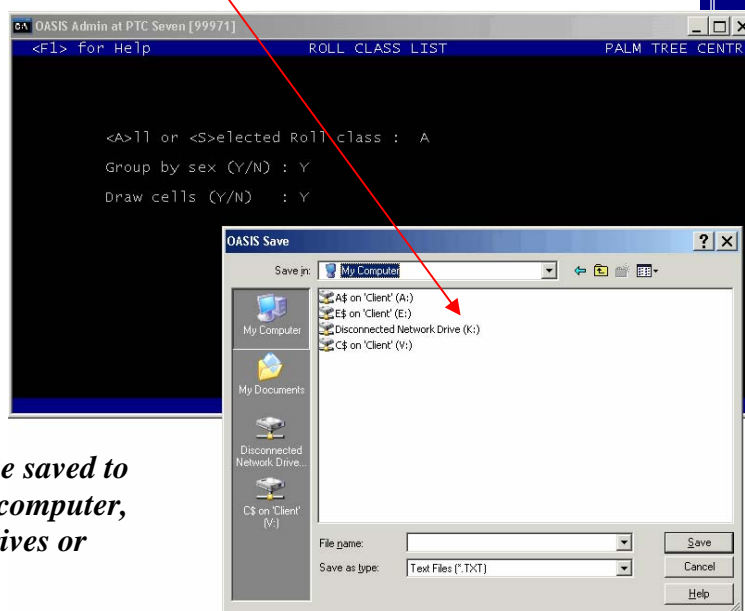


The user can use the <D>efault option to select **FILE** or **PRINTER** as their default.

## Printing to a File

1. To print to **FILE** arrow **up** or **down** to select **FILE** and press **<Enter>**.

The following screen is displayed:

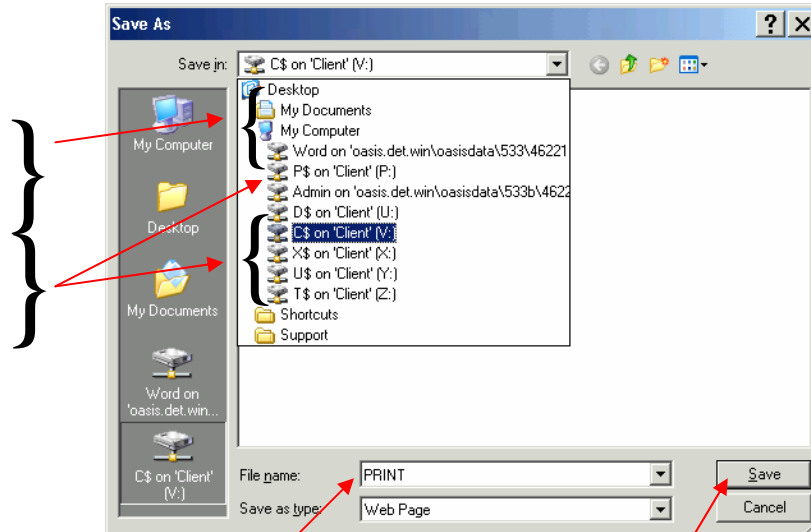


*Files can be saved to your local computer, external drives or file servers*

2. To save, **select the location** to where the file is to be saved. Your screen will look similar to the example below:

eg. Desktop  
My Documents  
Local Drive  
Word on Oasis

*Other possible drives:*  
Thumb Drive  
Network Drive



- Enter a name for the file in the **File Name** field and click on the **Save** button.



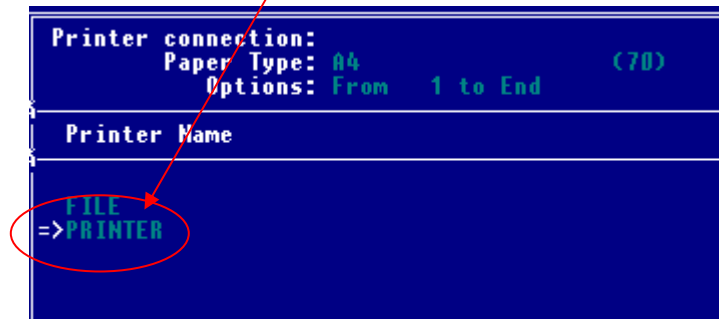
*For a more detailed explanation on Saving locations see 'Drive Mapping Overview' (previous section in this document)*



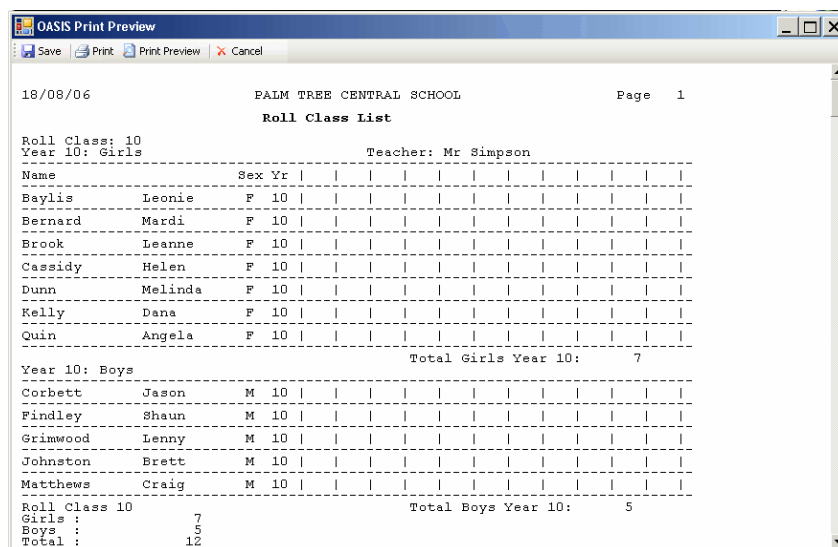
*A good example of what you could **print to file** would be the **Emergency Contact List**, which could be saved to the desktop or a thumbdrive for retrieval if there is a system outage. If there is a power failure, the thumbdrive can still be accessed from a laptop, using the battery power.*

## Printing to a Printer

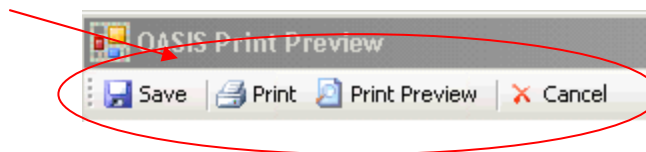
1. To print arrow **up** or **down** to select **PRINTER** then press <Enter>.



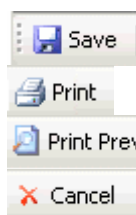
2. A screen similar to the following will be displayed showing the output that will be sent to the printer.



At this stage you have 4 options.



The options available from this screen are as follows:



**Save:** Allows the user to save the job to a specified location.

**Print:** Allows the user to print the job.

**Print Preview:** Allows the user to run a preview of the print job.

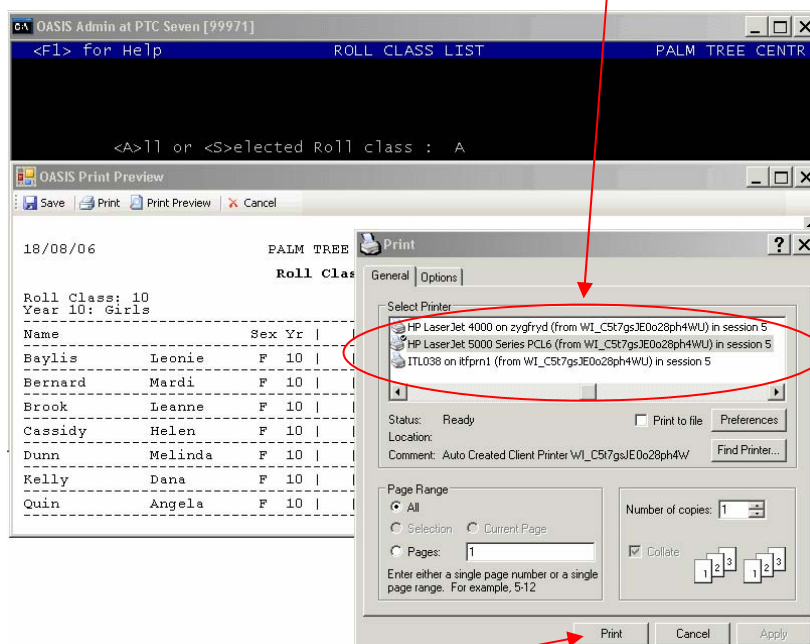
**Cancel:** Allows the user to cancel a print job or Close after printing

**To Print:**

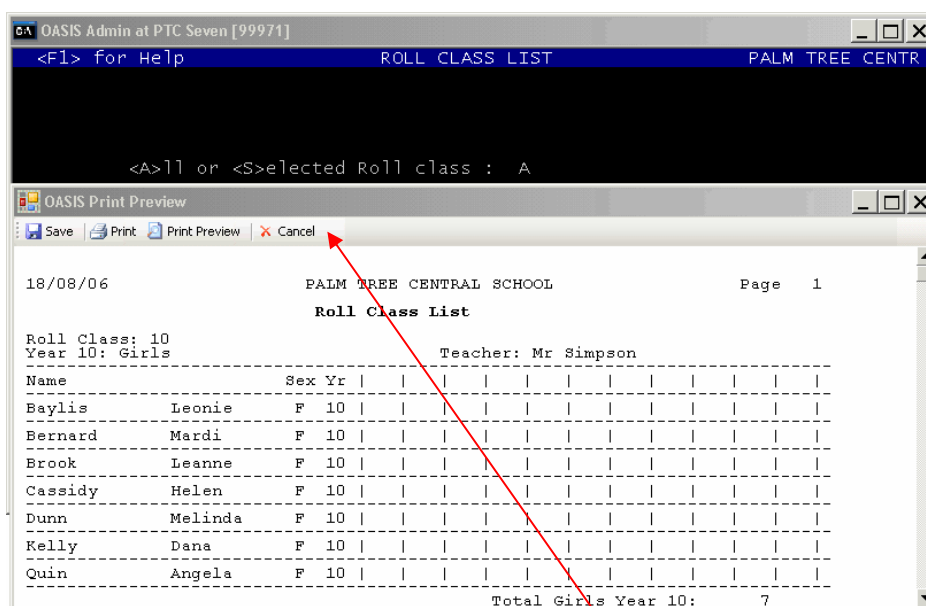
3. To print the report, click on the **Print** button from the toolbar at the top of the screen.



4. A screen similar to the following will be displayed. **Select the printer** you wish to print to.



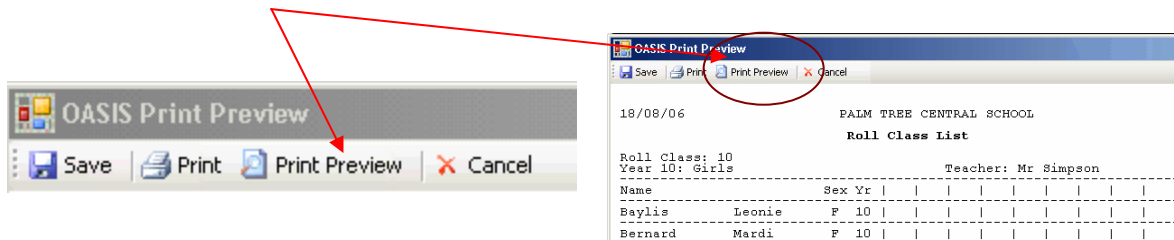
5. Click on the **Print** button to print the document and the previous screen will again be displayed.



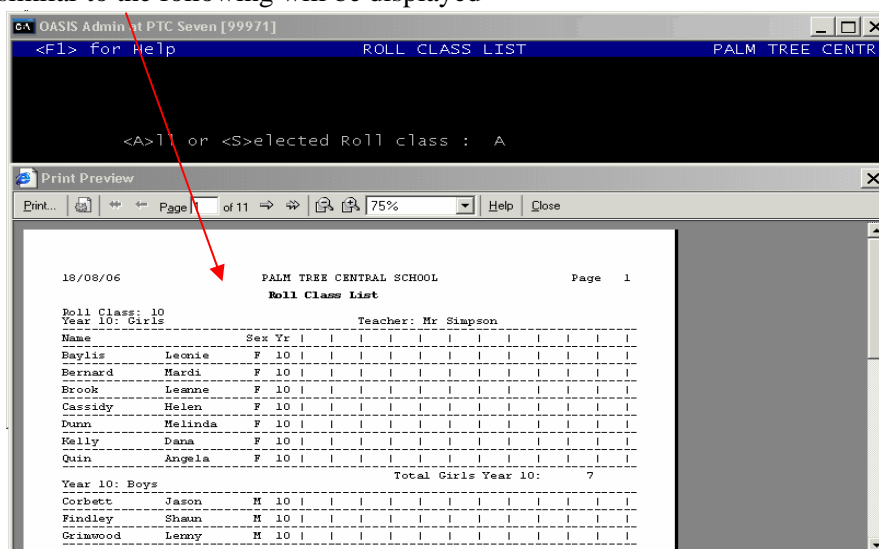
6. If no further copies of the report are required, click on **Cancel** to return to OASIS

## To Print Preview:

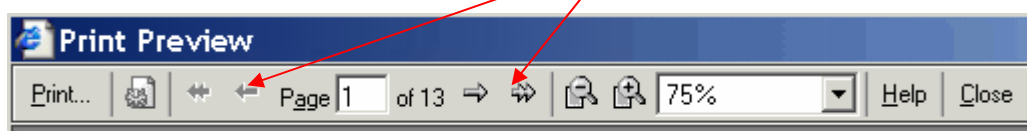
1. Select the **Print Preview** option.



2. A screen similar to the following will be displayed

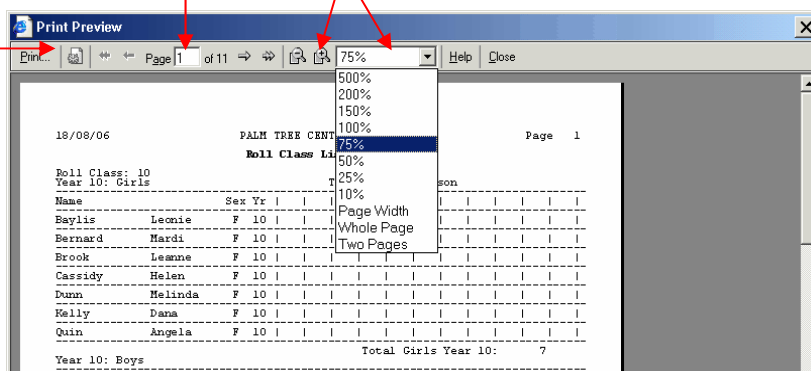


3. In the **Print Preview** option there is the facility to navigate forwards and backwards if you have multiple pages.



4. There is also the facility to display a **specific page**, to **zoom in/zoom out** of the print job to change the size of the preview display

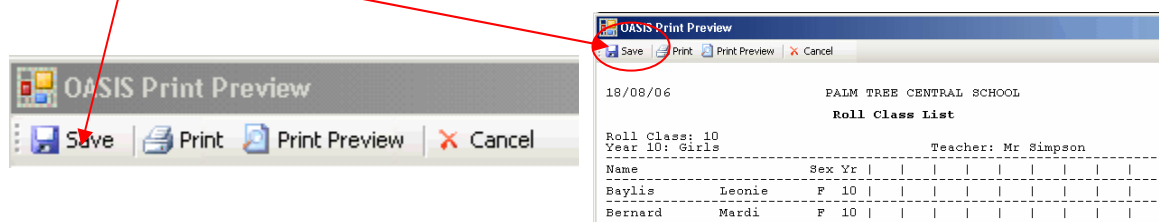
and to adjust margins  
and change paper size



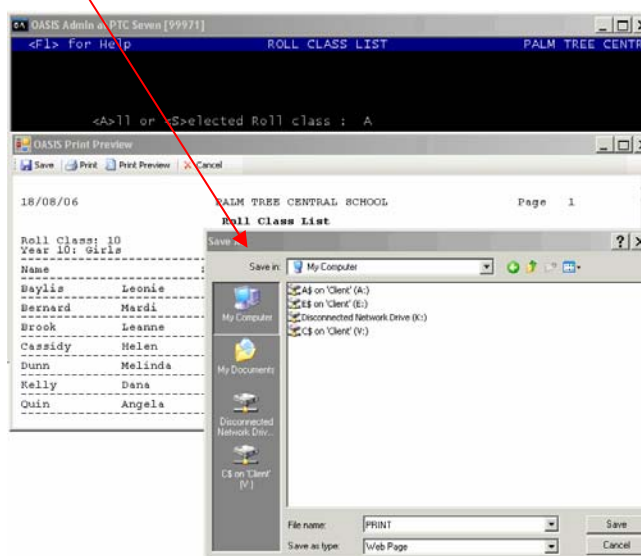
*If the font or page layout is not displaying correctly when in the print preview screen, refer to steps on how to save and reformat the file before printing.*

## To Save the File:

1. Select the **Save** option.



2. A screen similar to the following will be displayed.

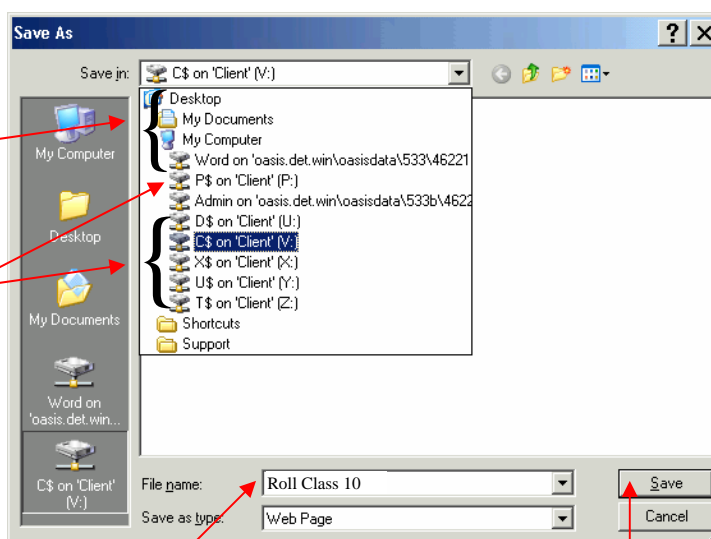


3. To save, **select the location** to where the file is to be saved. Your screen will look similar to the example below:

eg.

Desktop  
My Documents  
Local Drive  
Word on Oasis

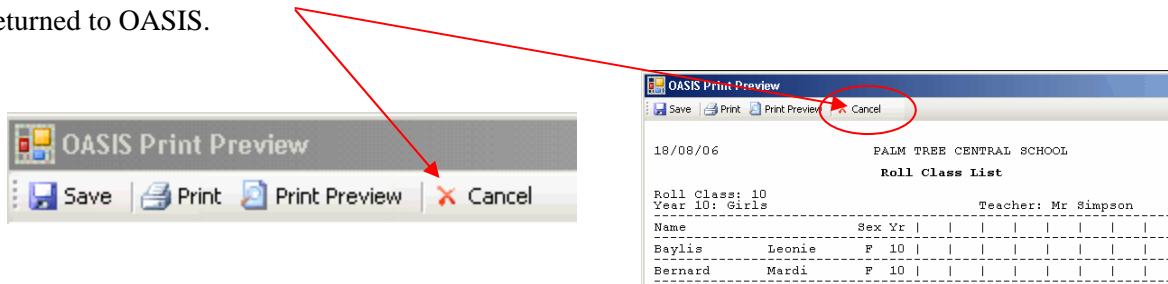
**Other possible drives:**  
Thumb Drive  
Network Drive



4. Enter a name for the file in the **File Name** field eg. *Roll Class 10*, then click on the **Save** button.



5. Select **Cancel** from the Print Preview toolbar once the information has been saved. You will then be returned to OASIS.



*The saved file can be opened from the location it was saved to and used with other third party programs.*



**NB:** *It is good practice to close the Print Preview window before returning to the OASIS Screen*



*There is additional information on Printing & Saving on the **School Systems Website** – [How To's](#)  
There is also additional information regarding printing issues in the **Help Section**.*

*eg.*

Blank Print-Screen?

Printing output too light / print quality not good?

Small/Reducing Print or Underlined Print in Posting Batches?

Printing Reports from a Kiosk Machine?

Printers Missing?

Receipt Printer needs to be selected each time you print a receipt?

## Posting & Printing Batches in Finance

1. A message will appear at the bottom of the screen if more than one user is attempting to post a batch in Finance at the same time. The modules the message relates to are:

- D3 Cash Register
- D4/A3 Post Batches (Orders)
- D4/D3 Post Batches (Invoices)
- D4/E5 Post Batches (Payments)

In the example below, selecting <R>etry will enable the user to post the batch after the **Order Batch** has completed posting.



Selecting <Esc> will enable the user to return to the previous menu and post the batch at a later date.

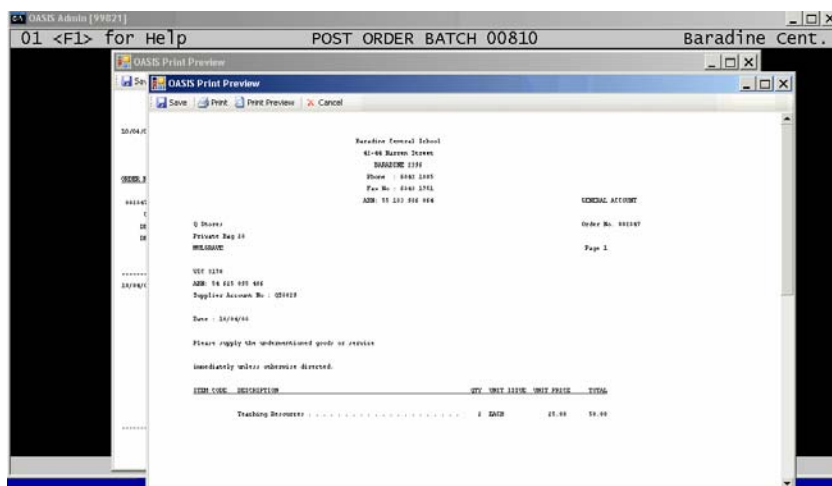
2. The print process for the Post Batches in **Orders**, **Payments** and **Bank Deposits** has been modified. When <P>rint is selected in these modules **2** print screens will appear.



To avoid confusion, it is a good idea to wait until both print preview screens appear before selecting the print option.

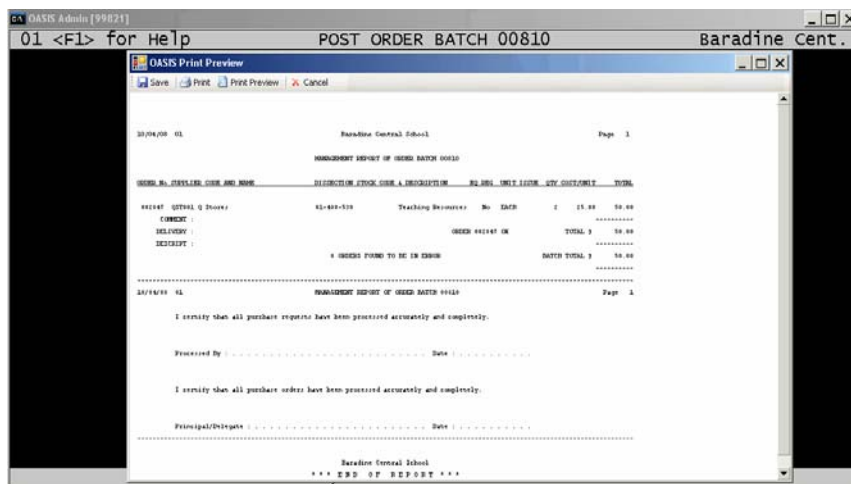
### Post Batch - Orders (D1 - A3)

- Select option **A3** Post Batch, <P>rint to Printer - **2** print screens will appear (see example below)



The **Top Print Preview window** displays the **OASIS Order**.

- Select **Print** to print the OASIS Order to the printer.
- When printed, click on **Cancel** to close this Print Preview screen.



The **Management Report for Order Batch Print Preview** screen will now be displayed.

- Select **Print** to print the Management Report for Order Batch to the printer.
- When printed, click on **Cancel** to close this Print Preview screen and return to the Post Order Batch screen which will display a message '**Batch Fully Posted and Cleared ... <Esc>**'.



- Press **<Esc>** to return to the Purchases/Payments Menu.

- OASIS Print Preview

Baradine Central School  
42-44 Warren Street  
BARADINE 2396  
ABN: 55 183 986 064

PAYMENT VOUCHER CHEQUE No. 003688

Q Stores  
Private Bag 20  
MULGRAVE

VIC 3170  
ABN: 54 625 095 406

DATE : 10/04/08

ORDER No.	ISSUED TO	DESCRIPTION	QTY	UNIT PRICE	AMOUNT	TOTAL
942181	945-529	Teaching Resources	1	\$9.49	\$9.49	
					<b>TOTAL \$</b>	<b>\$9.49</b>

\* Incurring of the expenditure is approved.

Principal / Delegate Officer Date

I certify that :

  - Stores/service have been received satisfactorily as ordered.
  - Rates and calculations are correct &

Signed : .....

- Select **Print** to print the OASIS Payment Voucher and Remittance Advice to the printer.
- When printed, click on **Cancel** to close this Print Preview screen.

**OASIS Print Preview**

10/04/00 01 POST PAYMENT BATCH 02179 Baradine Cent.

Baradine Central School Page 1

MANAGEMENT REPORT FOR PAYMENT BATCH 02179

FILED	TRANSACTION	YEAR	DEBIT	CREDIT	DEBIT	CREDIT	DEBIT	CREDIT
DATE	DESCRIPTION	DATE	AMOUNT	AMOUNT	DATE	AMOUNT	AMOUNT	AMOUNT
10/04/00	001	10/04/00	400-100 Teaching Resources	1	50.00	1	50.00	50.00
PAYMENT TYPE : MANUAL PAYMENT								
CHECK NO. 00164 DATE: 10/04/00								
TOTAL CHECK 1 50.00								
DEBIT TOTAL 1 50.00								
TOTAL DEBIT 1 50.00								
BATCH TOTALS 1 50.00 0.00								
BATCH CREDITS 0 0.00								

Build Printed Lines are marked for the Equipment Register

10/04/00 01 MANAGEMENT REPORT FOR PAYMENT BATCH 02179 Page 1

I certify that batch details are accurate and complete.

School Administrator \_\_\_\_\_ Date \_\_\_\_\_

Principal/Delegate \_\_\_\_\_ Date \_\_\_\_\_

Baradine Central School

- Select **Print** to print the Management Report for Payment Batch to the printer.

- When printed, click on **Cancel** to close this Print Preview screen and return to the Post Payment Batch screen which will display a message '**Batch Fully Posted and Cleared ... <Esc>**'.



- Press <Esc> to return to the Purchases/Payments Menu.

### **Bank Deposit Sheet (D4 - A1)**

- Select A1 Bank Deposit Sheet, a screen similar to the one below will be displayed:

PAYMENT METHOD	CALC. AMOUNT	ACTUAL AMOUNT	DISCREPANCY DESCR.
CSH CASH	475.89	475.89	
CHQ CHEQUE	2126.90	2126.90	
VSA VISA CARD	0.00	0.00	
BCD BANKCARD	0.00	0.00	
MCD MASTER CARD	0.00	0.00	

Discrepancy Management Report

<P>rint OR <Esc>

- Select <P>rint, then Printer - 2 print screens will appear (see example below)

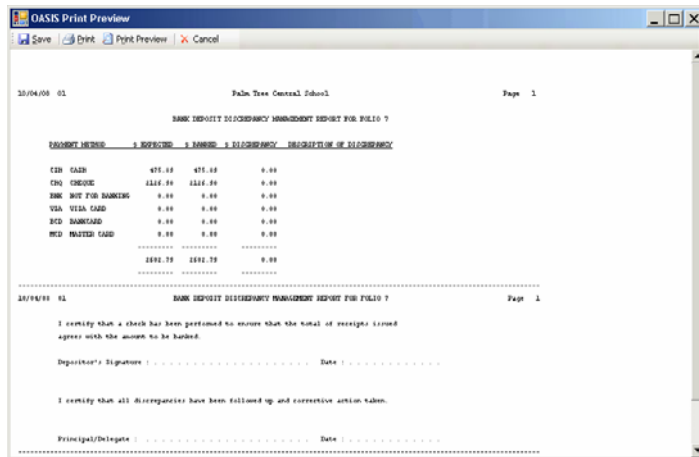
PAYMENT METHOD	CALC. AMOUNT	ACTUAL AMOUNT	DISCREPANCY DESCR.
CSH CASH	475.89	475.89	
CHQ CHEQUE	2126.90	2126.90	
VSA VISA CARD	0.00	0.00	
BCD BANKCARD	0.00	0.00	
MCD MASTER CARD	0.00	0.00	

Discrepancy Management Report

<P>rint OR <Esc>

The **Top Print Preview window** displays the Bank Deposit Sheet.

- Select **Print** to print the **Bank Deposit Report** to the printer.
- When printed, click on **Cancel** to close this Print Preview screen.



The **Bank Discrepancy Management Report Print Preview** screen will now be displayed.

- Select **Print** to print the **Bank Discrepancy Management Report** to the printer.
- When printed, click on **Cancel** to close this Print Preview screen and return to the OASIS Bank Deposit Sheet screen.



A message '**Batch Fully Posted ...<Esc>**' will be displayed at the bottom of the screen.

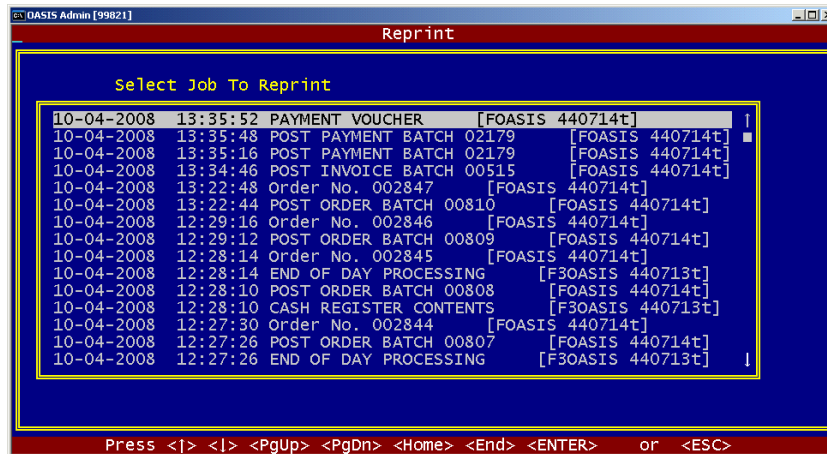
- Press **<E>sc** to return to the Reports/Setup Menu.

## Reprint Print Jobs

### M2 Reprint

All the post batch print jobs will appear in the M2 Reprint option. The display of the print jobs is **unique** to each OASIS user who originally printed the job.

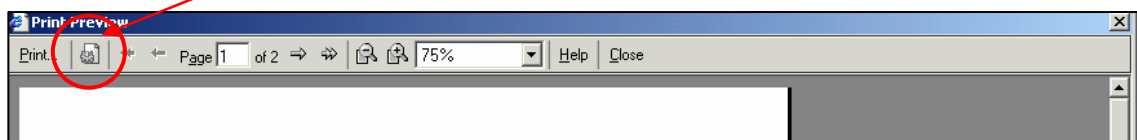
- Select **M2** and a screen similar to the following will be displayed



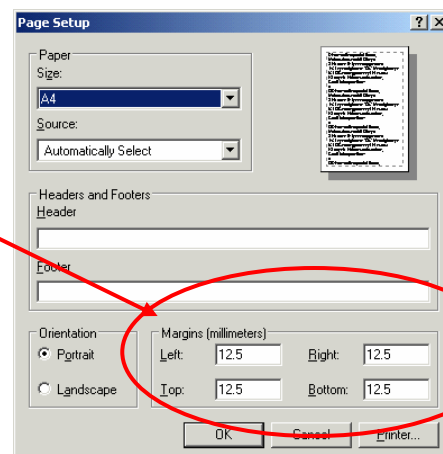
- Arrow up (↑) or down (↓) until the print job required is highlighted and press <Enter>. The print job will be displayed in a Print Preview window.
- To change the paper size, select the **Print Preview** option.



- Then select **Page Setup**



- Edit margins as required
- Select **OK** then **Print**

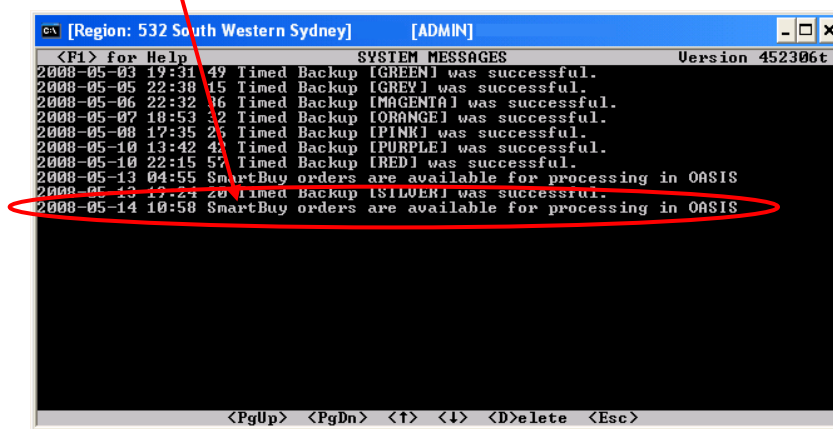


## Smartbuy® Orders & OASIS SmartLink

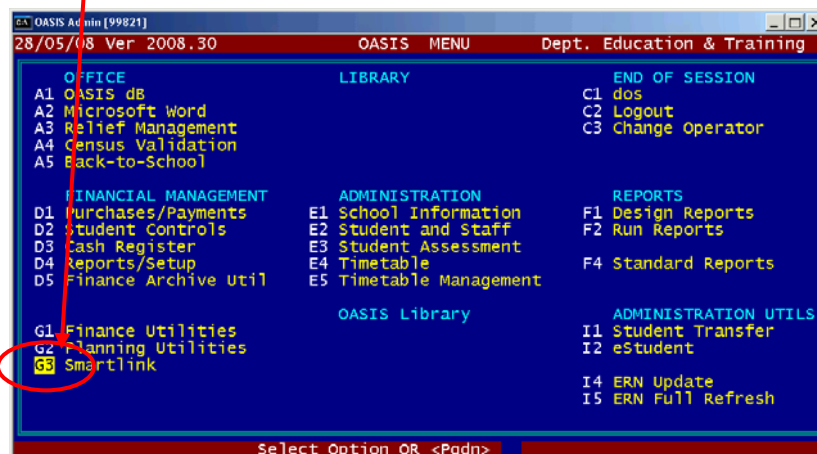
### Processing Smartbuy® Orders using OASIS SmartLink

After a purchase order has been processed and approved in SmartBuy®, the Purchase Order is forwarded to the Supplier, and at the same time the Purchase Order is also transferred to OASIS electronically.

When a SmartBuy® purchase order has been transferred to OASIS a message will be displayed in the OASIS “System Messages” screen to indicate the delivery of the SmartBuy® Purchase Order(s).



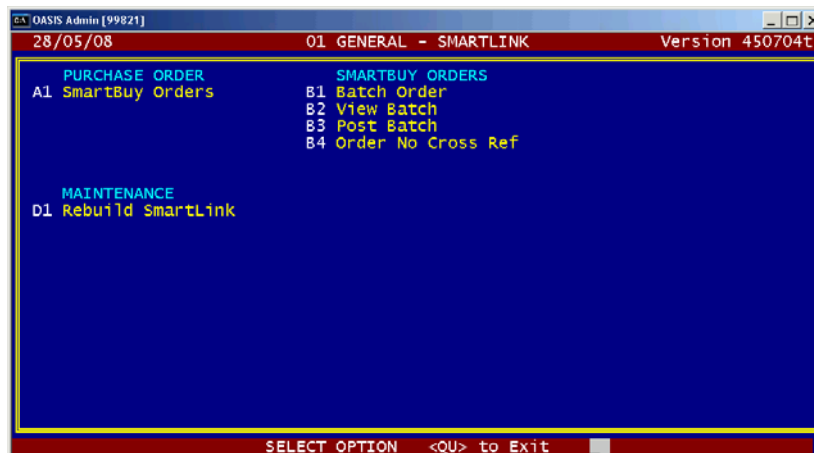
When a user logs into OASIS the background colour of the menu option **G3 SmartLink** will change colour every 20 seconds, also indicating SmartBuy® Purchase Orders are ready for processing in OASIS.



OASIS users that have security access to D1 Purchases and Payments will also have security access to G3 SmartLink.



When G3 is selected a screen similar to the following will be displayed:



SmartBuy® Orders are stored in Option **A1 SmartBuy® Orders**, ready for processing in SmartLink.

A summary of the menus is as follows:

- **A1 SmartBuy® Orders** – SmartBuy® Orders are stored here waiting to be processed and transferred to option **B1 Batch Order**.
- **B1 Batch Order** – Dissection codes are entered for the orders, ready for OASIS Finance.
- **B2 View Batch** – Orders are taken off **HOLD** and checked for errors.
- **B3 Post Batch** – Orders are posted into **OASIS Finance**.
- **B4 Order No Cross Ref** – Both **SmartBuy® Orders** and **OASIS Orders** are displayed for cross referencing.
- **D1 Rebuild SmartLink** – An option for rebuilding SmartLink data.

When **SmartBuy® Orders** are processed in SmartLink and posted, they are transferred into OASIS Finance ready for Invoicing and Payment.

Full instructions on how to process **SmartBuy® Orders** using SmartLink can be found on the **School Systems Website** under **Projects - OASIS SmartLink**.

[Click Here](#)

## Saving & Reformatting Files

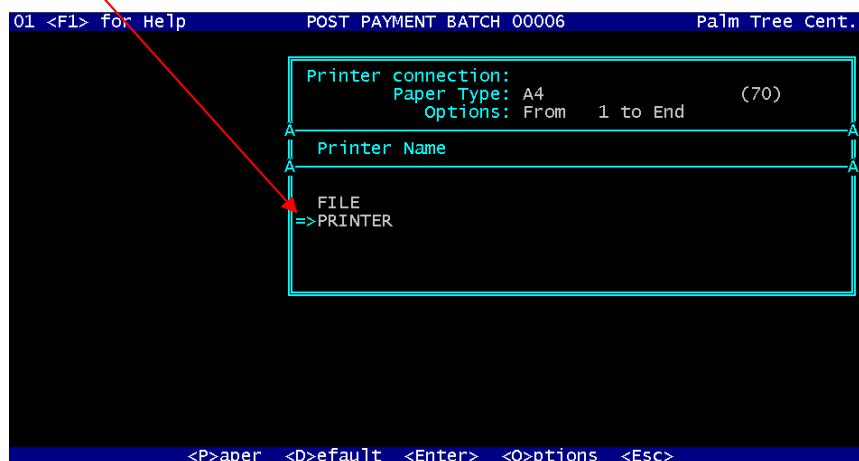
*The following steps will guide you through the process of saving files so they can be reformatted in A2 Microsoft Word, eg. to change font size and/or printer margins*

- Process 2 Batch Claim Vouchers as follows:

Supplier	Subdissection	Description	Qty	\$ Unit
ABC Shop	101-330	Books	20	200.00
Film Australia	201-530	Videos	3	75.00

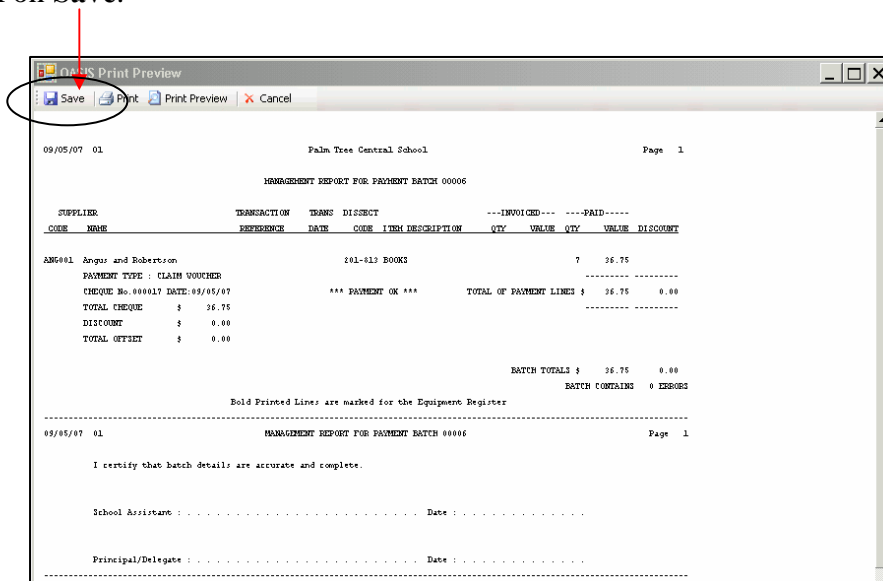
- Select E4 View Batch and check for errors, then select E5 Post Batch. Print Preview the Management Report. Select Print for Payment Vouchers then follow these steps:

- Select **Printer** as if you are going to print the file

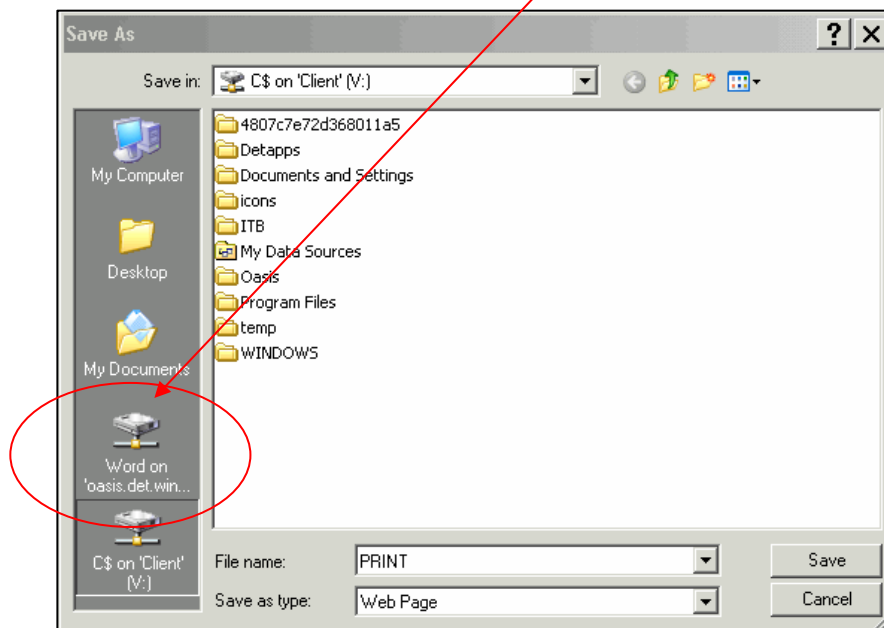


A screen similar to the one below will be displayed.

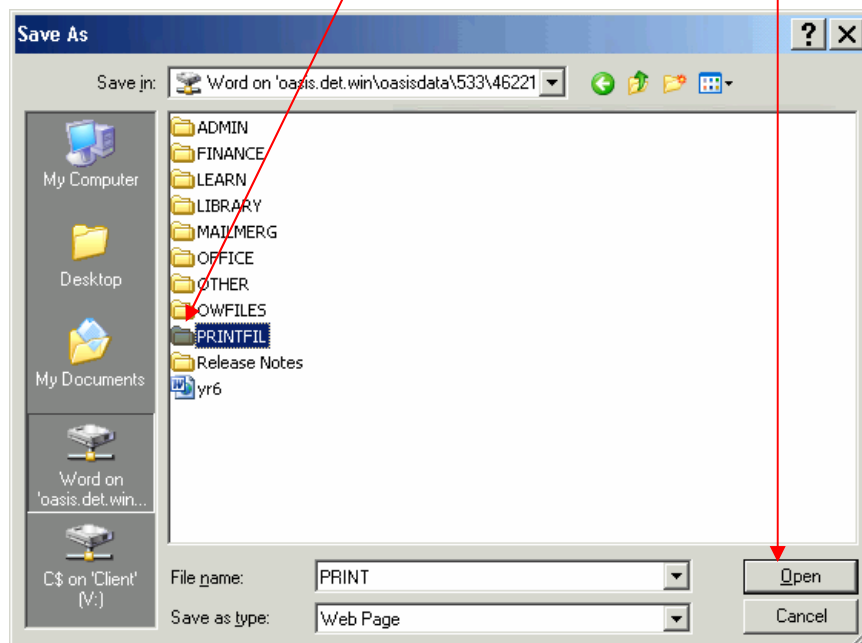
- Click on **Save**.



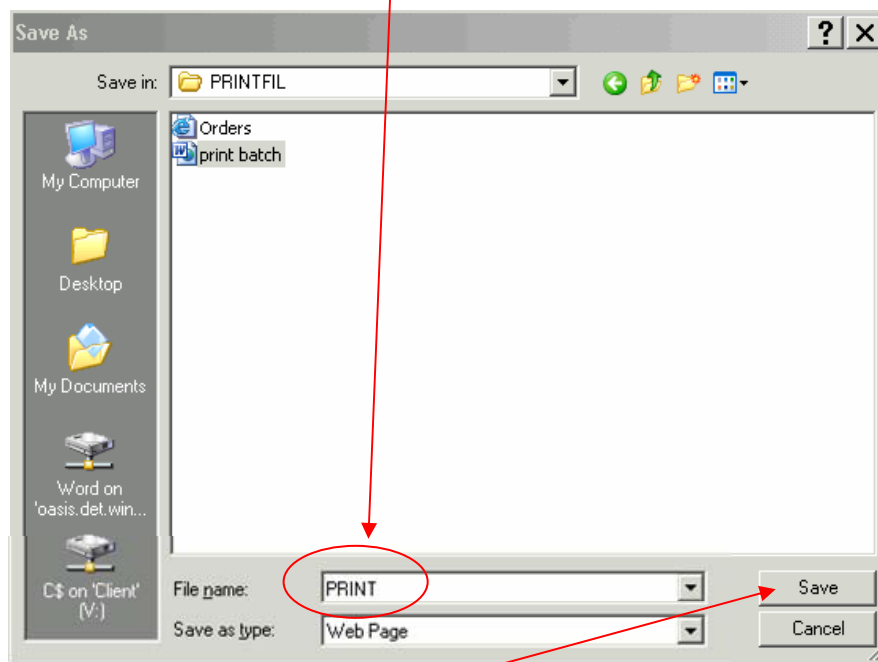
3. In the next screen click on the **'Word on Oasis.det.win'** button on the left hand side of the screen.



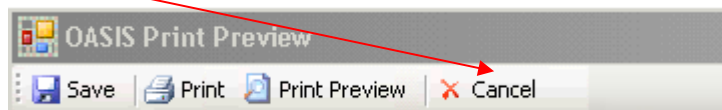
4. In the next screen click on the **'PRINTFIL'** folder and then select **'Open'**



5. In the next screen **change the file name** from PRINT to something related to the file you are saving. *In the example below the file name will be called 'print batch'.*



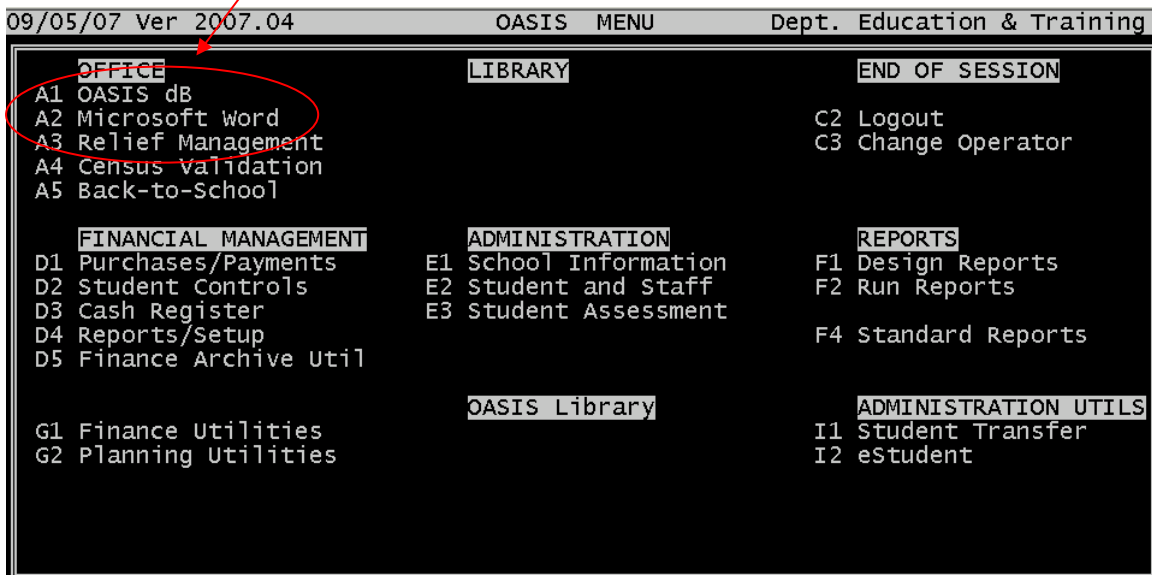
6. Click on **'Save'**
7. Click on **Cancel** in the next screen to go back to the OASIS Screen



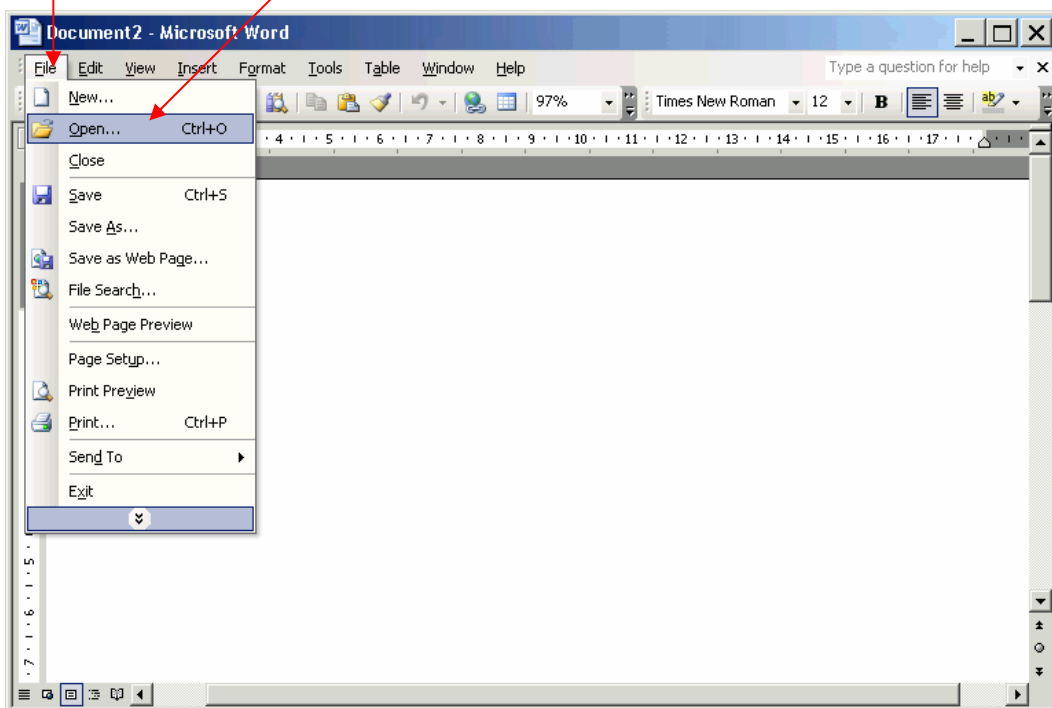
8. **QU** back to the OASIS Main Menu
9. **Continue to the next step** (*over page*) for instructions on opening the file so it can be reformatted.

## Opening the File using MICROSOFT WORD

1. Select **A2 Microsoft Word** from the OASIS Main Menu

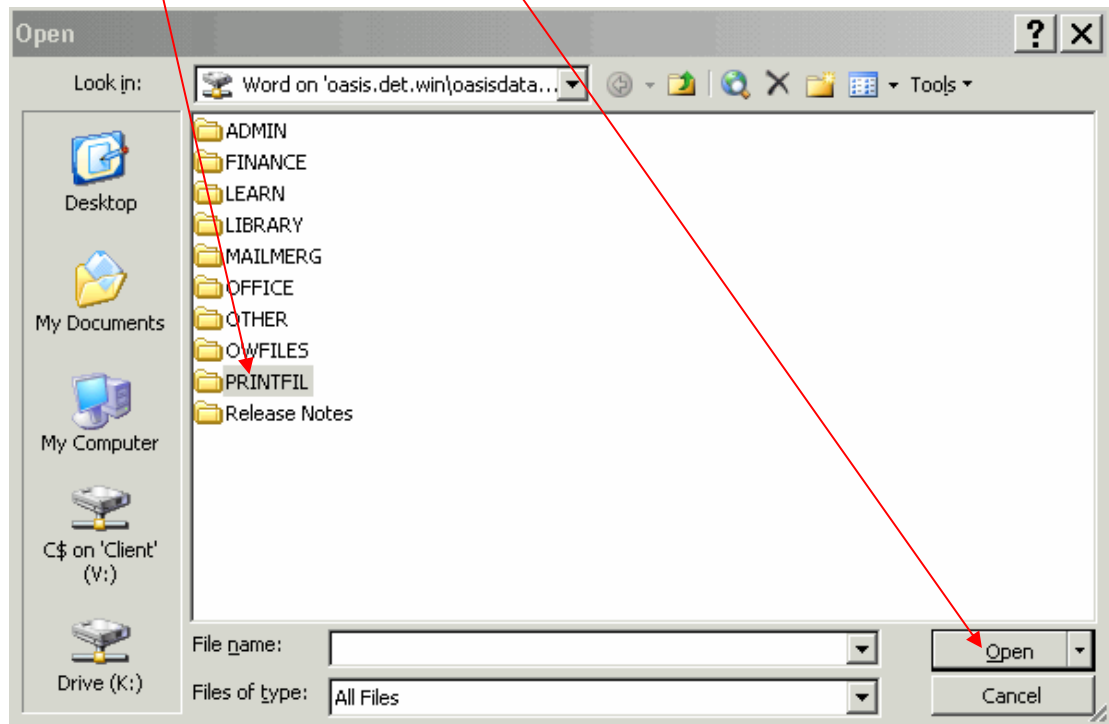


2. Select **File** then select **Open**

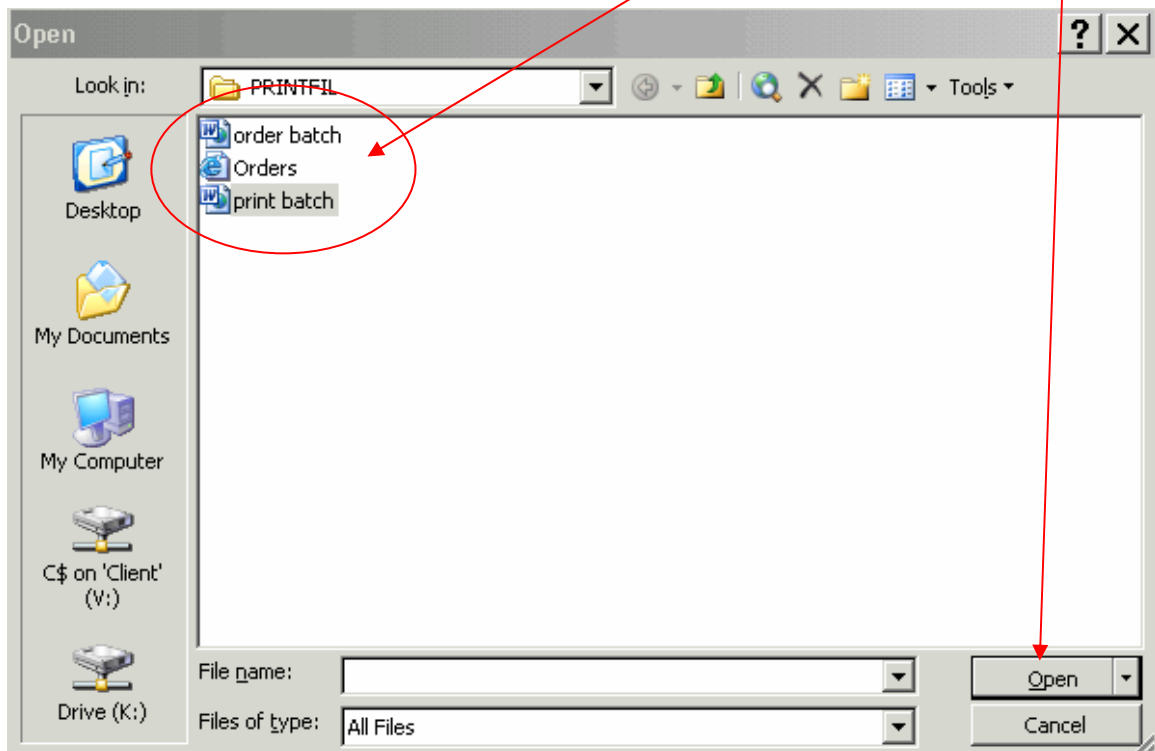


3. The 'LOOK IN' defaults to 'Word on 'oasis.det.win.....'.

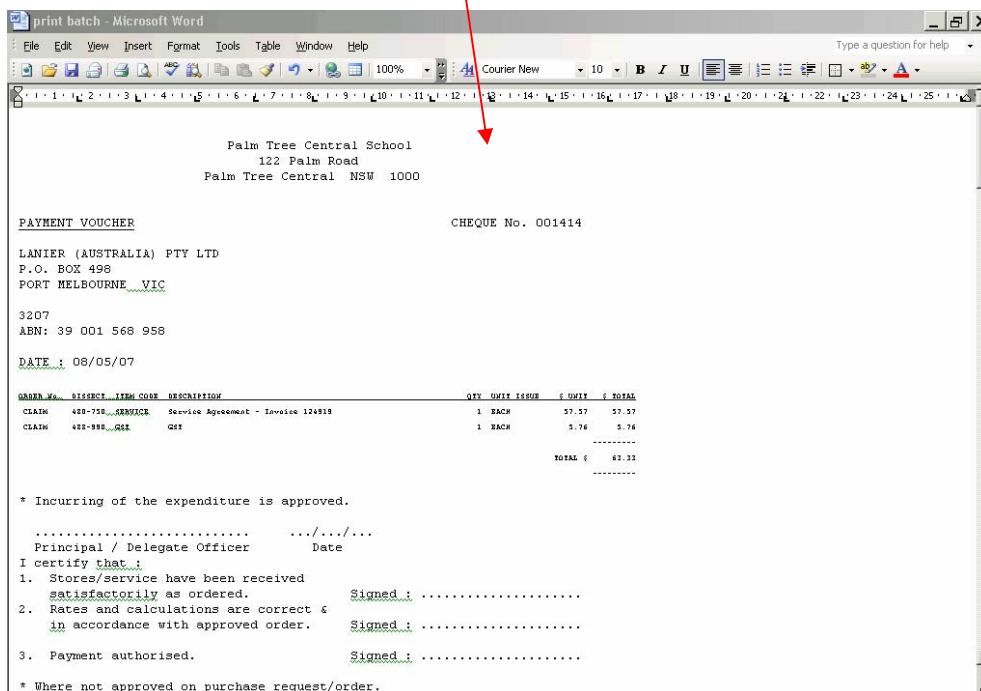
Select **PRINTFIL** folder then select **Open**



4. In the next screen (similar to the one below) select the required file then select **Open**

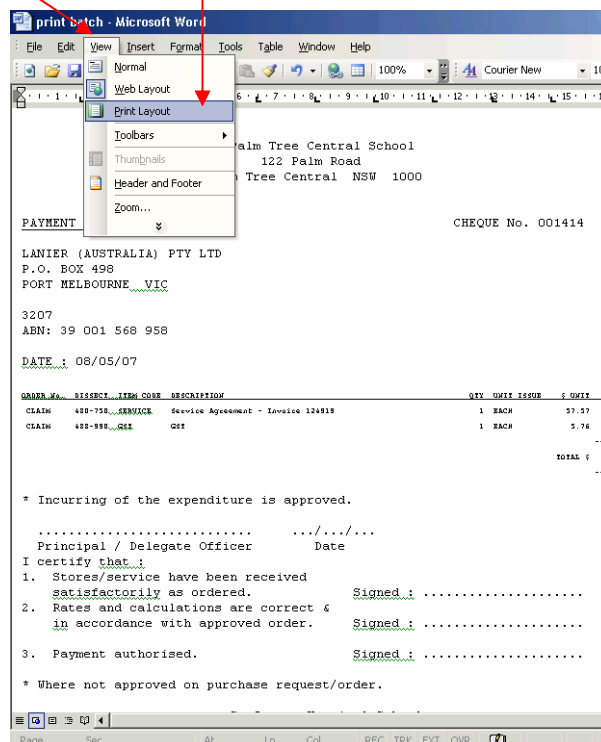


5. The document is displayed in 'Web View' when it is first opened.



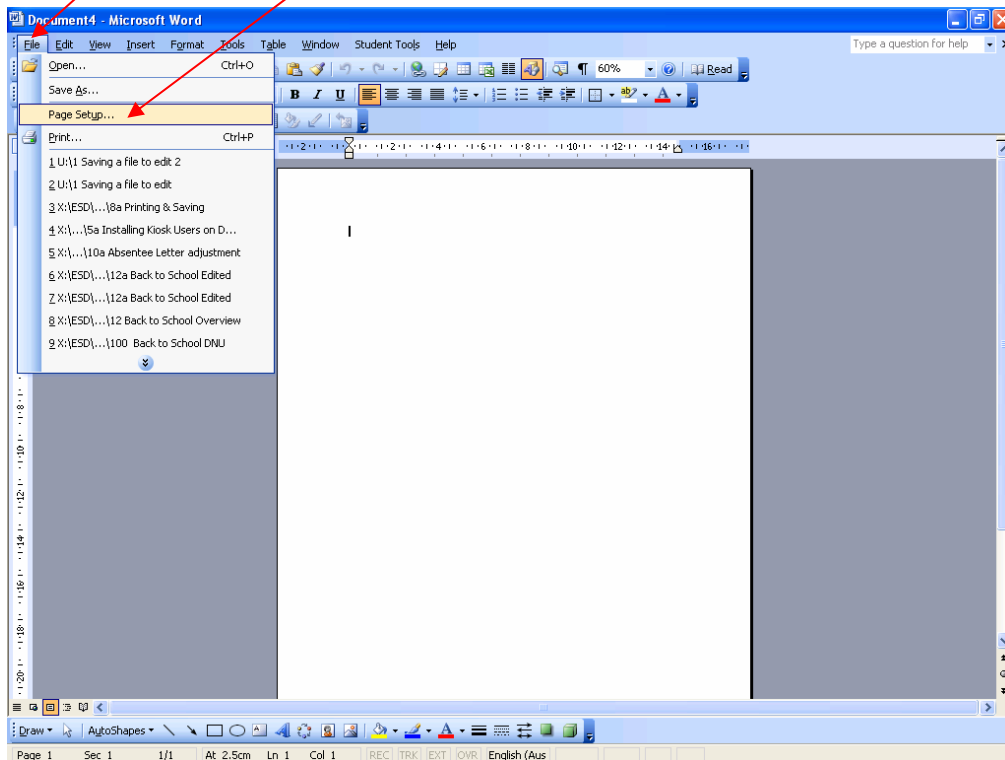
6. Change the view to Print Layout (this view displays how the document will print).

Select **View** then select **Print Layout**

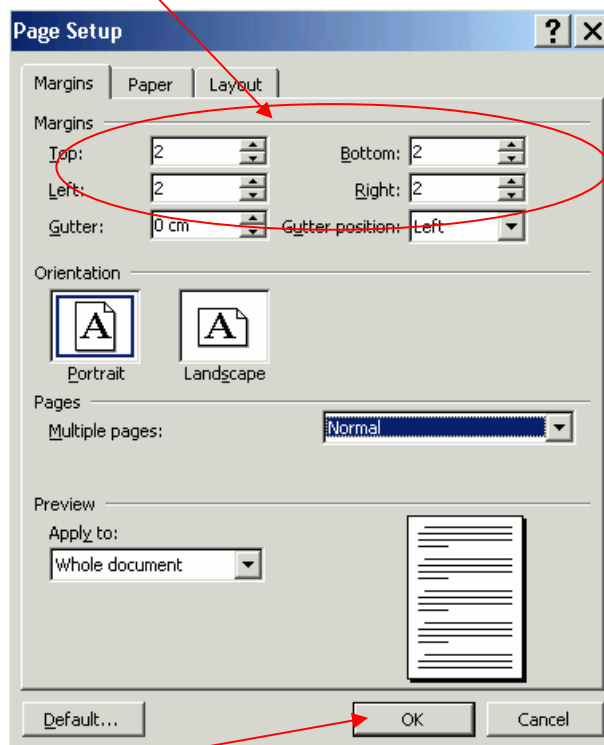


7. Change the margins.

Select **File** then select **Page Setup**



8. Change the Top, Bottom, Left & Right margins to 2 cm



9. Select **OK**



10. In the examples below you will notice that there needs to be page breaks inserted

Palm Tree Central School  
122 Palm Road,  
Palm Tree Central NSW 1000  
ABN:

PAYMENT VOUCHER CHEQUE No. 001414

LANIER (AUSTRALIA) PTY LTD  
P.O. BOX 498  
PORT MELBOURNE VIC  
3207  
ABN: 39 001 568 958  
DATE: 08/05/07

QTY	UNIT	EXT	TOTAL
1	EA	57.57	57.57
1	EA	5.76	5.76
TOTAL			63.33

\* Incurring of the expenditure is approved.

Principal / Delegate Officer Date

I certify that:

1. Stores/service have been received satisfactorily as ordered. Signed
2. Rates and calculations are correct & in accordance with approved order. Signed
3. Payment authorised. Signed

\* Where not approved on purchase request/order.

Palm Tree Central School  
122 Palm Road,  
Palm Tree Central NSW 1000

REMITTANCE ADVICE

LANIER (AUSTRALIA) PTY LTD  
P.O. BOX 498  
PORT MELBOURNE VIC  
3207  
ABN: 39 001 568 958

11. To insert a page break **place the cursor at the end of the last line** of the previous page (in this case after the word 'order' in above example and after the amount '5.76' in the example below)

Attached is a cheque as a Voucher Payment of \$ 63.33, being for:

Reference	Description of Payment	Total
124919	Service Agreement - Invoice 124919	57.57
	GST	5.76

Palm Tree Central School  
122 Palm Road  
Palm Tree Central NSW 1000

PAYMENT VOUCHER CHEQUE No. 001415

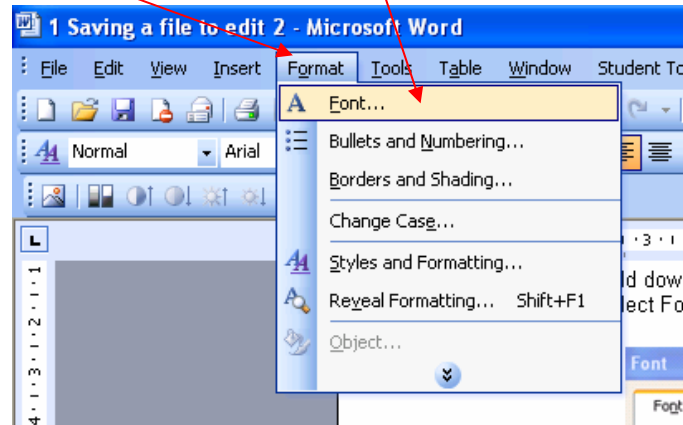
ST JOHN AMBULANCE AUSTRALIA  
(NSW)  
6 HUNTER STREET  
SURRY HILLS NSW  
2010  
ABN: 84 001 738 370

12. **Hold down the CTRL key and press the 'Enter' key** to insert a page break or from the Toolbar select **Insert, Break, Page Break, OK** . Repeat where required in the rest of the document.

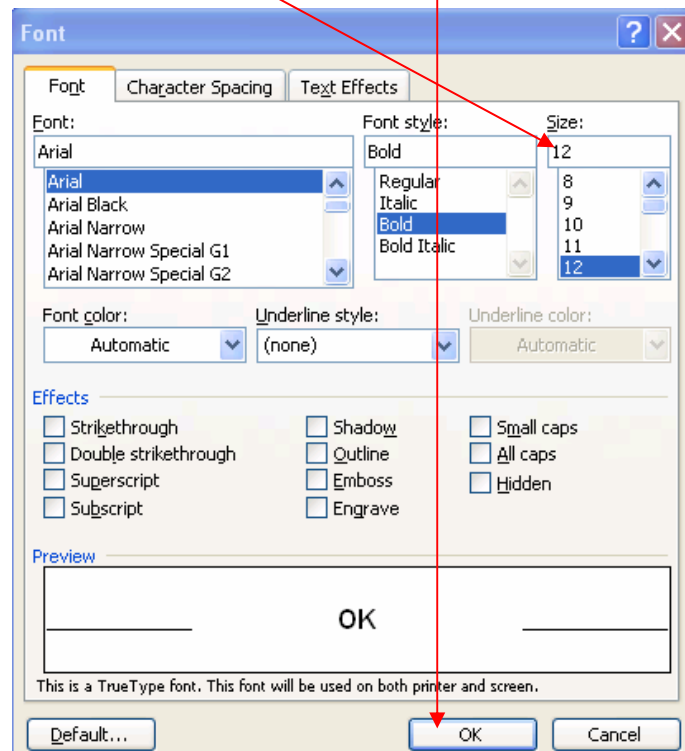
13. To change the font size: (the sample below is for Payments)

- a. **Hold down the CTRL key and press the 'A' key** to select all of the text in the document (or from the tool bar select 'Edit, Select All')

- b. Select **Format** and then select **Font**



- c. Change the font size to **8 or 9** then select **OK**



**NB:** To reselect different font sizes repeat Steps 9a to 9c.

14. **RESAVE** the file before printing it

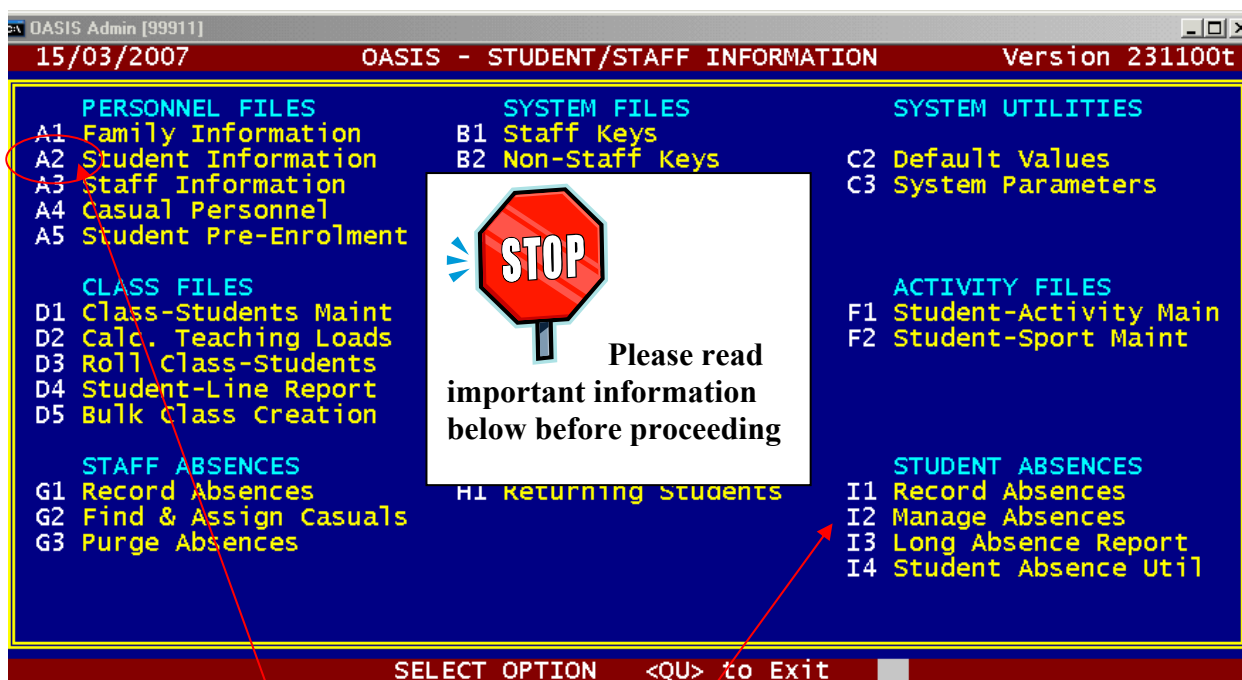
## Student Absences Module

The **Student Absence Module** has been modified to only display official attendance codes for selection when entering new absences. (See end of this topic for more information). These codes were provided in the 'Student Attendance in Government Schools Policy' document. Further documentation regarding this policy can be found at the following web address:

[https://detwww.det.nsw.edu.au/policies/student\\_admin/attendance/](https://detwww.det.nsw.edu.au/policies/student_admin/attendance/)

For those schools that wish to record further details on a student's non attendance at school, a new field has been added to allow schools to enter codes and descriptions that are not included in the official list. These codes are for school use only and are not counted as valid absence reason codes for official reports. This lookup file can be edited in E1/N5 School Comment.

Student and Staff menu looks as follows:



*Student Absences: Options I1 to I4 are now the available options for recording or editing student absences*



### A2 Student Information – Related - Absence

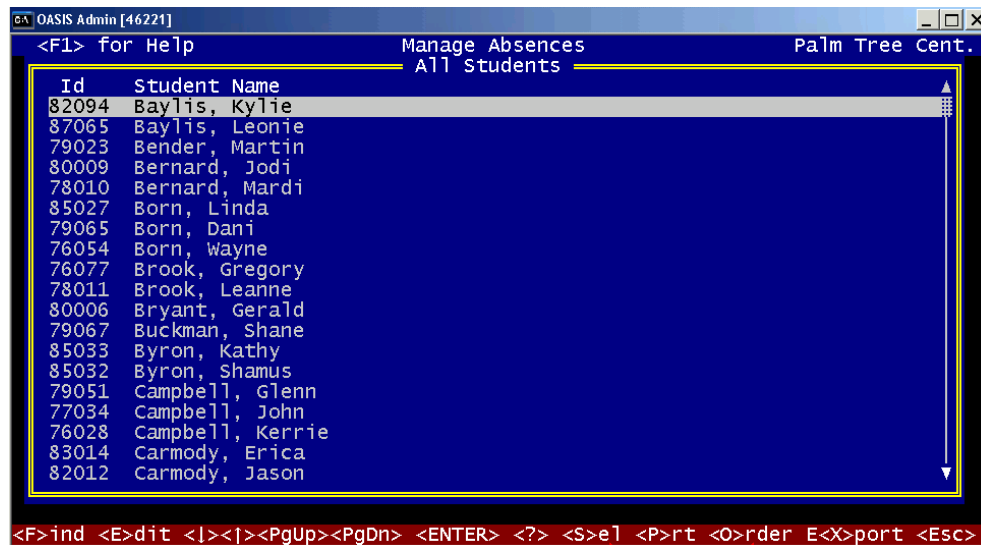
This option is **NO LONGER** available for either **recording or editing** of absences. Absences can only be viewed in this option.

## Record Absences - /1

This option for Absences has not changed. It can still be used to record Absences

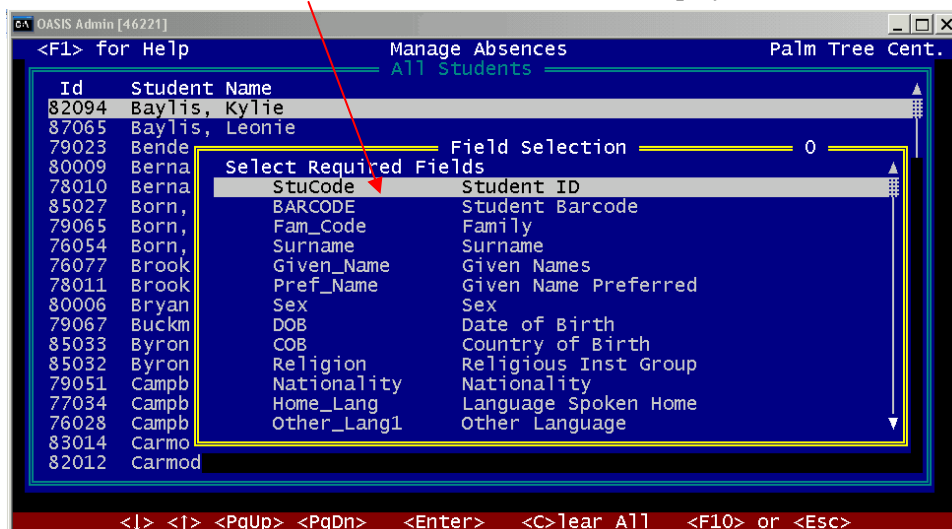
## Manage Absences - /2

1. Upon selecting **I2 Manage Absence** from the Student and Staff Menu a screen similar to the following is displayed. (You will notice that the students appear in alphabetical order with the Student ID to the left of the name).



At the bottom of the screen there are various options. Options <S>el & <O>rder allow you to select additional information which can then be sorted into order.

2. When <S>el is selected a screen similar to the one below will be displayed.



3. Arrow down to '**Roll\_Class**' and press <ENTER>. A number **1** will be displayed beside 'Roll\_Class'

Field	Description
Indigienous	Aboriginal/Islander
Other_Sch	OTHERSCH
Prev_Sch	Previous School
Intake_Src	Source of Intake
Aust_Sch	Date Aust Sch Entry
Enrol_Date	Date Enrolled
Schl_Yr	Scholastic Year
Std_Schl_Yr	Standard Schol. Year
<b>Roll_Class</b>	Roll Class
House_Group	House Group
Bursary	Bursary (Y/N)
Residence	Residential Status
Aus_Arrive	Date Arrived in Aust



Enter on a field to select it and to deselect the field, enter on it

4. Select **F10** and a screen similar to the one below will be displayed with the Student's Roll Class beside their name.

Id	Student Name	Roll_Class
82094	Baylis, Kylie	5/6
87065	Baylis, Leonie	10
79023	Bender, Martin	9B
80009	Bernard, Jodi	8A
78010	Bernard, Mardi	10
85027	Born, Linda	3/4
79065	Born, Dani	9A
76054	Born, Wayne	12
76077	Brook, Gregory	12
78011	Brook, Leanne	10
80006	Bryant, Gerald	8A
79067	Buckman, Shane	9A
85033	Byron, Kathy	3/4
85032	Byron, Shamus	3/4
79051	Campbell, Glenn	9B
77034	Campbell, John	11
76028	Campbell, Kerrie	12
83014	Carmody, Erica	5/6
82012	Carmody, Jason	5/6

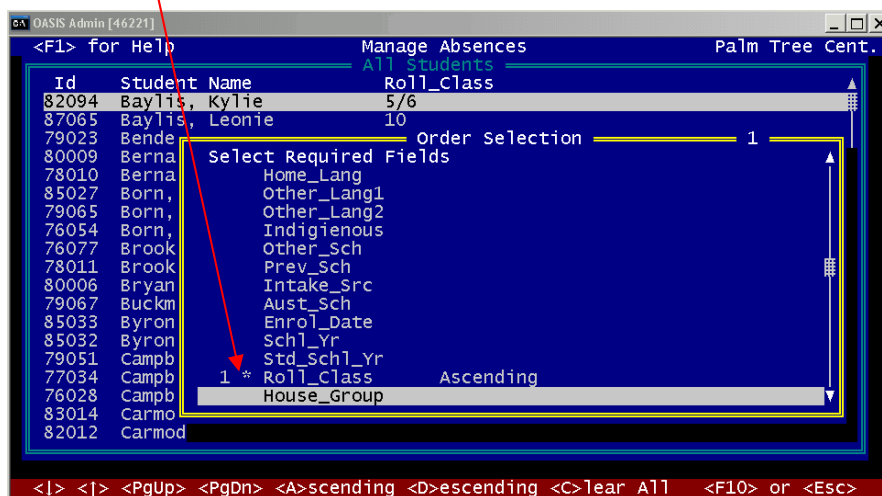
5. Select <O>rder and a screen similar to the one below will be displayed.

Id	Student Name	Roll_Class
82094	Baylis, Kylie	5/6
87065	Baylis, Leonie	10
79023	Bender, Martin	9B
80009	Bernard, Jodi	8A
78010	Bernard, Mardi	10
85027	Born, Linda	3/4
79065	Born, Dani	9A
76054	Born, Wayne	12
76077	Brook, Gregory	12
78011	Brook, Leanne	10
80006	Bryant, Gerald	8A
79067	Buckman, Shane	9A
85033	Byron, Kathy	3/4
85032	Byron, Shamus	3/4
79051	Campbell, Glenn	9B
77034	Campbell, John	11
76028	Campbell, Kerrie	12
83014	Carmody, Erica	5/6
82012	Carmody, Jason	5/6

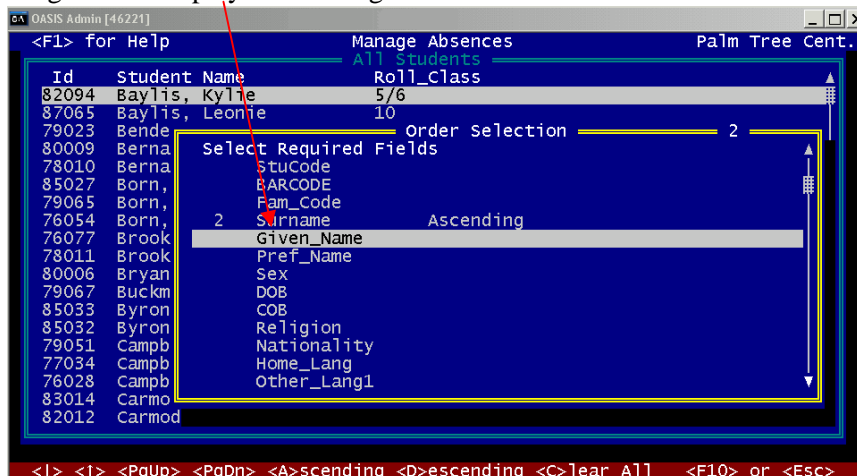


Multiple levels of ordering can also be selected, eg. a user may want to order by Scholastic Year first then by Roll Class if both fields were selected in Step 3.

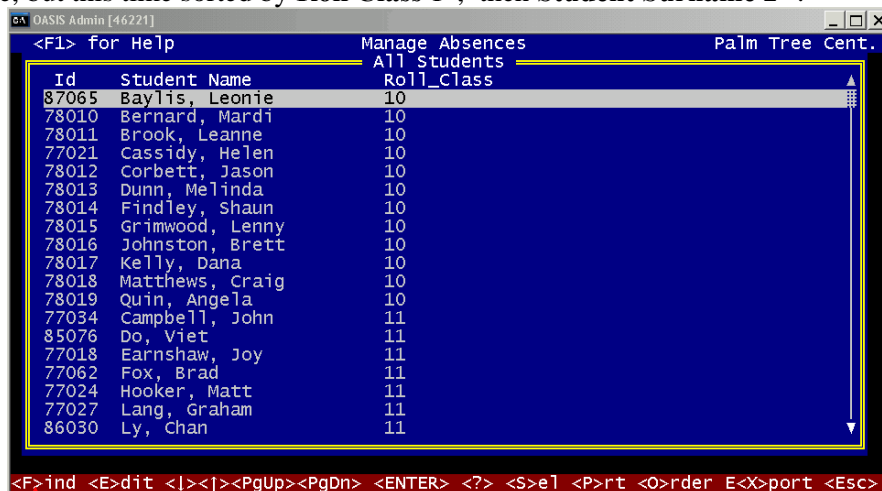
6. Arrow down to 'Roll\_Class' and press <ENTER>. A number 1 will be displayed to the left of 'Roll\_Class' and Ascending will be displayed to the right of 'Roll\_Class'.



7. Arrow up to 'Surname' and press <ENTER>. A number 2 will be displayed to the left of 'Surname' and Ascending will be displayed to the right of 'Surname'.

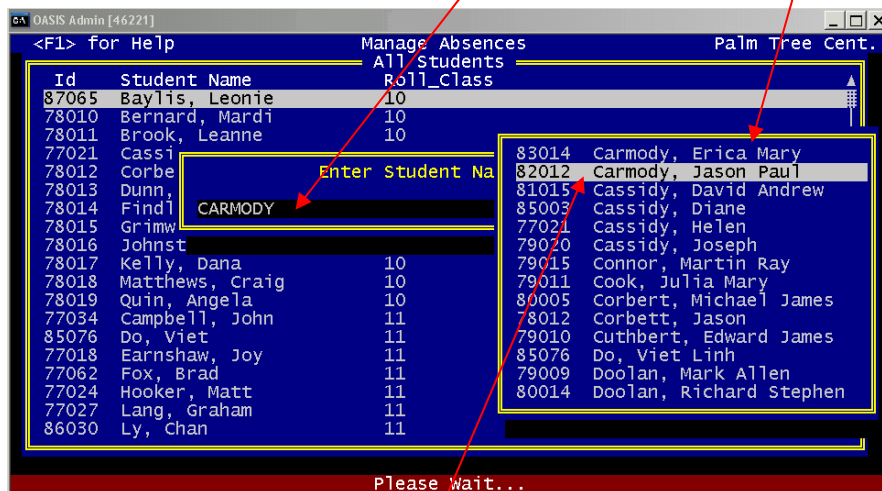


8. Press F10 and a screen similar to the one below will be displayed, with the Student's Roll Class beside their name, but this time sorted by Roll Class 1<sup>st</sup>, then Student Surname 2<sup>nd</sup>.



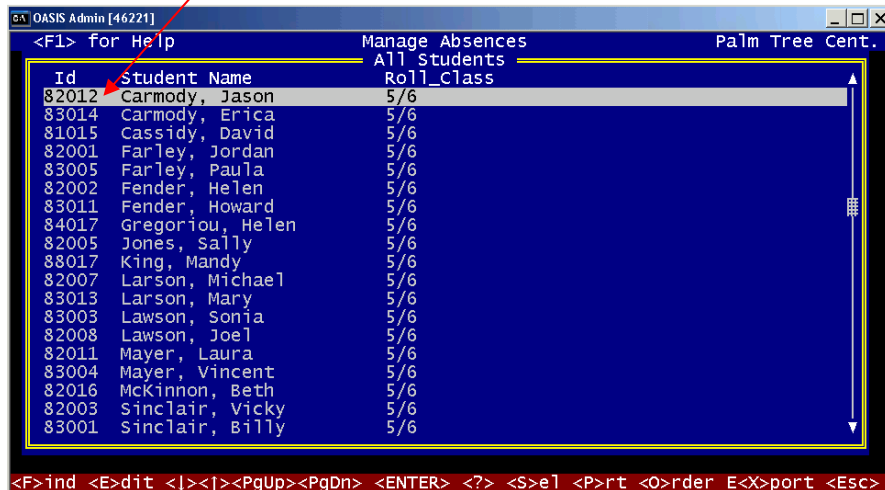
9. Select <F>ind

10. Type in the student surname '**Carmody**' and press <ENTER>. A lookup window will be displayed.

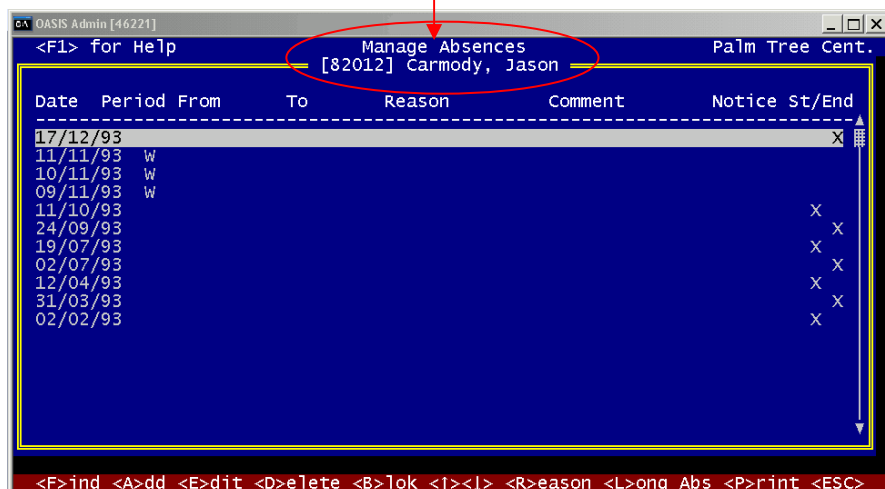


11. Arrow to the required student (in this case '**Jason**')

12. Press <ENTER>. The student's name is displayed at the top of the page.



13. Press <ENTER> and the screen will now display the student's absence file



## Description of Headings on the Absence Page

**Date:** The date on which the student was absent - the default value for this field is the current date

**Absence Period:**  
An indicator on whether the absence was for part of the day or a whole day.

**Time of Absence:** A time range, containing the starting and ending times for a partial Absence. This field can only be edited if the Absence Period is set to P for Partial.

Date	Period	From	To	Reason	Comment	Notice	St/End
17/12/93							X
11/11/93	W						
10/11/93	W						
09/11/93	W						
11/10/93							X
24/09/93							X
19/07/93							X
02/07/93							X
12/04/93							X
31/03/93							X
02/02/93							X

<F>ind <A>dd <E>dit <D>elete <B>lok <I><I> <R>eason <L>ong Abs <P>rint <ESC>

**Reason:** The cause of the absence, available from a lookup window accessing the lookup files Student Absence Reason.

**Comment:** School specific code and description for a comment, available from a lookup window accessing the Absence Comment.

Within this module you also have other options displayed at the bottom of the screen

<F>ind <A>dd <E>dit <D>elete <B>lok <I><I> <R>eason <L>ong Abs <P>rint <ESC>

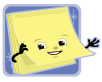


To print a student's absences enter on the student and select <P>rint

- |              |  |
|--------------|--|
| • <F>ind     | - Find a specific date                                   |
| • <A>dd      | - Add an absence   |
| • <E>dit     | - Edit an absence  |
| • <D>elete   | - Delete an absence                                      |
| • <B>lok     | - Highlight a selection of absence dates and delete them |
| • <R>eason   | - Enter a reason for the absence                         |
| • <L>ong Abs | - Enter date range for absence period                    |
| • <P>rint    | - Print absences for student                             |
| • <ESC>      | - Escape to previous Menu                                |



## **IMPORTANT**



*The absence codes have changed to only include the official absence reason codes outlined in the Attendance policy. These codes are locked therefore cannot be modified in any way.*

### **Codes are as follows:**

**A** = Unjustified - Counted as absence for statistical purposes

**S** = Sick - Counted as absence for statistical purposes

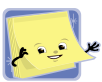
**L** = Leave - Counted as absence for statistical purposes

**E** = Suspended - Counted as absence for statistical purposes

**Blank** = Counted as absence for statistical purposes only

**M** = Exempt **Not** counted as absence for statistical purposes

**F** = Flexible **Not** counted as absence for statistical purposes



*In the conversion process the school's data was scanned and all absences with valid reason codes remained unchanged, those that had invalid reason codes were modified to display a blank reason code and the reason displayed under the school comment field.*



***E1 - N5 Absence Comment:** A new lookup file added to allow the school to enter school related comments. This lookup file can be edited in the same way all other lookup files are edited.*

**Instructions as to updating unexplained absences  
should be discussed with your HSLO.**

## Cash Register / Student Controls

### Receipting

**OVERVIEW:** A new filtering option using function key 'F12' has been added in the Cash Register under option F2 Receipts/F2 Student to allow receipting of "enrolled students", "pre-enrolled students" and "left students". Pre-enrolled students may now be receipted through F2 students or by continuing to select F8 Registered students where filtering is not required.

The **F12** key is a toggle and each key press will toggle to a different co-hort of students (enrolled students, pre-enrolled students and left students). The co-hort being receipted is indicated at the top left hand corner of the receipting screen.

Students without a letter beside their name on the right hand side of the lookup window, indicate enrolled students within **E2/A2 Student Information**

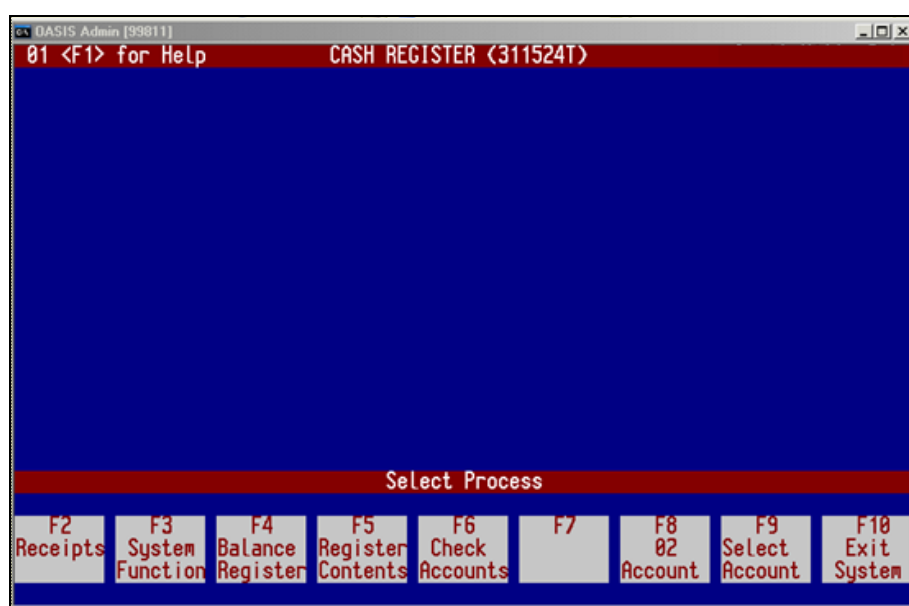
Id	Student Name	Roll	Class	SchYr
=>	Mariah	6B		6
	gabriel ernest	KJ		L
	penisi	3F		L
	elin	KB		P
	ennifer	ALLKIDS		P
	atrick	6B		6

L indicates a student who has left, viewed in **Returning Students E2/H1**

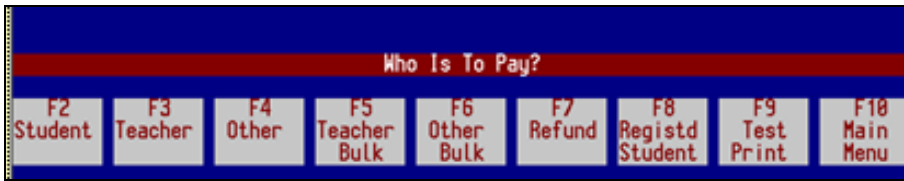
P indicates a pre-enrolled student, viewed in the **Pre-enrolment module E2/A5**

### Process:

- Select F2 Receipts

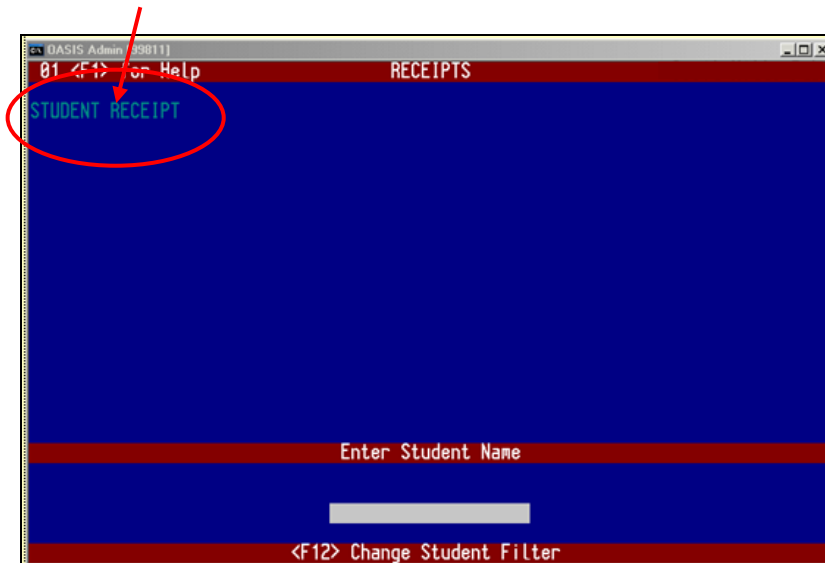


- Select F2 Student



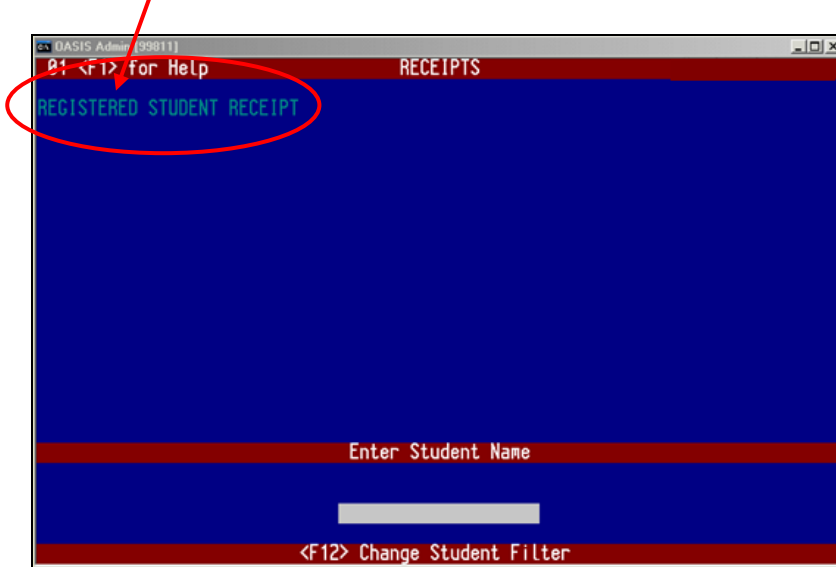
- Enter an *enrolled student* name in the dialogue box or press function key F12 to select a student with a different enrolment status

### Enrolled Students



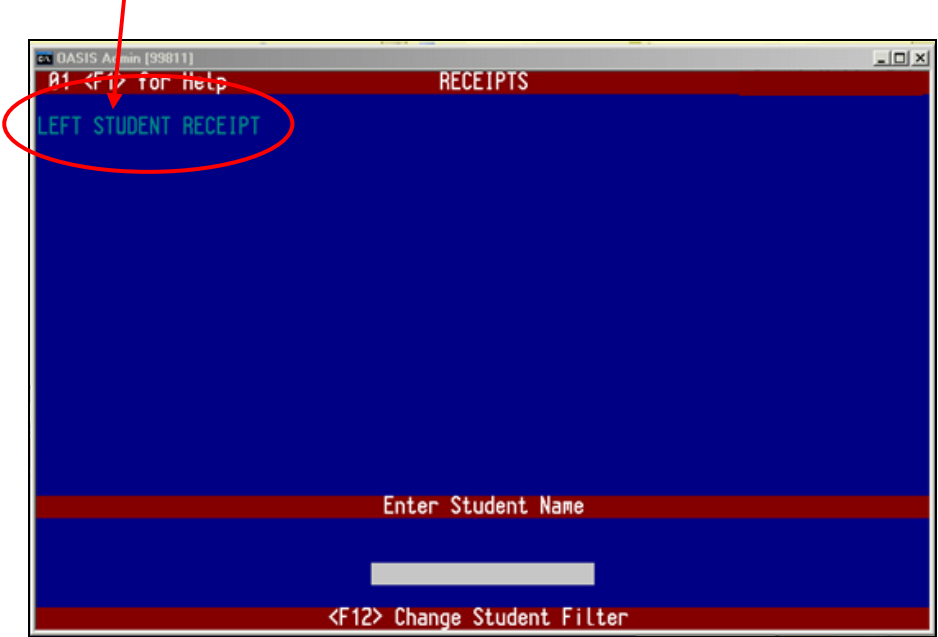
- Select **F12** to toggle to a *Pre-enrolled (Registered)* student

### Pre\_Enrolled Students



Select **F12** to toggle to a *Left Student*

**Left Students**



**NOTE:** It is not possible to receipt a left student if there are no outstanding invoices for that student.

**Student Controls**

**OVERVIEW:** A new filtering option using function key, F12 has been added into D2 Student Controls option A1 Student Selection to allow invoicing of “enrolled students”, “pre-enrolled students” and “left students”. Options G1 to G4 are still available for invoicing Pre-enrolled students.

The **F12** key is a toggle for the different student co-horts, and to a different status of enrolment.

Students without a letter beside their name on the right hand side of the lookup window, indicate enrolled students within **E2/A2 Student Information**

Id	Student Name	Roll	Class	SchYr
=>	Mariah	6B		6
	gabriel ernest	KJ		L
	penisi	3F		L
	elin	KB		L
	lennifer	ALLKIDS		P
	atrick	6B		6

L indicates a student who has left, viewed in **Returning Students E2/H1**

P indicates a pre-enrolled student, viewed in the **Pre-enrolment module E2/A5**

## PROCESS

### Student Invoice

OASIS Admin [99811] 15/11/07 01 ADMINISTRATION - STUDENT CONTROLS Version 311524t

STUDENT INVOICE		ADMIN FEE RELATED	COURSE INVOICE		
A1	Student Selection	B1	Course Fee Setup	C1	Student Selection
A2	Invoice Entry	B2	Set Exempt Students	C2	List Batch
A3	List Batch	B3	Set Course Subdiss.	C3	Post Batch
A4	Post Batch				

CANCEL INVOICE		CANCEL RECEIPT	
D1	Batch Cancellations	F1	Batch Cancellations
D2	List Batch	F2	List Batch
D3	Post Batch	F3	Post Batch

<REC>STUDENT INVOICE

G1	Student Selection
G2	Invoice Entry
G3	List Batch
G4	Post Batch

SELECT OPTION <QU> to Exit

- Select **A1** Student Selection
- Enter an enrolled student name in dialogue box or press function key **F12** to select a student with a different enrolment status

OASIS Admin [99811] 01 <F1> for Help STUDENT <INVOICE> SELECTION BATCH 00846

STUDENT	STUDENT NAME	ROLL CLASS	SCHOLASTIC YEAR
---------	--------------	------------	-----------------

<F12> Filter: STUDENT INVOICE  
Enter Student Name

- Select **F12** to toggle to a **Left Student**

OASIS Admin [99811]

01 <F1> for Help STUDENT <INVOICE> SELECTION BATCH 00846

STUDENT	STUDENT NAME	ROLL CLASS	SCHOLASTIC YEAR
---------	--------------	------------	-----------------

<F12> Filter: LEFT STUDENT INVOICE  
Enter Student Name

- Select **F12** to toggle to allow invoicing on **all students**

OASIS Admin [99811]

01 <F1> for Help STUDENT <INVOICE> SELECTION BATCH 00846

STUDENT	STUDENT NAME	ROLL CLASS	SCHOLASTIC YEAR
---------	--------------	------------	-----------------

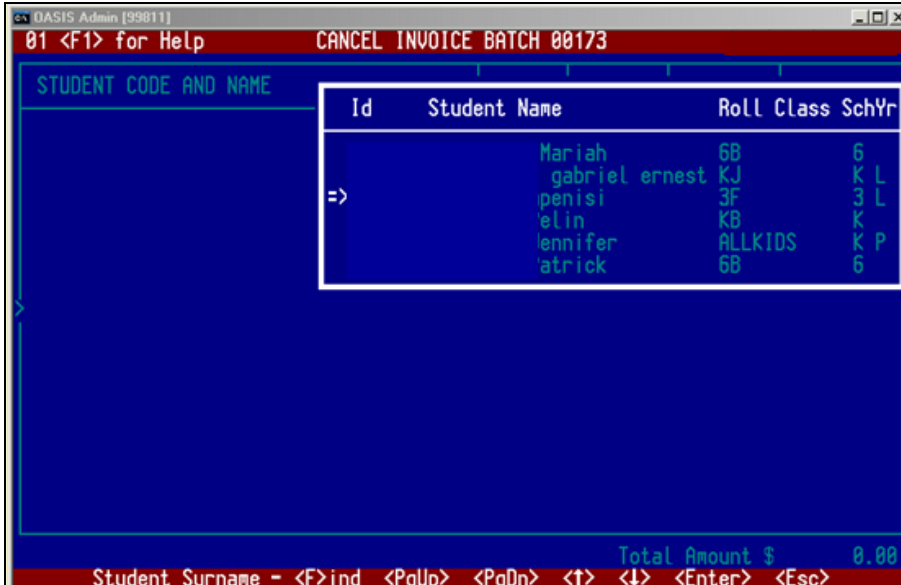
<F12> Filter: ALL STUDENTS: Current, Pre-Enrolled, Left  
Enter Student Name

Once the required student selections have been made, the invoicing process continues unchanged through options A2 – A4.

## Cancel Student Invoice

Allows selection of all students irrespective of their enrolment status

- Select **D1**



Id	Student Name	Roll	Class	SchYr
	Mariah	6B		6
	gabriel	KJ		K L
	ernest	3F		3 L
	penisi	KB		K
	elin	ALLKIDS		K P
	lennifer	6B		6
	attrick			

Student Surname - <F>ind <PgUp> <PgDn> <↑> <↓> <Enter> <Esc>

Total Amount \$ 0.00

Once the required student selections have been made, the cancelling invoice process continues unchanged through options D1-D3.

## Cancel Receipts

Allows cancellation of all student receipts (apart from prepaid) irrespective of their enrolment status.

## Search Functions

### Family Information (E2 - A1)

The search facility in **Family** information has been modified to allow the user to search for a family by family name (*surname of the last entry on the mailing title*), student name or pre-enrolled student name.

- Upon selection of <F>ind a screen similar to the following is displayed;

The screenshot shows a terminal window titled "OASIS Admin [98111]" with a red header bar containing "<F> for Help", "FAMILY INFORMATION", and "Palm Tree Cent.". The main area is blue and contains the following fields:

- Family Code : 40456734
- Mailing Title : Baylis
- RMB/P.O. Box
- Street Number/P
- Street Name
- Suburb/Town : 2999
- Family Phone Num
- Email
- Out of Area : N
- Emergency
- Contact 1
- Contact 2

A yellow box highlights the "Enter Family Name" text input field. Below the input field, there is a section for emergency contacts:

Emergency	
- Name	: Mrs Jones
- Phone	: 818-7766
- Mobile Phone	
- Relationship with Family	: Friend

(If enter is pressed on a blank field the user will be prompted for the student name.)

- The user can either enter the full surname or part of the surname; a lookup table with the closest match to the name highlighted will be displayed as below;

The screenshot shows the same terminal window as before, but with a dropdown menu open over the "Enter Family Name" field. The dropdown menu displays a list of family names, with the first one highlighted:

Family Code	Family Name
40456734	Baylis
BEL001	Mr & Mrs Beltran
BEN001	Mr & Mrs Bender
BER001	Mr & Mrs T Bernard
BOR001	Mr & Mrs R Born
BRO001	Mr & Mrs J Brook
BRY001	Mr & Mrs M Bryant
BUC001	Mrs S Buckman
BYR001	Ms Byron
CAM001	Mr & Mrs D Campbell
CAR001	Mr Carmody
CAS001	Mr & Mrs Cassidy
CAS002	Mrs Cassidy
CAS003	Mr & Mrs H Cassidy

At the bottom of the terminal window, there is a red bar with the following navigation keys: <I>, <I>, <F>ind, <ENTER>, <ESC>.

- Move the highlight bar to the family by using up or down arrows and press ENTER.



- To search for **families via a student name** press enter on a blank prompt to enter family name and a screen similar to the following will be displayed;

OASIS Admin [9811] FAMILY INFORMATION Palm Tree Cent.

<F1> for Help

Family Code : 40456734

Mailing Title : Baylis

RMB/P.O. Box

Street Number/Property Name

Street Name

Suburb/Town : 2999

Family Phone Number

Email

Out of Area : N

Emergency

Contact 1		Contact 2
- Name	: Mrs Jones	
- Phone	: 818-7766	
- Mobile Phone		
- Relationship with Family	: Friend	

- Enter the full surname or part of the surname; a lookup table with the closest match to the name highlighted will be displayed as below;

OASIS Admin [9811] FAMILY INFORMATION Palm Tree Cent.

<F1> for Help

Family Code : 40456734

Mailing Title : Baylis

RMB/P.O. Box

Street Number/Property Name

Street Name

Suburb/Town

Family Phone Number

Email

Out of Area

Emergency

CODE	NAME	ROLLCLS	SCHYEAR
87924058	Baylis, Kylie	5/6	6
87065	Baylis, Leonie	10	10
79023	Bender, Martin John	9B	9
80009	Bernard, Jodi Leanne	8A	8
78010	Bernard, Mardi	10	10
85027	Born, Belinda	3/4	3
79065	Born, Danielle	9A	9
76054	Born, Wayne	12	12
76077	Brook, Gregory John	12	12
78011	Brook, Leanne	10	10
80006	Bryant, Gerald Henry	8A	8
79067	Buckman, Shane David	9A	9
85033	Byron, Kathleen	3/4	4
85032	Byron, Shamus	3/4	4

<I> <J> <F>ind <ENTER> <ESC>

- Move the highlight bar to the student by using up or down arrows and press ENTER.
- To search for **families via a pre-enrolled student name** press enter on a blank prompt to enter student name, a screen similar to the following will be displayed;

OASIS Admin [9811] FAMILY INFORMATION Palm Tree Cent.

<F1> for Help

Family Code : 40456734

Mailing Title : Baylis

RMB/P.O. Box

Street Number/Property Name

Street Name

Suburb/Town : 2999

Family Phone Number

Email

Out of Area : N

Emergency

Contact 1		Contact 2
- Name	: Mrs Jones	
- Phone	: 818-7766	
- Mobile Phone		
- Relationship with Family	: Friend	

- Enter the full surname or part of the surname; a lookup table with the closest match to the name highlighted will be displayed
- Move the highlight bar to the student by using up or down arrows and press ENTER.

The prompt for Pre- enrolled student name will only appear if there are students entered in Student Pre-enrolment module.

**Please note:**

**This search method has been incorporated throughout OASIS, therefore whenever there is the facility to search for a family the above mentioned processes will need to be used.**

## Staff Information (A3)

The majority of information about staff is maintained in OASIS. The only items that are not maintained in OASIS are:

Title	Given Names	Surnames
Serial Numbers	Date of Birth	

As part of the migration to ERN the 3 digit Staff code in OASIS has been converted to a 9 digit number. The find option for Staff in OASIS will now operate on the Staff Surname.

### *Finding Staff*

The Staff Personal Information has been modified to allow the user to search for a member of staff by surname.

- Upon selection of <F>ind a screen similar to the following will be displayed;

The screenshot shows a terminal window titled "OASIS Admin (98011)". The main heading is "STAFF PERSONAL INFORMATION" and the location is "Palm Tree Cent.". The screen displays the following information:

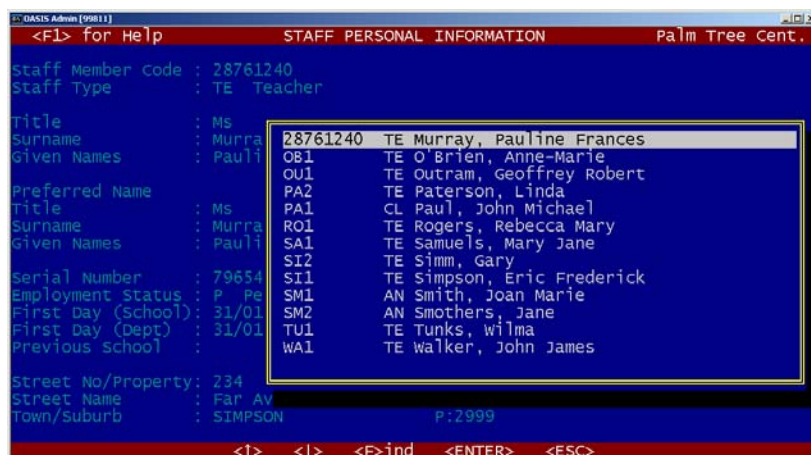
Staff Member code : 28761240  
Staff Type : TE Teacher  
Title : Ms  
Surname :  
Given Names :  
Preferred Name :  
Title :  
Surname :  
Given Names : Pauline  
Date of Birth : 25/07/55  
Serial Number : 7965432  
Employment Status : P Permanent  
First Day (School): 31/01/79  
First Day (Dept) : 31/01/79  
Previous School :  
Street No/Property: 234  
Street Name : Far Ave  
Town/Suburb : SIMPSON  
P:2999

Additional information on the right side of the screen includes: -5342, Female, Single, Emerg. contact : J Clarin, 284-5689, -Friend, Car Rego Number:, Car Ins. Co. : , Car Rego Number:, Car Ins. Co. : .

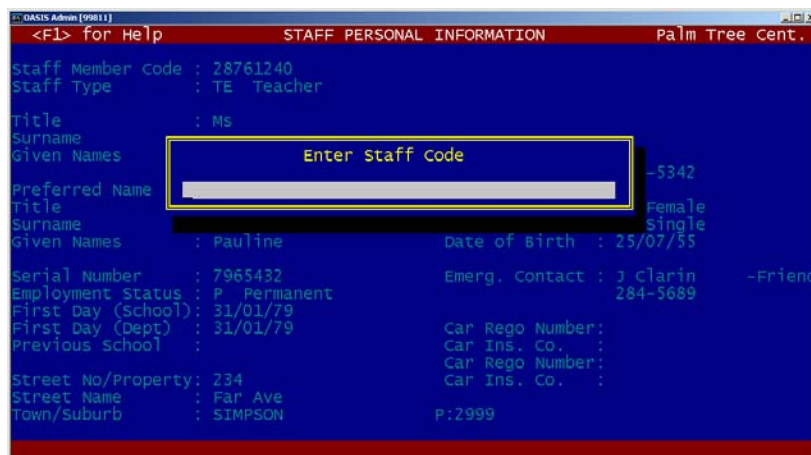
A yellow box highlights the "Enter Staff Name" prompt, which is a text input field.

If enter is pressed on a blank field the user will be prompted for the **Staff Name**.

- Enter the full staff surname or part of the surname; a lookup table with the closest match to the name highlighted will be displayed



- Move the highlight bar to the staff member by using up or down arrows and press ENTER.
- To search for staff member via a Staff Code press enter on the blank prompt to enter staff name and a screen similar to the following will be displayed;



- Enter the full Staff Code or part of the code; a lookup table with the closest match to the code highlighted will be displayed
- Move the highlight bar to the staff member by using up or down arrows and press ENTER.

**Please note: All new Staff members must be added in ERN.**

**Note:** Information added and maintained on Staff Members in ERN will flow back to OASIS and the additional information kept on staff can be maintained using A3 Staff Information.

When a new member of staff is added in ERN and it flows back to OASIS, the staff member will need to be allocated a Staff Type within OASIS;

T – Teaching or AN - Ancillary

**Please note:**

**This search method has been incorporated throughout OASIS, therefore whenever there is the facility to search for a member of staff the above mentioned processes will need to be used.**

## Staff – Search and Add Functionality

In the example below, the operator is assigning a staff member to the Agriculture Department.

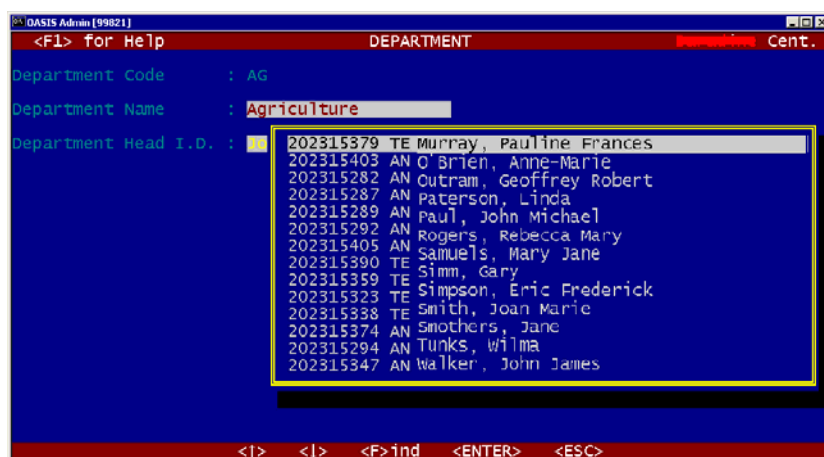
At the prompt for the “Department Head I.D.” the operator has a number of Options, these include:-

- Press Enter on a blank “Department Head Id” and the Staff Lookup window will be displayed, the teacher at the top of the list will be displayed.
- Enter the Staff members Surname or part there of and press enter, the Staff lookup window will be displayed and the staff member with the closest matching surname will be highlighted. The operator can then scroll up and down the list to select the correct staff member.



**Note:** This is the preferred option to find staff.

- Enter the Staff Code (9 digit Number), the Staff lookup window will be displayed with the staff member with the closest matching Staff Code highlighted. The operator can then scroll up and down the list to select the correct staff member. highlighted for selection



The Staff Member Lookup window has the following options

- <↑> <↓> allows the operator to scroll up and down the list of Staff
- <F>ind allows the operator to search for a staff member in the list by name
- <Enter> accepts the highlighted staff member
- <Esc> closes the lookup window without accepting the highlighted staff member

The new **Staff Search and Add Functionality** can be found in the following options within the School Information Module:-

- |                           |                                |
|---------------------------|--------------------------------|
| • A2 Keys                 | • B3 Composite Classes         |
| • A3 Assets Register      | • B5 Class Teacher Maintenance |
| • B1 Department           | • H2 Sport                     |
| • B2 Subject/Course/Class | • M3 Special Activities        |

The new **Staff Add and Search Functionality** can be found in the following options within the Student and Staff Module:-

- |                             |                              |
|-----------------------------|------------------------------|
| • B1 Staff Keys             | • F1 Student-Activity Maint  |
| • G1 Record Absence (Staff) | • G2 Find and Assign Casuals |

## Student Information (E2 – A2)

Student Personal Information, Medical Details and Other Parent details have been made READ ONLY and can only be viewed from OASIS.

*The function of enrolling and maintaining Student Information is now undertaken in ERN.*

Information added and maintained on students in ERN will flow back to OASIS and will be able to be viewed from A2 Student Information. The migration to ERN converted the Student Id to **9 digits**.

## New Menu option <I>nfo

A new menu option <I>nfo has been added to the student information screen which will allow the user to preview student's information prior to the lookup standardisation and ERN migration.

Upon selection of E2-A2 the following will be displayed on the bottom status bar.

<F>ind <N>ext <P>rev <D>elete <R>elatd enr<O>lmnt fa<M>ily <?> <Esc> <I>nfo

Upon selection of <I>nfo the following two screens will be displayed.

\* The first screen will display the information listed in OASIS prior to the Lookup Standardisation

\* The second screen will display the information listed in OASIS prior to the ERN migration

PREMILIST - Info

Life Look: Student Test ID

-----

<F>ind <N>ext <P>rev <D>elete <R>elatd enr<O>lmnt fa<M>ily <?> <Esc> <I>nfo

-----

Student ID : 080027    Username :    Date Enrolled : 02/02/87  
 Family Code : BAY005    Given Names : Kyle    Standard Schol. Yr : 7  
 Preferred Name : Kyle    Standard Schol. Yr : 7  
 Sex : Female    House Group : B BLUE  
 Date of Birth : 23/05/85    Receives Bursary : N  
 Country of Birth : AUS Australia    Residence Status : A Australian  
 Religion (Inst Group) : ROM Non-relig    Arrival in Aust : / /  
 Nationality : NP Not prov'd    Visa Class/Type : / /  
 Language Spoken - home : ENG English    Visa Subclass : / /  
 Other Language (S) :    Int Sch on 521 : N  
 Aboriginal/Torres Is) : N NO    ATE Expiry Date : / /  
 Previous School : 2120 Menal Publ    Census Report : V  
 Source of Intake : 3120 Throul Publ    Parental Consent : V  
 Date of Intake : 02/02/87    Needs ESL Support : N Not requir  
 Prior kind care type : 000 Not provided/un    Date Assessed : / /  
 Amount of care : 000 Not provided/un    Receives ESL Supp : / /  
 Care Centre Name :    Units in school : / /  
 Indicators : X    External units : / /  
 Photograph : X    Total units : / /

Family Code : ACK005  
 Mailing Title : Mr & Mrs Bayliss  
 Rm/P.O. Box :  
 Street Number/Property Name : 27  
 Street Name : Ann Street  
 Suburb/Town : Slapton Post Code: 2999

PREMILIST - Info

Life Look: Student Test ID

-----

<F>ind <N>ext <P>rev <D>elete <R>elatd enr<O>lmnt fa<M>ily <?> <Esc> <I>nfo

-----

Student ID : 080027    Username :    Date Enrolled : 02/02/87  
 Family Code : BAY005    Given Names : Kyle    Standard Schol. Yr : 7  
 Preferred Name : Kyle    Standard Schol. Yr : 7  
 Sex : Female    House Group : B BLUE  
 Date of Birth : 23/05/85    Receives Bursary : N  
 Country of Birth : AUS Australia    Residence Status : A Australian  
 Religion (Inst Group) : ROM Non-relig    Arrival in Aust : / /  
 Nationality : NP Not prov'd    Visa Class/Type : / /  
 Language Spoken - home : ENG English    Visa Subclass : / /  
 Other Language (S) :    Int Sch on 521 : N  
 Aboriginal/Torres Is) : N NO    ATE Expiry Date : / /  
 Previous School : 2120 Menal Publ    Census Report : V  
 Source of Intake : 3120 Throul Publ    Parental Consent : V  
 Date of Intake : 02/02/87    Needs ESL Support : N Not requir  
 Prior kind care type : 000 Not provided/un    Date Assessed : / /  
 Amount of care : 000 Not provided/un    Receives ESL Supp : / /  
 Care Centre Name :    Units in school : / /  
 Indicators : X    External units : / /  
 Photograph : X    Total units : / /

Family Code : ACK005  
 Mailing Title : Mr & Mrs Bayliss  
 Rm/P.O. Box :  
 Street Number/Property Name : 27  
 Street Name : Ann Street  
 Suburb/Town : Slapton Post Code: 2999

## Please note:

The first screen will need to be **minimised** for the second screen to be displayed.

*If there is no pre-migration data the following will be displayed:*

Nothing to Display <ESC>

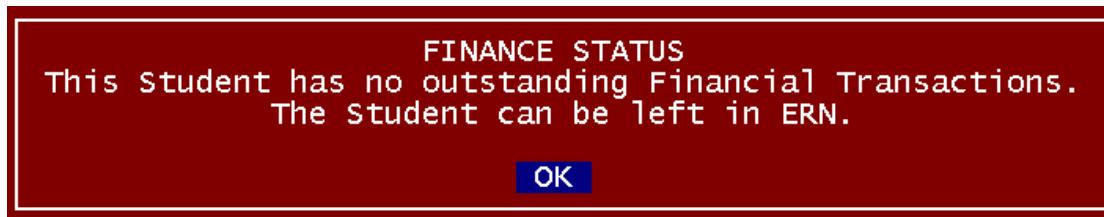
## Leaving Student

The management of students leaving the school is undertaken in ERN. Before you process a leaver in OASIS the work practice should be to check that a student has **NO OUTSTANDING FINANCIAL TRANSACTIONS** against the student in OASIS.

This may be achieved by selecting the <L>eave option from the <R>elated option bar from within Student Information.

- **A Student with no outstanding Financial Commitments**

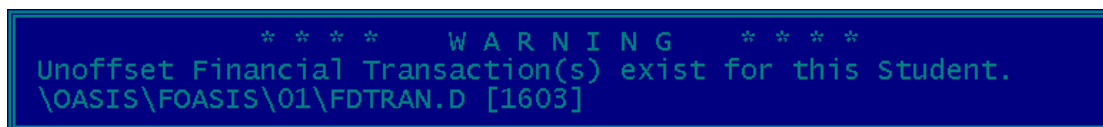
If a Student has no outstanding financial transactions the following dialogue box will be displayed when <L>eave is selected.



This student can be processed as a Leaver from the School via ERN

- **A Student with outstanding Financial Commitments**

If a Student has outstanding financial transaction the following dialogue box will be displayed when <L>eave is selected.



The school will need to take the appropriate action to collect outstanding monies owed for and cancel the transactions prior to leaving the student in ERN.

**Note:** The <L>eave option no longer processes the student as a leaver in OASIS. It is only used to check the status of Financial Commitments of a Student.



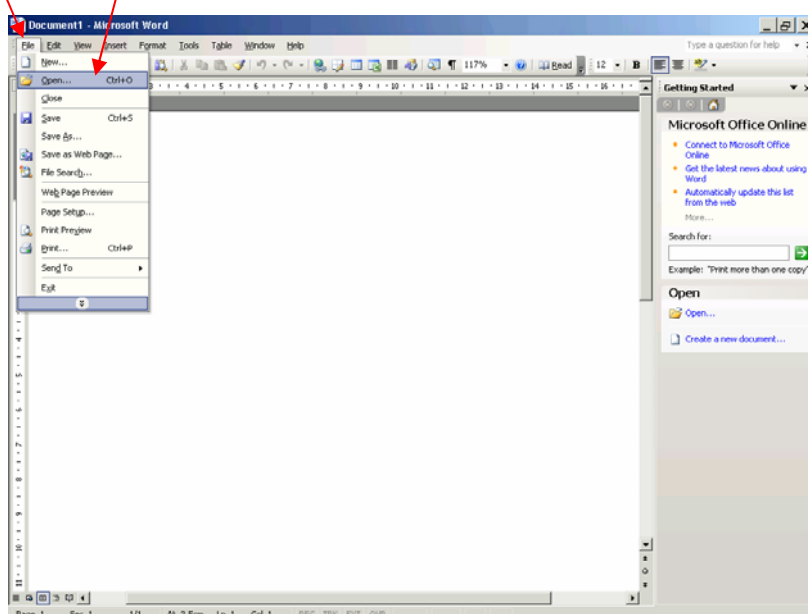
## Microsoft Word & Mailmerge

This module will explain the method of inserting information exported from OASIS into a Word Document which can then be used in MailMerge. In the example below we want to add the student's class to the *ABS\_NEW\_Compulsory School Attendance1* letter. To enable the student's class to be selected the '*student class field*' **MUST** be included in the OASIS report which was used to export the data. For this example the *Long Absence* report was run and saved with the name "*AB2011006*".

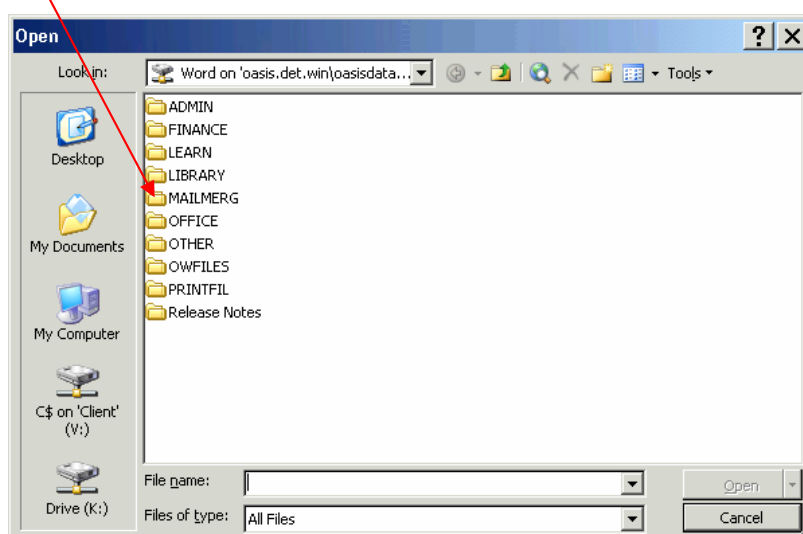
### To insert student's class:

From **OASIS Main Menu** select:

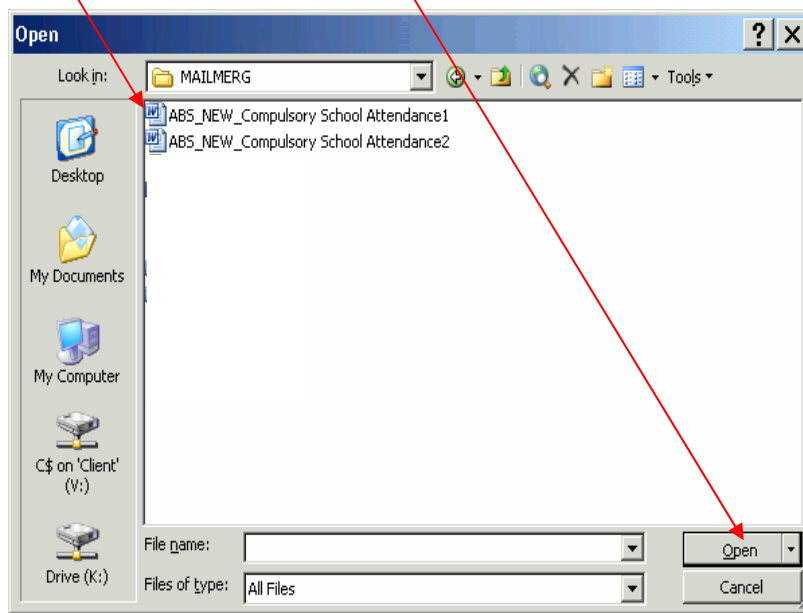
1. **A2 Microsoft Word** then select
  - **File then Open**



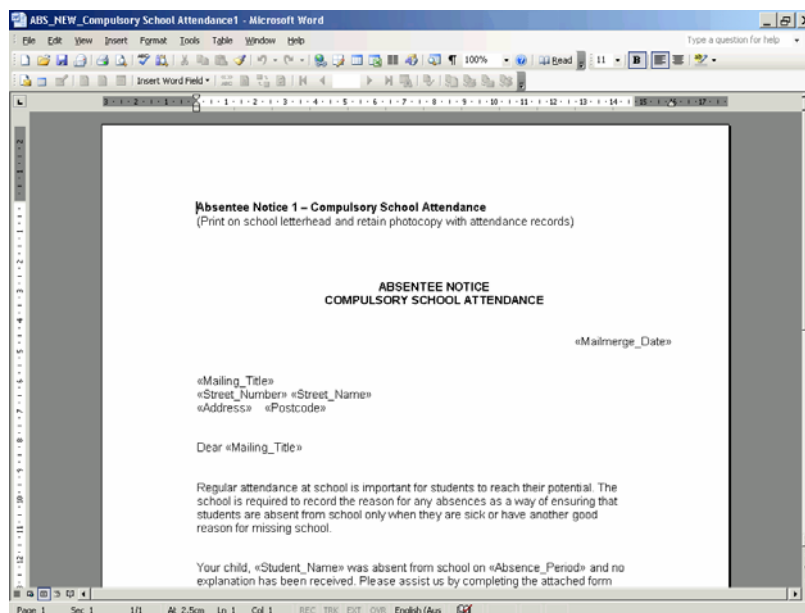
2. Open the **MAILMERG** folder



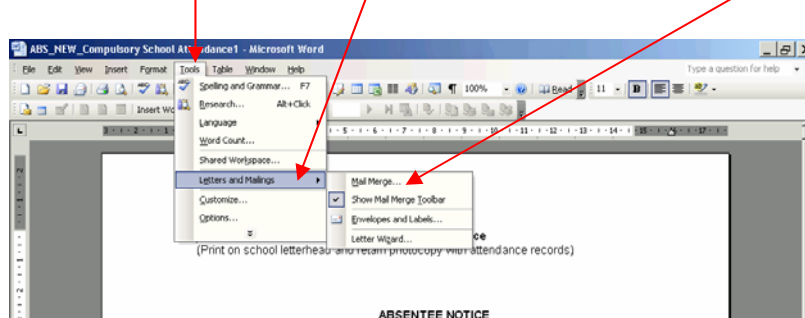
3. Select the **ABSENTEE** file required then select **Open**



A screen similar to the one below will be displayed



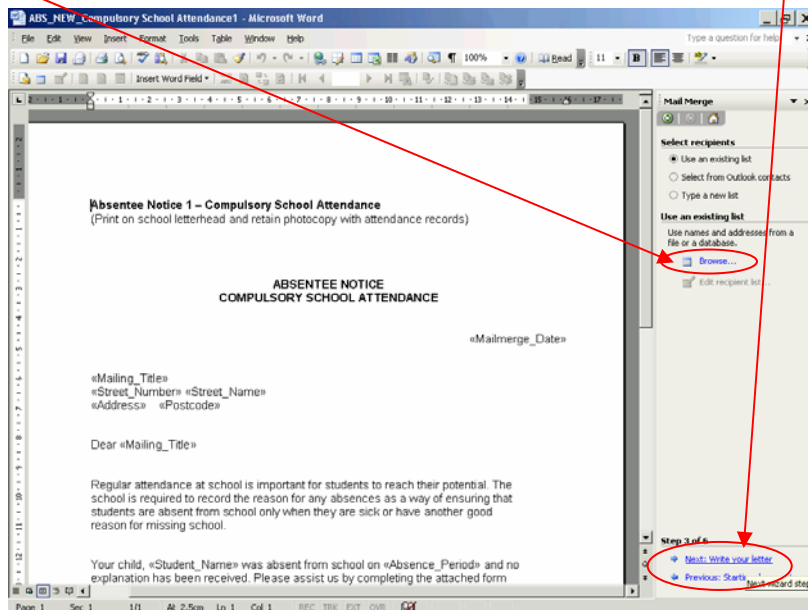
4. From the Tool Bar select **Tools**, then **Letters & Mailings**, then **Mail Merge**



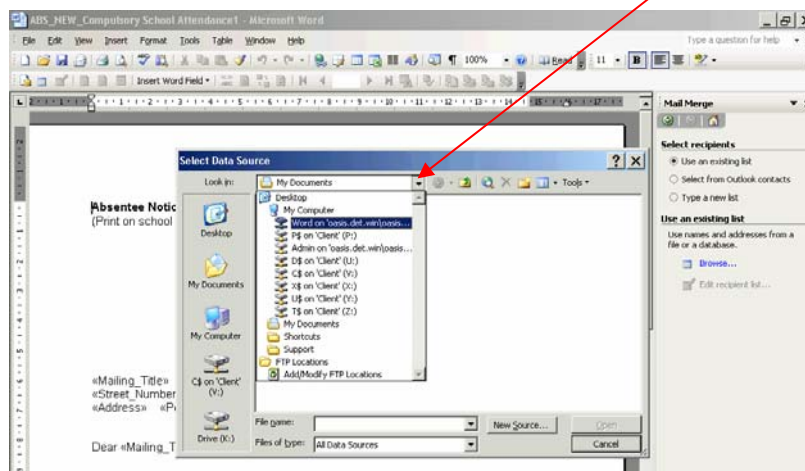


A screen similar to the one below will be displayed. You **may** have to select **Starting Document** then **Select Recipients** at the bottom of the screen to get to the next **Browse** option.

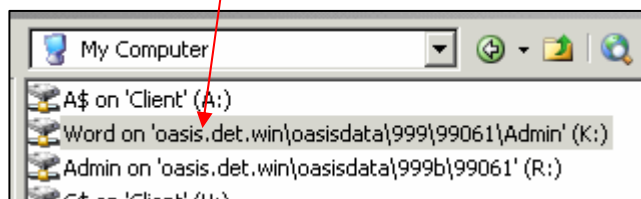
5. Select **Browse**



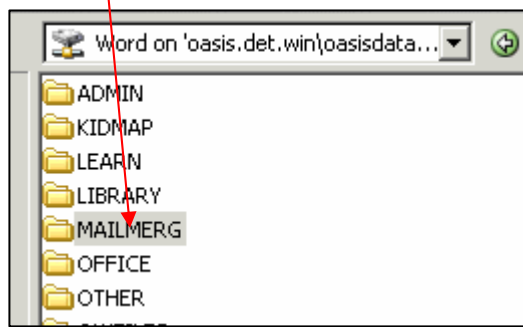
6. A **Select Data Source** screen will be displayed. Click on the **down arrow** in the **Look in** window



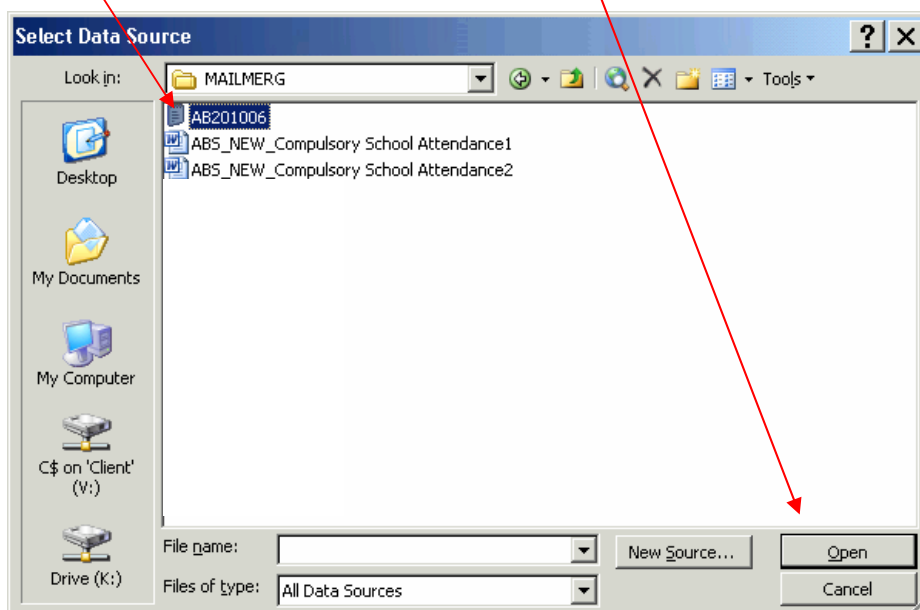
7. In the next screen select **Word on 'oasis.det.win.....'** and click on **Open**



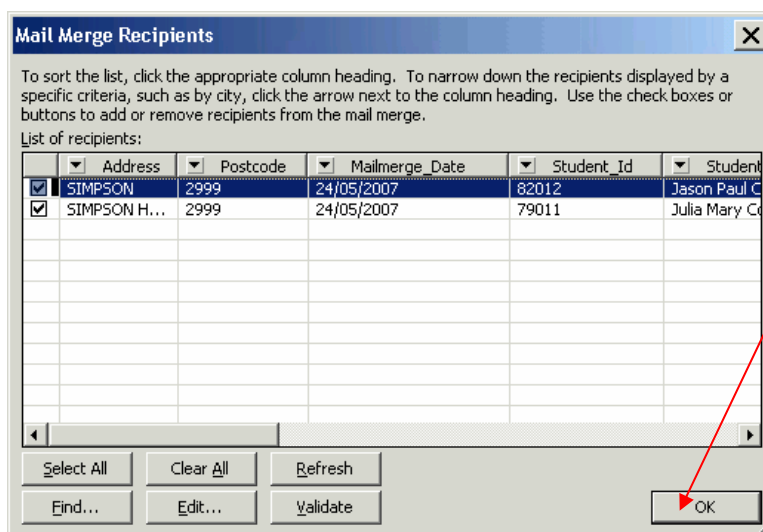
8. Then select the **MAILMERG** folder and click on **Open**



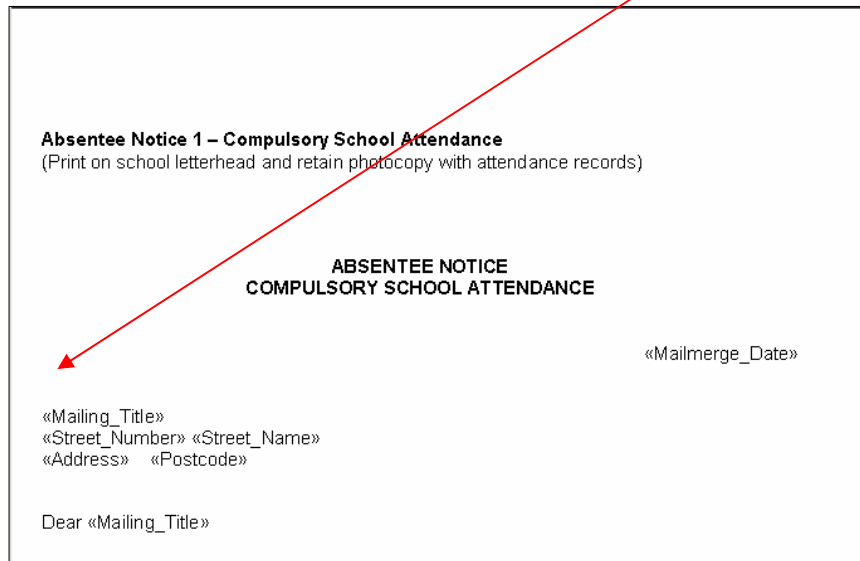
9. **Select the file** containing the data then click **Open** (in this example the file 'AB201006' contains the required information). Note that the icon beside this file is different to the others – ie. Test File.



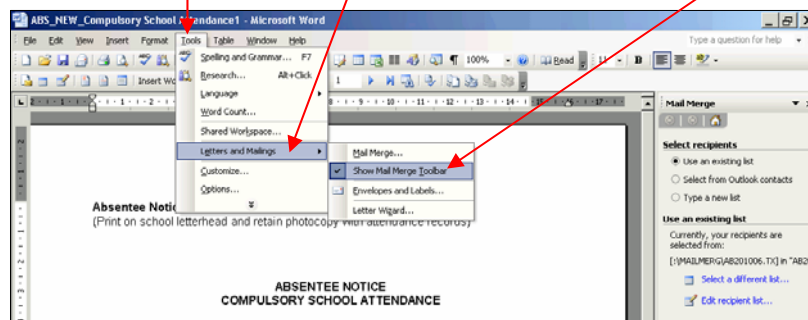
10. A Mail Merge Recipients screen (*similar to the one below*) will be displayed. Select **OK**



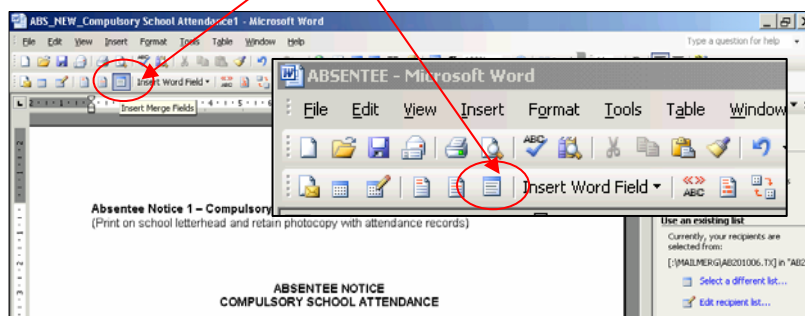
11. Place your cursor in the document where you would like to have the student's class displayed. (eg: For this exercise we want to place the student's class above the Mailing Title)



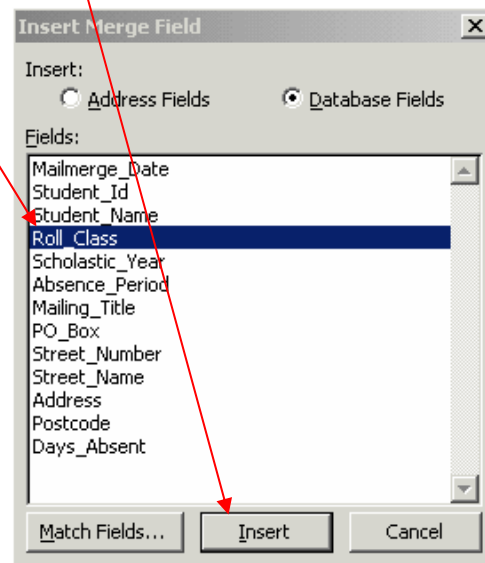
12. From the Tool Bar select **Tools**, then **Letters & Mailings**, then **Show Mailmerge Toolbar**



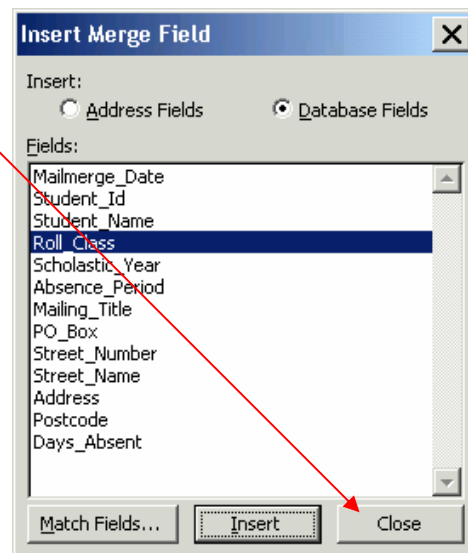
13. On the Mailmerge Toolbar click on the **Insert Merge Fields** button



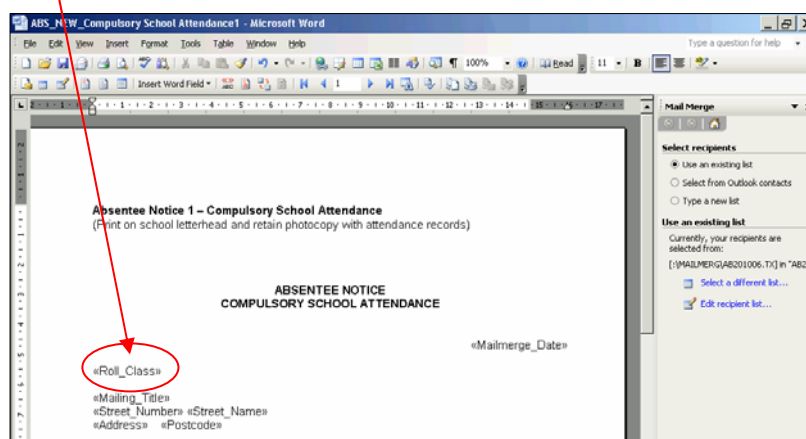
14. Select **Roll Class** then **Insert**




15. Select **Close**.

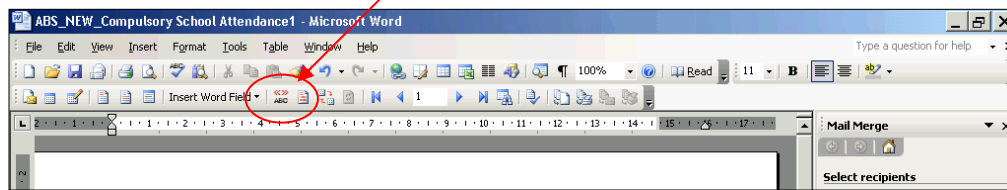


16. The “**Roll\_Class**” field now appears in the document

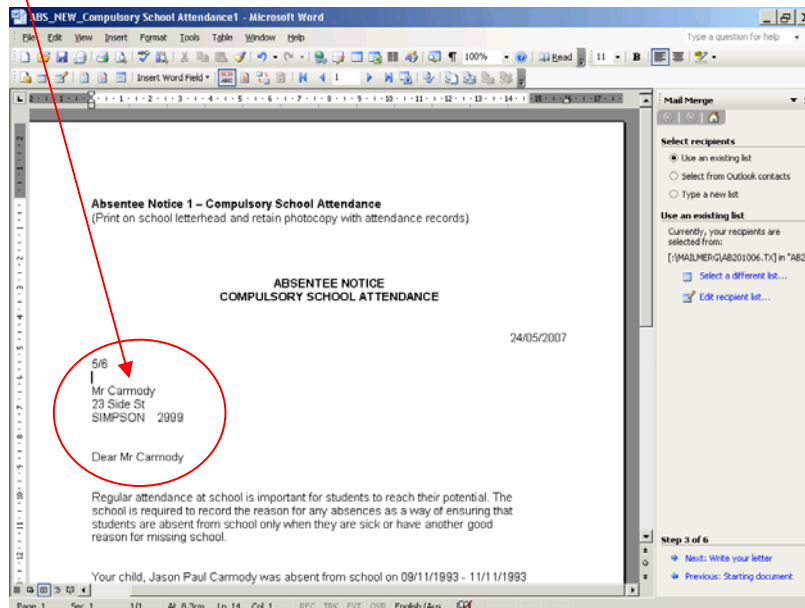


17. **Save** the file (NB: Accept **YES** to **overwrite** the original file to keep the changes)

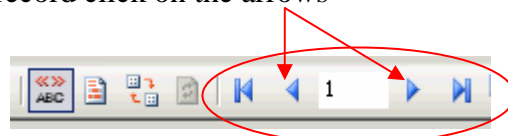
- To view the results click on the  button




- The **Student's Roll Class** and details will be displayed in the document preview.  
(NB: The document has not been merged at this stage)



- To view the next record click on the arrows



- To cancel out of the preview click on the  button again
- Save** and **close** the file when you have finished making changes.
- To complete the merge, click on the 'Merge to New Document' button



For more information on the Mailmerge process, go to the 'School Systems Website'

- <http://schoolsystems.det.nsw.edu.au>
- [OASIS Thin Client Implementation](#)
- [Detailed Support Documents](#)

## Utilities

### System Check / Keyboard Inactivity Maintenance

There are 2 new system functions which have been incorporated within the OASIS Thin Client System to help manage the delivery of OASIS Services within the school environment.

The new Options are in **03 System Check/ Keyboard Inactivity Maintenance** from the OASIS Menu. Selecting **03** will display a screen similar to the one below with the following information:

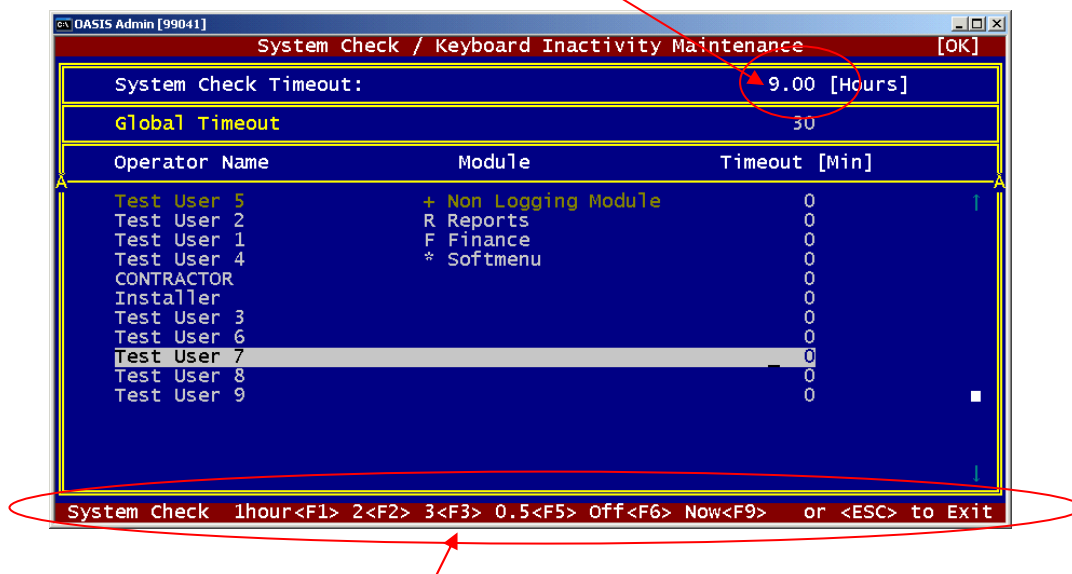
- The System Check Timeout
- The Global Timeout
- A list of Operator Names
- The Module that is being accessed by the operator

Within this screen you have 2 areas where you can modify information to manage OASIS at your school.

#### 1. Routine System Checks (System Check Timeout)

This option will allow the OASIS System Administrator to force all OASIS users back to the OASIS menu so that the system will check itself and clear the OASIS Transaction Log File.

The **default** time set for the “System Check Timeout” is 9:00 hours; in essence the system will not force users back to the OASIS menu during the day.



The OASIS System Administration may force users back to the OASIS Menu during the day by selecting one of the options on the bottom of the screen, eg.

- 1 Hr <F1>: Users are forced back to the OASIS Menu on the Hour.
- 2 Hr <F2>: Users are forced back to the OASIS Menu every 2 Hours.
- 3 Hr <F3>: Users are forced back to the OASIS Menu every 3 Hours.
- 0.5 Hr <F5>: Users are forced back to the OASIS Menu every 0.5 Hours.
- Now <F9>: Implement a back to the menu when requested.
- Off <F6>: Turns the system check off – Back to 9:00 Hours

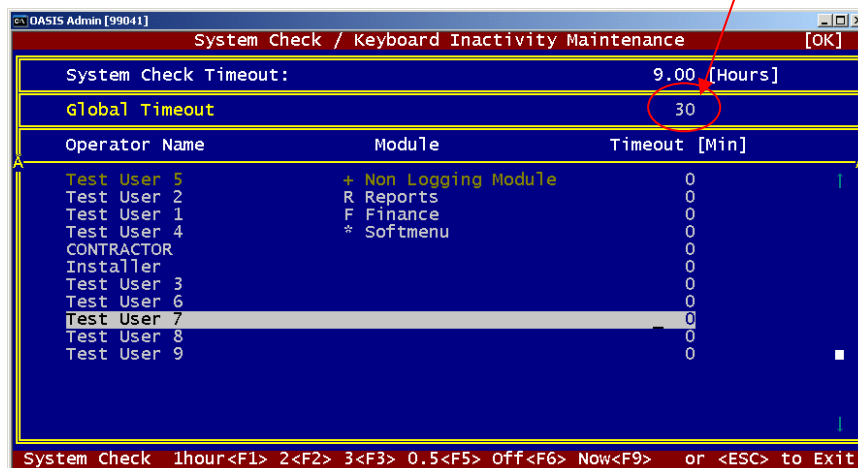


**System Checks** check the Log Files in OASIS for your school to make sure everything is okay.

## 2. Keyboard Inactivity

This option will allow the OASIS System Administrator to set time(s) for Keyboard Inactivity across the OASIS system. An operator will be returned to the OASIS Menu if they have not touched the keyboard within an OASIS Module for the period of time set for Keyboard Inactivity. (Arrow ↑ to highlight the Global Timeout option for editing if it is not already highlighted).

**Example 1:** The System Administrator sets the Global Keyboard Timeout to 30 minutes, as displayed in the screen below:-

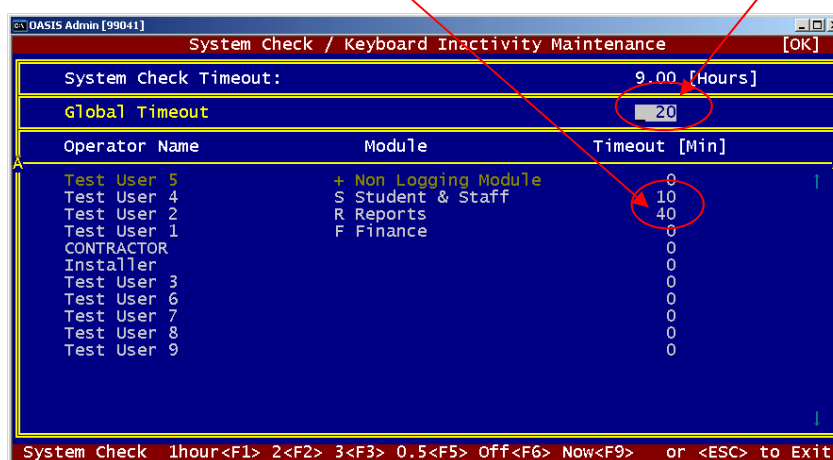


Any OASIS session that is open within a module and has no keyboard activity for 30 minutes will be automatically returned to the OASIS Menu.

An added feature has been incorporated into the Keyboard Inactivity function where the System Administrator may override the Global Keyboard Timeout setting by applying a Keyboard Inactivity Time directly to an Operator

**Example2:** The System Administrator sets the Global Keyboard Inactivity time to **20 minutes**.

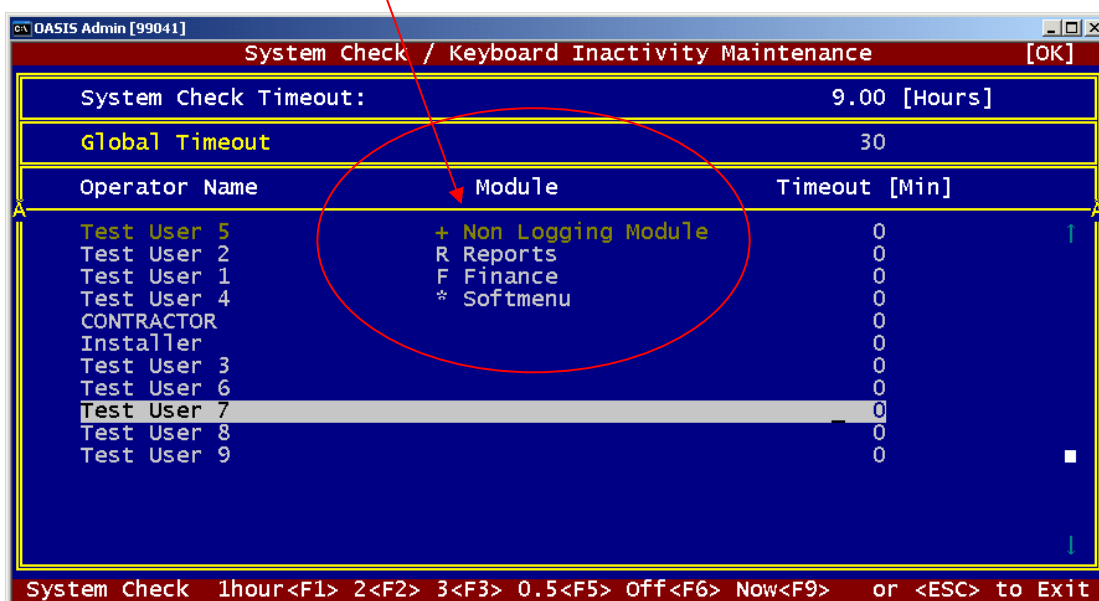
The System Administrator also sets the Keyboard Inactivity on the operator Test User 2 at 40 minutes and the operator Test User 4 at 10 minutes



- All OASIS users **except Test User 2 and Test User 4** will be returned to the OASIS Menu if they do not use the keyboard in an OASIS Module for a period of 20 minutes
  - If Test User 4 does not use the keyboard within an OASIS Module for a period of 10 minutes the session will be return to the OASIS Menu.
  - Test User 2 will not be returned to the OASIS menu unless the user does not use the keyboard in an OASIS module for a period of 40 minutes.

## Display Modules for Operators

This option will allow the OASIS Administrator to view what modules different OASIS users are currently using. The screen below displays a number of users logged into OASIS and the modules in which they are currently working.



System Check / Keyboard Inactivity Maintenance [OK]		
System Check Timeout:	9.00 [Hours]	
Global Timeout	30	
Operator Name	Module	Timeout [Min]
Test User 5	+ Non Logging Module	0
Test User 2	R Reports	0
Test User 1	F Finance	0
Test User 4	* Softmenu	0
CONTRACTOR		0
Installer		0
Test User 3		0
Test User 6		0
Test User 7		0
Test User 8		0
Test User 9		0

System Check 1hour<F1> 2<F2> 3<F3> 0.5<F5> Off<F6> Now<F9> or <ESC> to Exit



The Menu Option **O3 System Check /Keyboard Inactivity Maintenance** will only be accessible to an operator who has an appropriate security level. Contact the IT Service Desk on 1800 338 443 for more information on the appropriate security level.



It is important that this access is only available to one person to manage for each system, Eg. one person for Admin, one person for Library, or one person for Adlib.



A non-logging module is an area where a user cannot enter data. eg. E2 Student & Staff from the OASIS Main Menu is a non-logging module. When a user selects a module within the Student & Staff Menu where they can enter data, they are then in a logged module and details would appear in the Module window above.

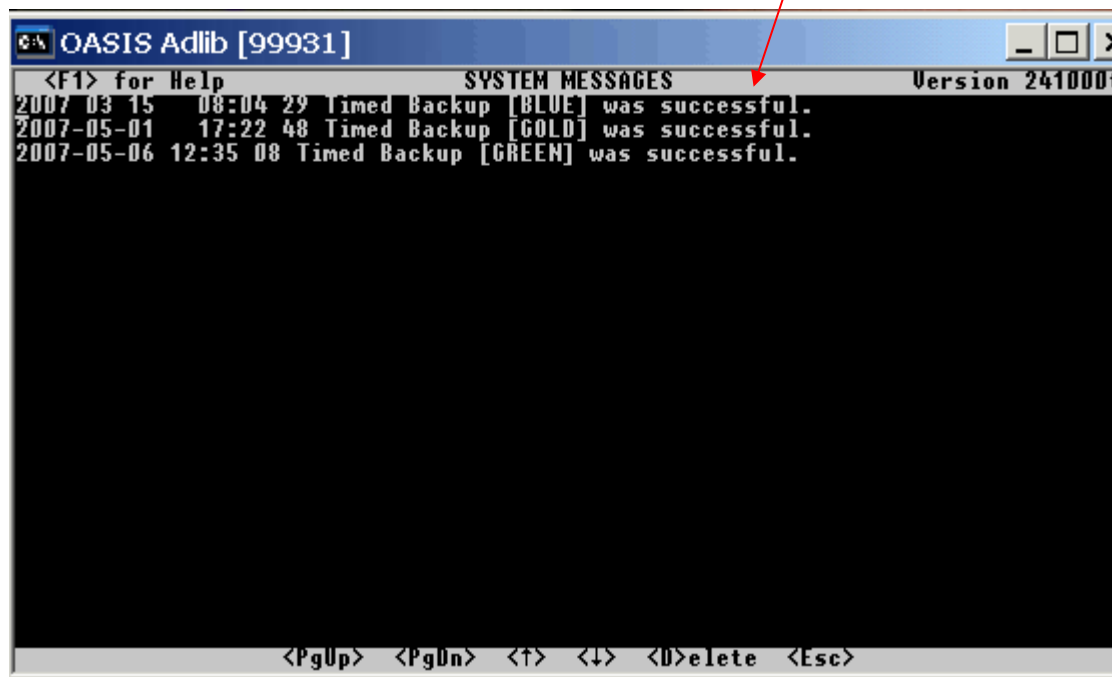


## K1 Data Backup

The backup utility has been streamlined to avoid high volume network traffic in the afternoons and minimise interruption to a school's working day.

**Nightly backups** with a rebuild will be automatically processed from St Leonards, therefore the option to process a <L>ater backup is no longer necessary and has been removed.

When logging into OASIS each morning there will be a system message indicating that the previous evening backup was successful.



## System messages

When the school's OASIS is logged into for the first time each day, a System Message screen will be displayed with information on the status of OASIS Backups and SmartBuy Orders ready to be processed in SmartLink.

It is important to read this information. Once read, the system messages can safely be deleted.

The messages should be checked as it will also indicate when a nightly backup has failed. In this case the operator should complete a K1 backup. If this is not successful, contact the IT Service Desk on 1800 338 483 for assistance.

System messages should be deleted from time to time when the message is no longer required. If a check is needed on the last successful backup colour, this can be viewed by a system administrator in L3 System Parameters G2 Transactions.

Backups may still be processed when necessary during the working day. For example:

- In the library a backup is necessary before and after a SCIS download or before refresh of students.

- In Administration, a backup is necessary during Administration and Finance rollover and any other situation deemed necessary.

It is **NO LONGER NECESSARY** to complete K1 backups as a matter of routine at the end of each working day.

## Background

OASIS data for schools is now held centrally on servers at St Leonard's Data Centre. This eliminates the need for schools to manage the **server tape backup** process. This process was essentially for disaster recovery. Should the school be unfortunate enough to have such a disaster, e.g. fire or flood, then the schools data would still be safely stored at St Leonards.

As there is no longer any need to store data with external media, the decision was also made to remove the need for schools to complete **K2 CTR backups**. Combined with the removal of fileservers maintenance as an issue for the school, there should be considerable time saving.

Having an effective K1 automatic backup each working day enables fast and efficient data recovery with minimal data problems should an error occur, eg. losing internet connection. The data is processed on state of the art servers at St Leonards. The data is held in a secure and stable environment on servers that are managed by professional network and server technicians.

The school data is protected from viruses and there is much less chance of data corruption if a problem such as a power failure occurs at the school. Not only is the data stored at St Leonards, but your work is processed there. If you have a problem at the school on your PC, the session is still active on the servers at St Leonards.

## Q2 System Rebuilds

A Q2 system rebuild is completed each night as part of the automatic Nightly backup. This eliminates the need to be processed during operational time. The advantage of this is that OASIS users at the school do not have to log out so that a rebuild can be completed during the school day.

It also allows systems resources on the servers to be available to all users, rather than being consumed by unnecessary rebuilds or backups.

Individual module rebuilds may still be completed from time to time as part of normal maintenance *eg. E1/C1 in Admin, D4/L1 in Finance, B4/N1 in Library and F1/H2 Report Generator.*

## Using Thumbdrives (Memory Sticks)

To enable thumbdrives to be accessed via OASIS they must be connected **BEFORE** logging onto OASIS from the Portal.



*A good practice is to plug the thumbdrive into the computer as soon as, or before, you log onto the Portal.*

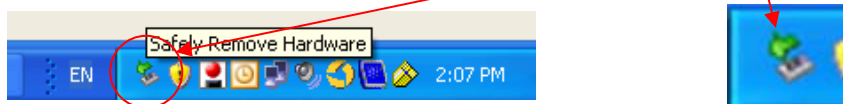


*Note: There may be schools who are unable to save to thumbdrive on their computers. This is an Admin rights issue which is determined by whoever administers the school's network.*

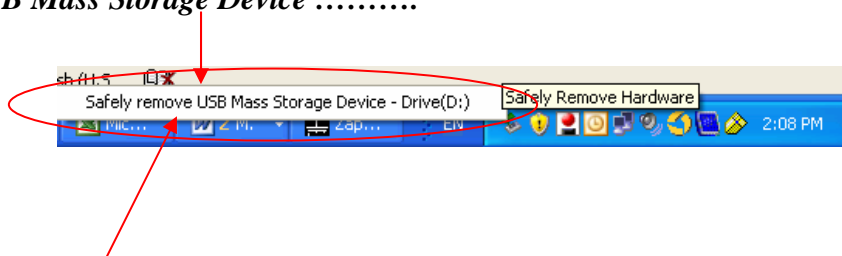
### Removing a Thumbdrive correctly

To **remove** a thumbdrive from the computer it needs to be disconnected via Windows first, or you risk the possibility of damaging it.

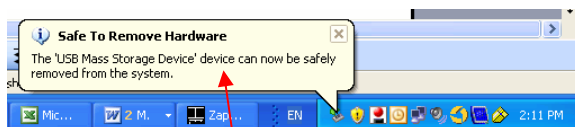
1. On the bottom right hand corner of your screen **left click** on the **Safely Remove Hardware** icon



2. A message similar to the one below will appear just above the icon asking 'Safely remove USB Mass Storage Device .....'



3. Click on the message above and you will then get a message saying that it is now **Safe to Remove Hardware**.



4. Once you have received the above message you can safely take the thumbdrive out of the computer

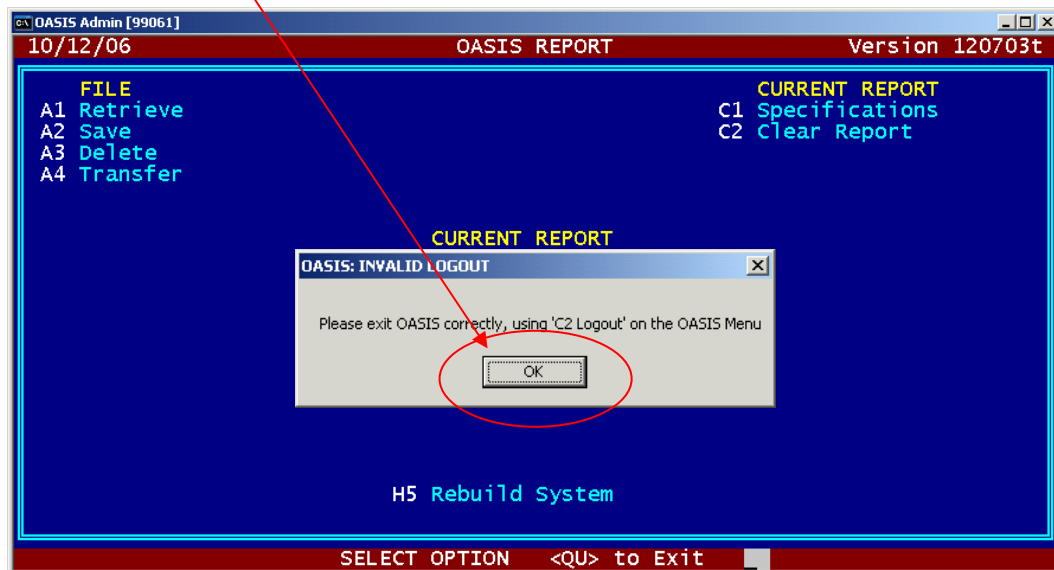
# SYSTEM MAINTENANCE

## System Maintenance

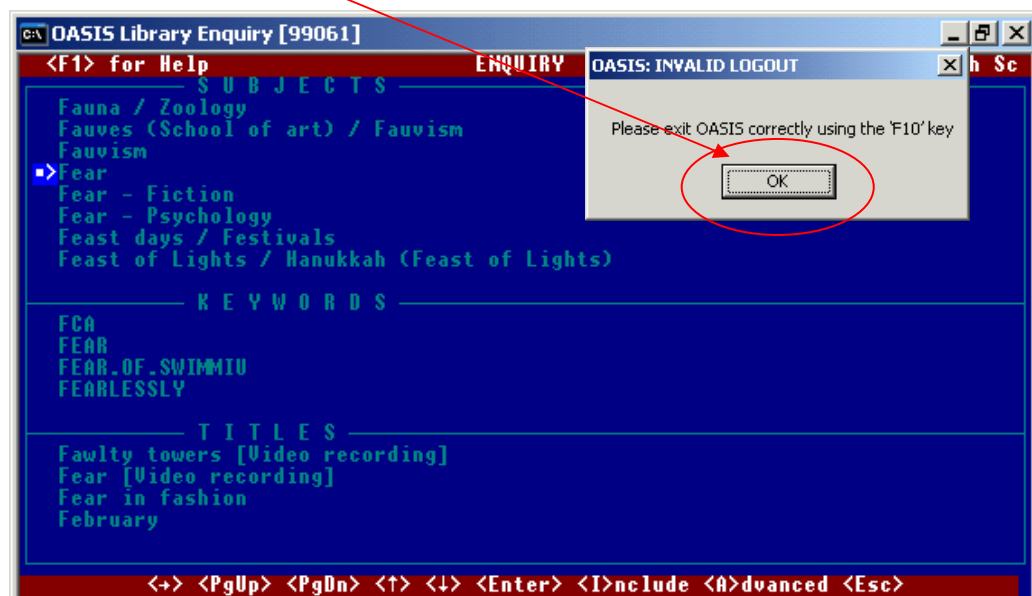
### *Abnormal Termination of OASIS using the [X]*

Selecting [X] in the upper right-hand side of the title bar of an OASIS Thin Client window has will cause an abnormal end of an OASIS session message to appear on the screen. This is not the correct way to terminate OASIS.

- The screen below is the message displayed on ADMIN, LIBRARY and ADLIB systems. Selecting OK returns the user to OASIS




- The screen below is the message displayed on Library Enquiry in both Library and ADLIB systems. Selecting OK returns the user to Library Enquiry Screen.



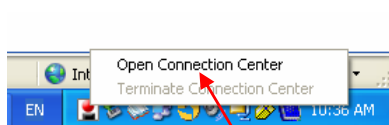
## Enabling OASIS users to have full access to all files

Some users are prompted to select the **Client File Security** every time they log into OASIS. Operators need to have local administrator access to their workstations when this is first setup. If you are prompted continually with the **Client File Security** follow the steps below.

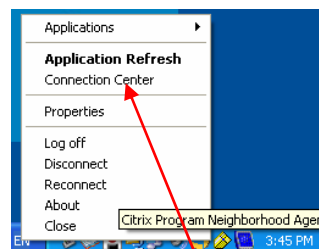
1. **Right** click on the Citrix Program Neighbourhood icon  at the **bottom right hand corner** of the screen.

One of the following two dialogue boxes is displayed.

2.

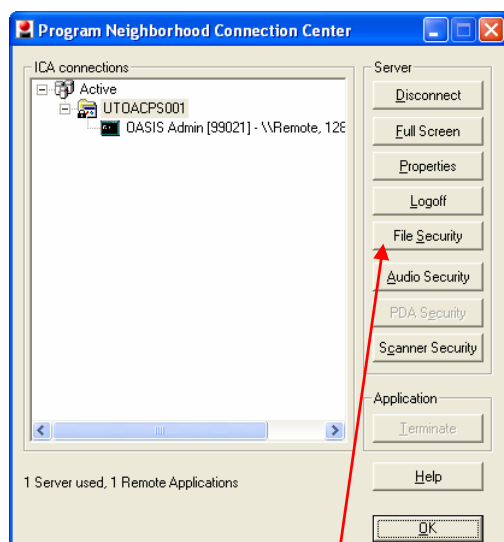


**OR**

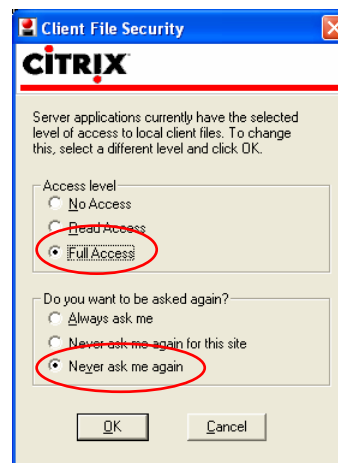


\* **Left** click on **Open Connection Centre**

\* **Right** click on **Connection Centre** from the list of options offered



3. Left click on **File Security**



4. Operators should have **Full Access** and **Never ask me again**

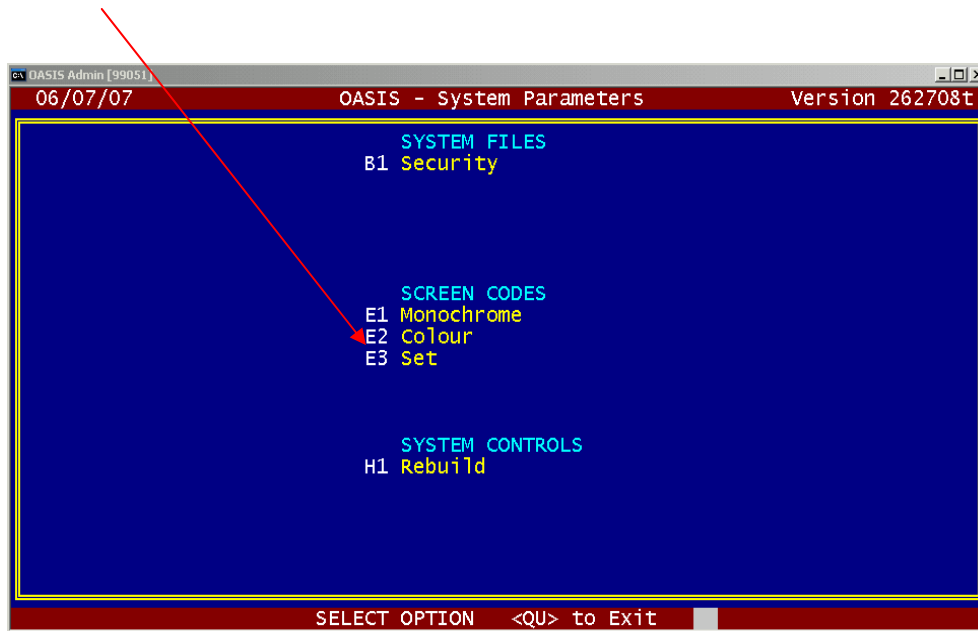
In cases where the access level has to be continually set up after following steps above, the Regional team should be contacted and so they can organise to set up the workstations so that the user is given full access.

## Screen Colours - OASIS

A new system function has been added to allow for **personal** screen colour selection within OASIS. Different colours can be selected for OASIS Menu, OASIS Sub Module menus or both.

### From the OASIS Main Menu Page 2:

1. Select option **L2 System Parameters**
2. Select **E3 Set**



The following Screen will be displayed:-



There are 3 options to select from - <M>enu, M<O>dules, <L>ibrary Enquiry.

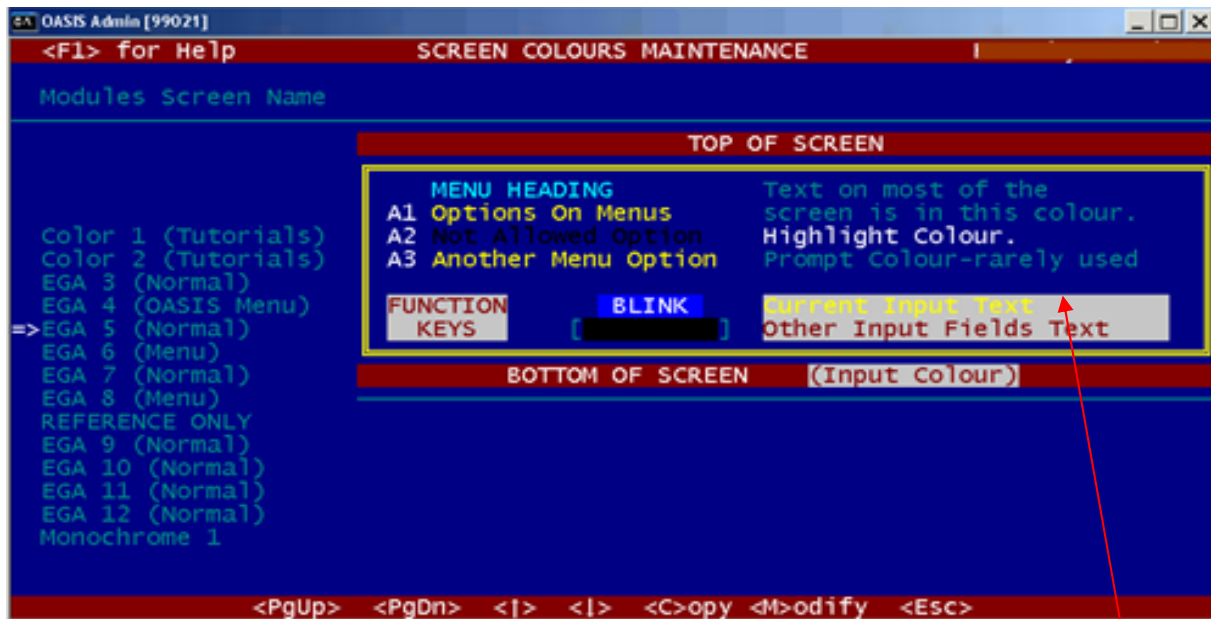
<M>enu will allow an operator to select a colour scheme for the **main OASIS Menus**.

M<O>dules will allow an operator to select a colour scheme for the **OASIS (sub menus) Modules**.

<L>ibrary Enquiry will allow an operator to select a colour scheme for **all OASIS Enquiry users**

**As an example we will change the screen colour for OASIS Modules.**

3. Select M<O>dule and the following screen will be displayed:-



4. Use the Arrow up (↑) or down (↓) to move the pointer to display the different colour schemes which can be selected
5. Press [**Enter**] on the desired colour scheme (*This will change the colour scheme for the OASIS Modules*)
6. <ESC> back to the previous Menu
7. <QU> to exit back to the Main Menu



To change the colour scheme for the **main OASIS Menus** or **all OASIS Enquiry users** repeat these steps after selecting the appropriate option.



## Thin Client Connect

### O1 Thin Client Connect

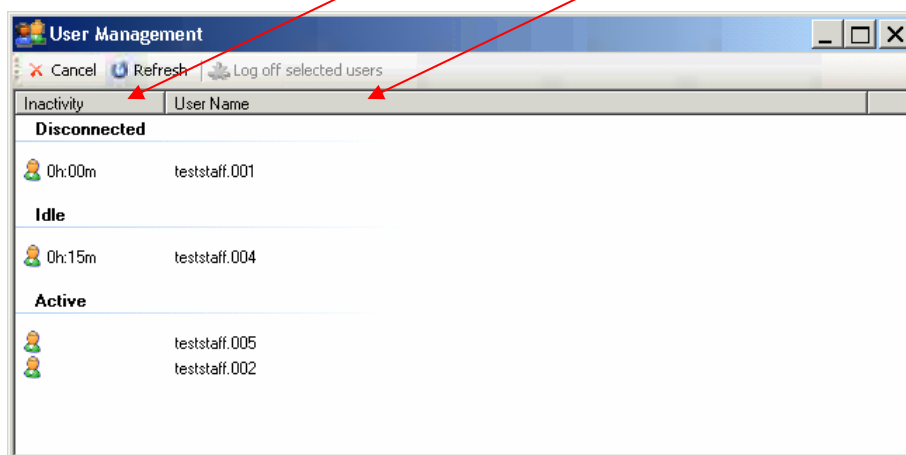
A new system function has been incorporated within the OASIS Thin Client System to allow the **System Administrator** to view and manage the Citrix connections for you OASIS Application.

#### From the OASIS Main Menu Page 2:

- Select O1 Thin Client Connect.

A “**User Management**” screen similar to the following will display all of the staff in your school that are currently connected to the OASIS system via Thin Client.

The display has two Columns; “**Inactivity**” and “**User Name**”.



**Inactivity** The “**Inactivity**” Column has three possible states for a user; **Active**, **Idle** and **Disconnected**. In the example above Teststaff.005 and Teststaff.002 are Active; Teststaff.004 is idle and Teststaff.001 is disconnected.

**User Name** The “**Username**” column will display the name of the user logged into Thin Client. The name is the user name that you logged into via Portal. In the case of Kiosk account the Kiosk user name will be displayed.

<b>Active</b>	
	teststaff.005
	teststaff.002

**Active:** Shows the users that are currently connected to OASIS and actively using OASIS.

<b>Idle</b>	
0h:15m	teststaff.004

**Idle:** Shows all the users that are currently logged into OASIS but are not using OASIS.

<b>Disconnected</b>	
0h:00m	teststaff.001

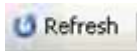
**Disconnected:** Show all the users that are logged into OASIS but for some reason have been disconnected from the Thin Client Environment at St Leonard’s, i.e The system has a session open for the user at St

Leonards but the Client at the school has been disconnected. This could be caused by a number of reasons; loss of Network connection, loss of power, someone not logging out of OASIS correctly.

## User Management Options



**Cancel:** Closes the User Management Display



**Refresh:** Selecting Refresh will check the system for the status of all users connected to your OASIS system.



**Logoff Selected Users:** This option allows the System Administrator to highlight a user and log them off the OASIS Thin Client System.

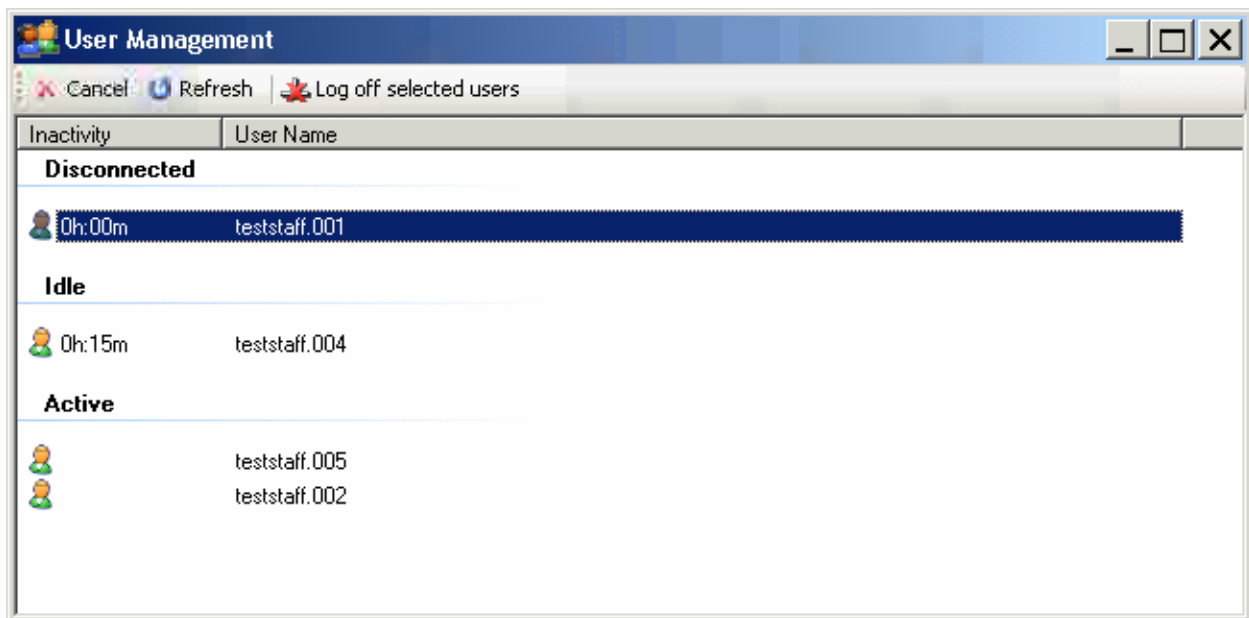
\*\*\*\*\* **Warning** \*\*\*\*\*

**Do not Log off Active or Idle users that are currently running operation sessions in OASIS.**

*??? When can I log-off a User from OASIS Thin Client?*

- 1) Users who are disconnected and cannot reconnect to their session using the **reconnect button** on “My OASIS” web page.
- 2) An Active or Idle user that has a ‘**hung session**’.

### Example



In the example above teststaff.001 has been highlighted by moving the mouse pointer to that user and right clicking the mouse button. To **deselect** the user, move the mouse pointer to an area on the screen that is not another user and right click the mouse button.

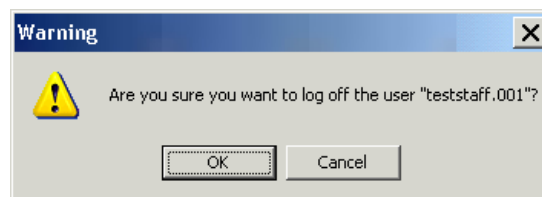


**Ensure all other users in this area of OASIS e.g. Admin, are at the main OASIS menu.** Logging out a session while other operators are in modules can have detrimental effects on school data and/or cause a data recovery including data loss.

After right clicking on the user, a “**Log Off selected users**” button will become active.



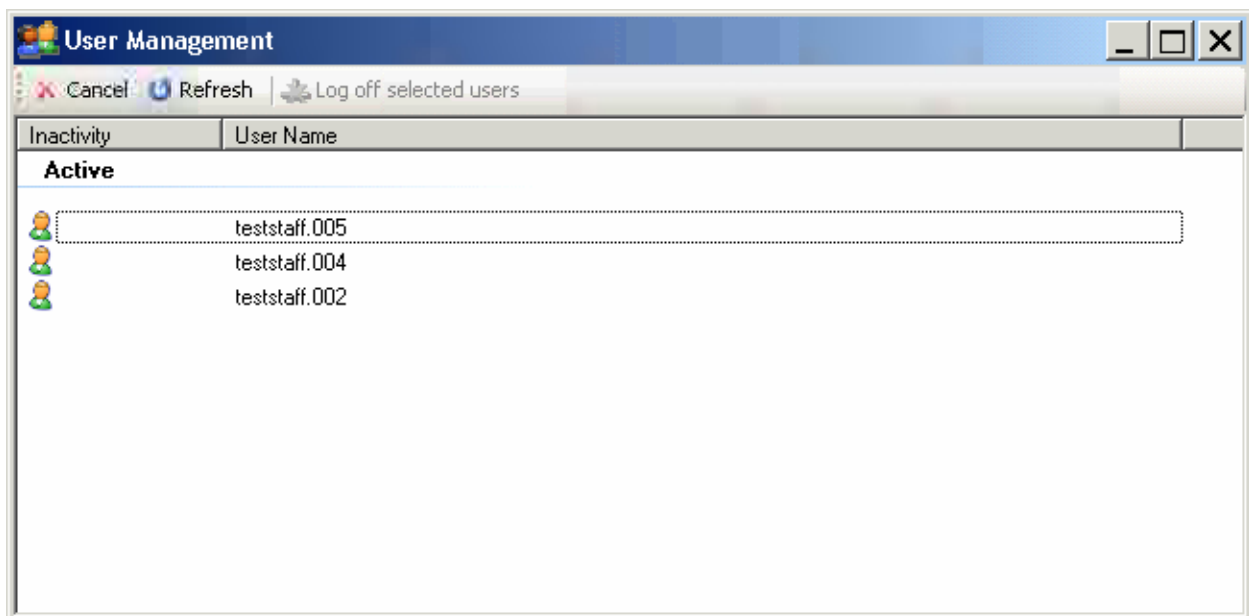
Left click on the “**Log Off selected users**” button and the following message will be displayed:-



(Selecting “**Cancel**” will terminate the process)

Select “**OK**” to log the selected user off the OASIS Thin Client System.

The “**User Management**” screen, as displayed below, shows the user teststaff.001 has now been logged off.





In some circumstances users can lose their connection with the OASIS servers. In this case, the session can still be active on the server, but the school user is unable to access the session. The presentation to the user will be a hung screen in a module or a hung Print to Screen job.

Check that there is a response from the keyboard i.e. that the session is **blue** and active as illustrated below



Note that a **grey bar** at the top of the window means the window is inactive as illustrated below.



The OASIS window can be activated by clicking with the mouse inside the menu.

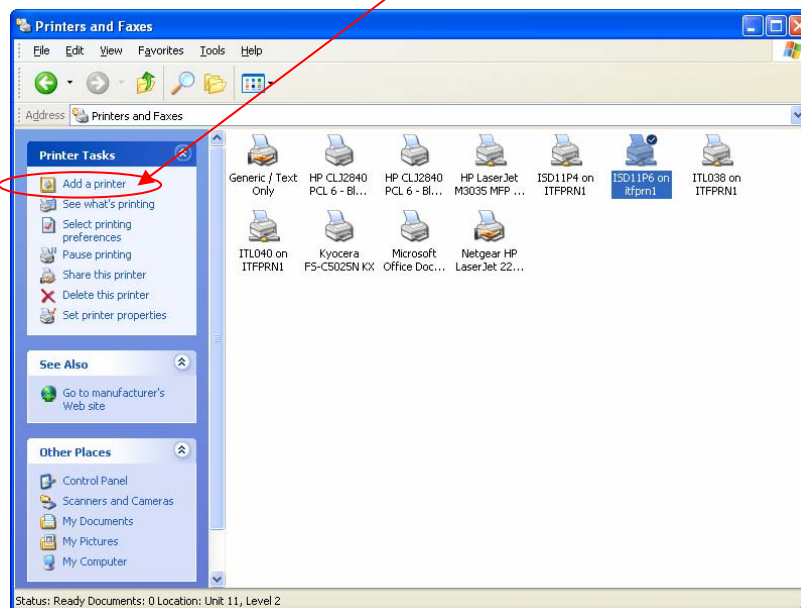
# Cash Registers

## Setting up a Cash Register

The Cash Register must be turned on and attached to the workstation.

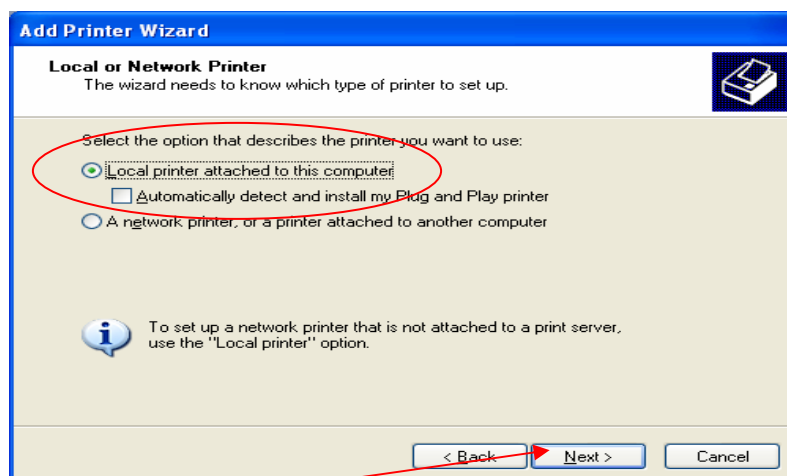
To install the Cash Register Driver:

- Click on **Start** on the Task Bar
- Go to **Control Panel**
- Double click the **Printers and Faxes**
- On the left pane Printer Tasks click on **Add a printer**



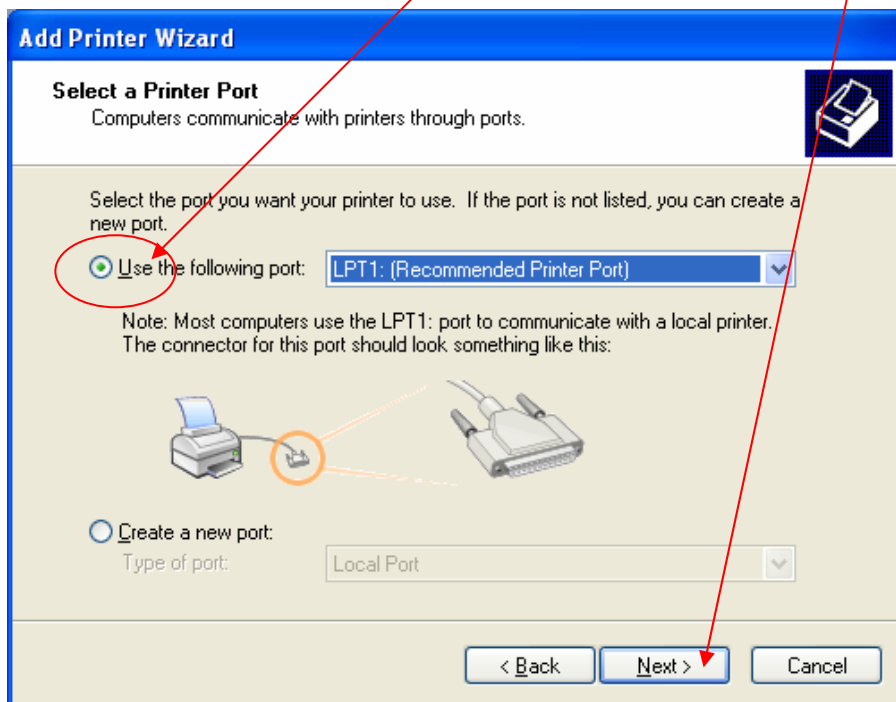
In following screen:

- Select **Local printer attached to this** (NB: Cash Register *must* be a local printer )
- **Untick** 'Automatically detect and install my Plug and Play printer'

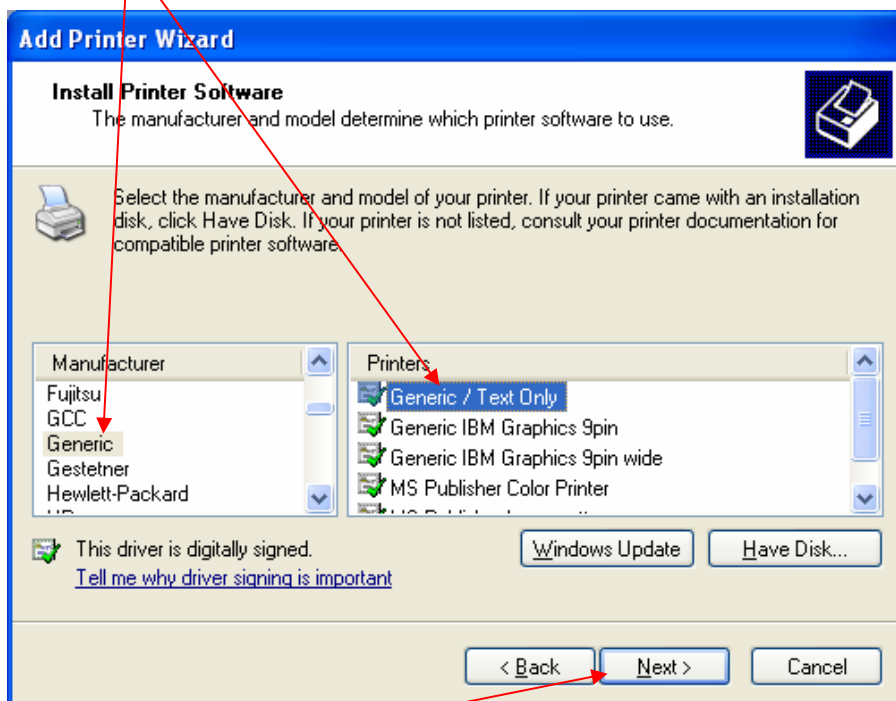


- Select **Next**

- In the following screen select '*Use the following port:*' then select **Next**

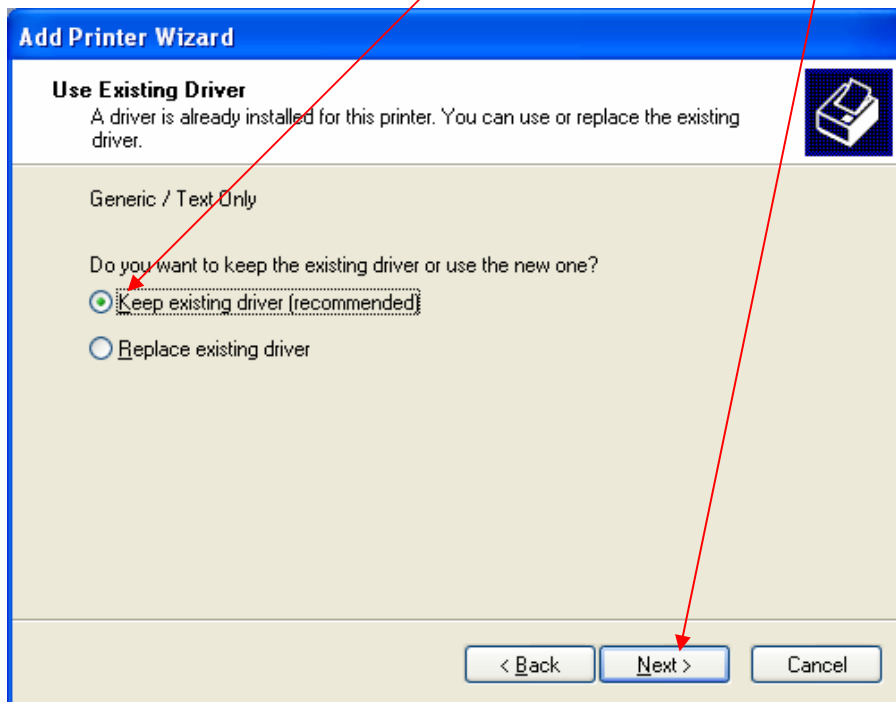


- In the following screen select '**Generic:**' in the left hand pane and select '**Generic / Text Only**' in the right hand pane then select **Next**

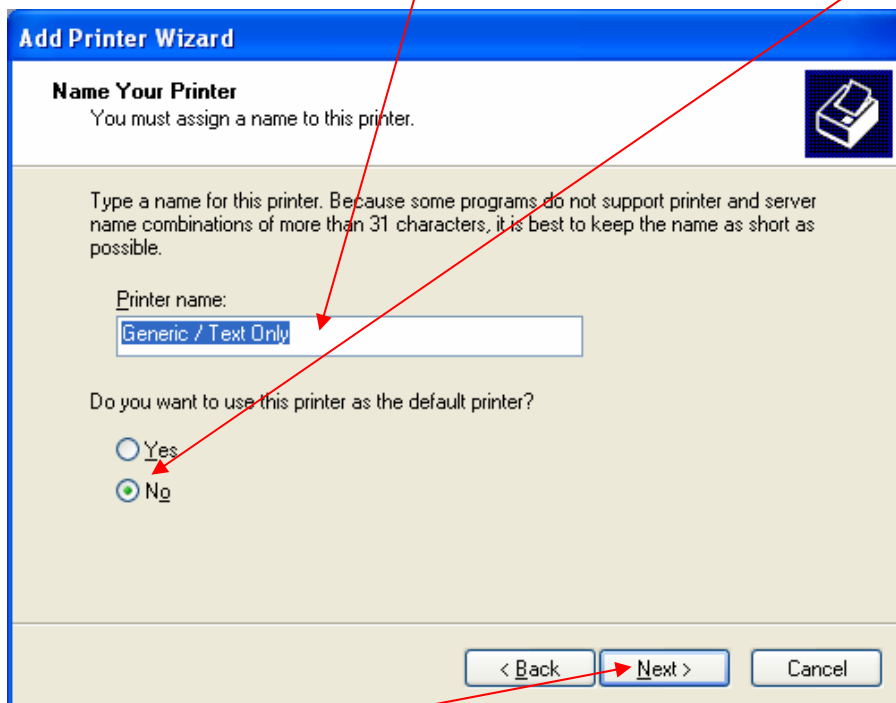


- Select **Next**

- In the following screen select '*Keep existing driver:*' then select **Next**

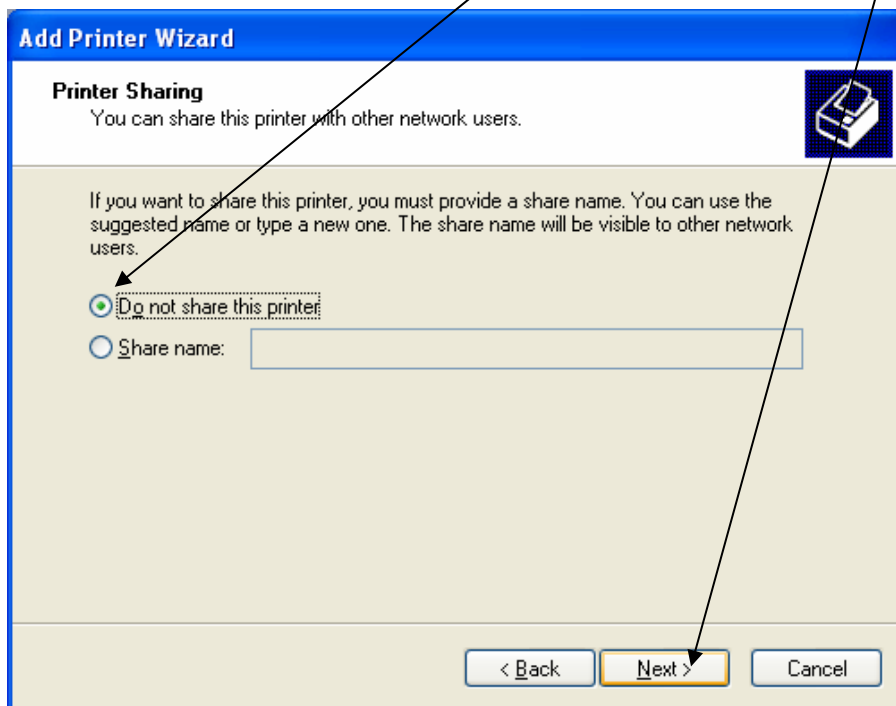


- In the following screen **accept the default printer name** and select **NO** for default printer.

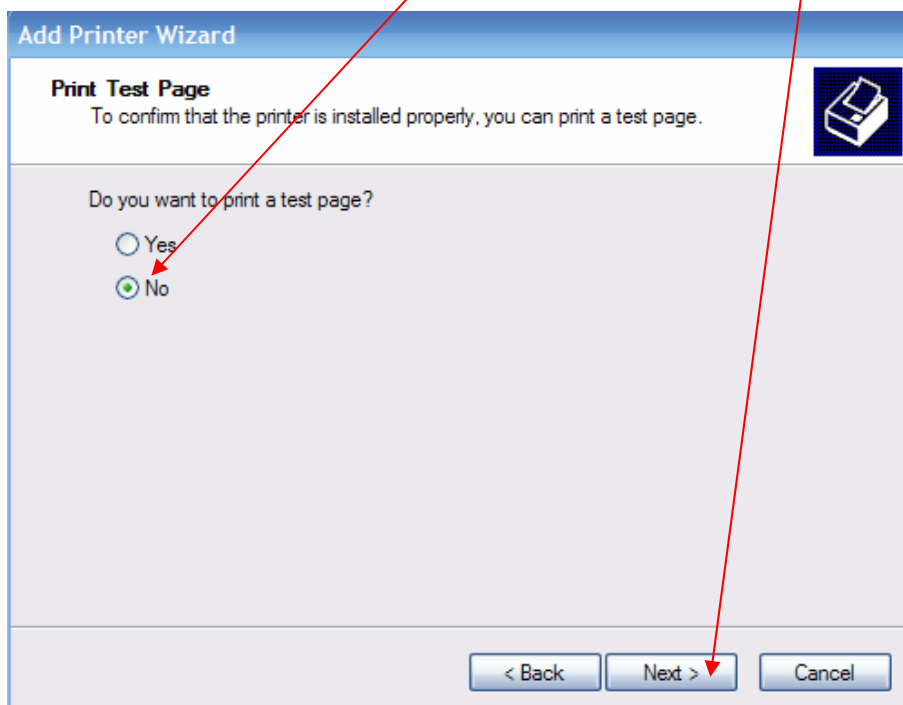


- Select **Next**

- In the following screen select '*Do not share this printer*' then select **Next**

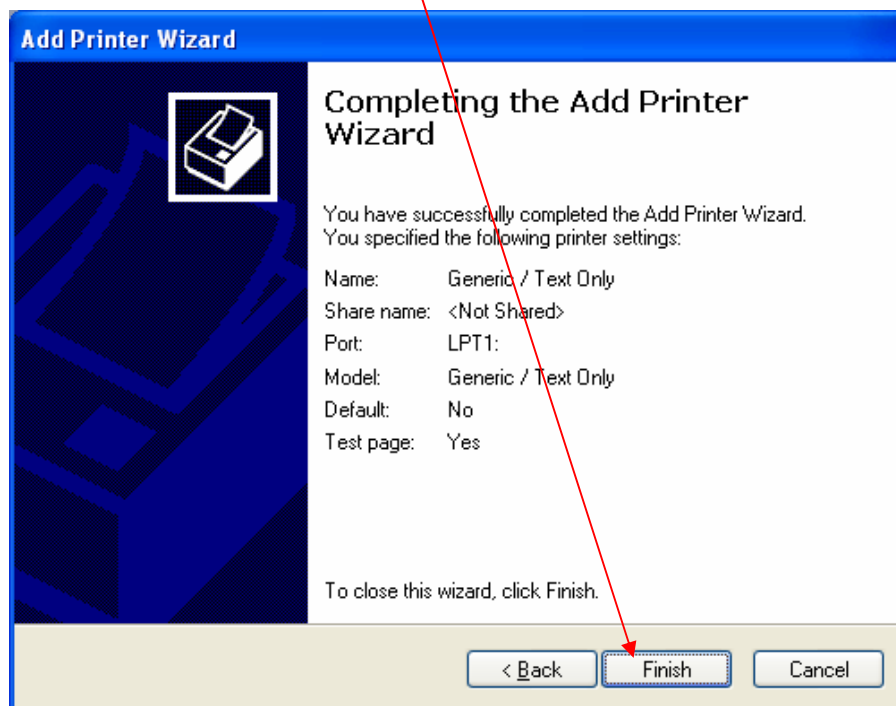


- In the following screen select '*No – to print test page*' and select **Next**





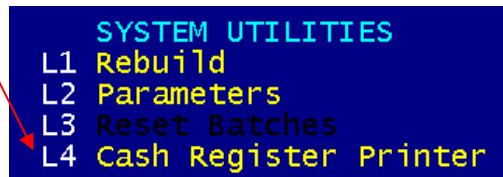
- In the following screen select **Finished**



## Notes:

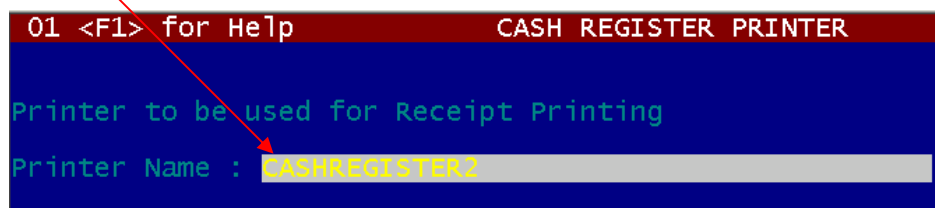
## Configuring Cash Register Printers

1. Log onto OASIS via DET Portal.
2. Select **D4 Reports Setup**
3. Press **Enter** on **01 General Account**
4. Select **L4 Cash Register Printer**



```
SYSTEM UTILITIES
L1 Rebuild
L2 Parameters
L3 Reset Batches
L4 Cash Register Printer
```

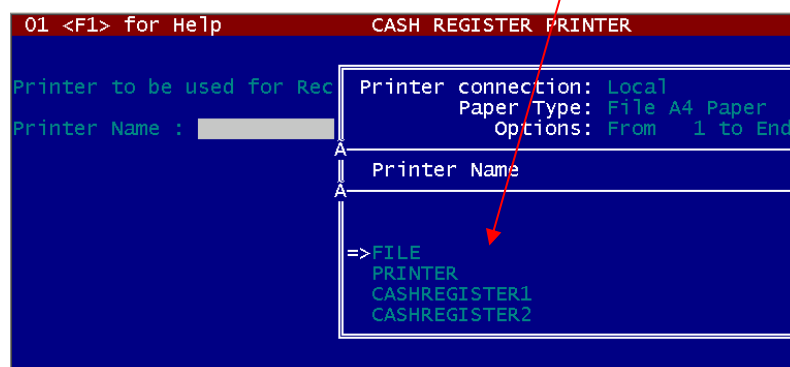
5. The Cash Register Printer Configuration screen (similar to the one below) will appear. Delete the *Printer Name* and press **Enter**



```
01 <F1> for Help          CASH REGISTER PRINTER

Printer to be used for Receipt Printing
Printer Name : CASHREGISTER2
```

6. The following screen is displayed. Arrow down to **Cash Register 1** or **Cash Register 2** and press **Enter** (there is a guide at the end of this section to help you choose which one you will need to select for your receipt printer)



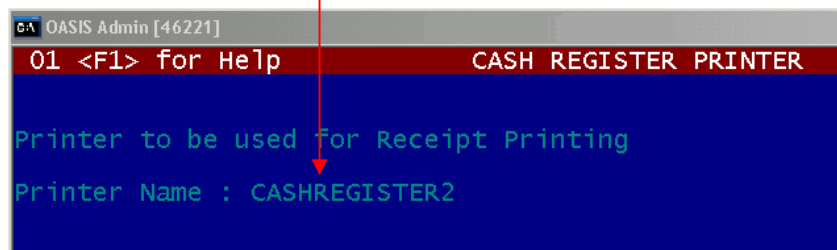
```
01 <F1> for Help          CASH REGISTER PRINTER

Printer to be used for Rec  Printer connection: Local
Printer Name :             Paper Type: File A4 Paper
                           Options: From 1 to End

Printer Name

=>FILE
PRINTER
CASHREGISTER1
CASHREGISTER2
```

7. The Printer Name '**CASHREGISTER 1 or CASHREGISTER 2**' will appear next to Printer Name:



8. Press **ESC** to return back to **Reports\Setup** menu
9. Select **QU** to return to **OASIS** menu

## Testing the Cash Register Printer

1. Select **D3 Cash Register**
2. Select **F2 Receipts**
3. Select **F9 Test Print**



### Which Receipt Printer to choose?

The following options are a guide only. If the receipt printer does not work properly after selecting the option below, log a Help Desk call.

#### Receipt Printer Model

#### Select:

**Citizen CBM100 (Thermal)**  
**Citizen IDP3221 (Thermal)**

Cash Register 1  
Cash Register 1

**Citizen IDP3540**  
**Citizen IDP3550**

Cash Register 2  
Cash Register 2

**Star Receipt Printers (Dot Matrix)**

Cash Register 2

**Epson Receipt Printers (Dot Matrix)**  
**Epson Model M188A**

Cash Register 2  
Cash Register 1



### Receipts not printing correctly? *eg. too short / too wide*

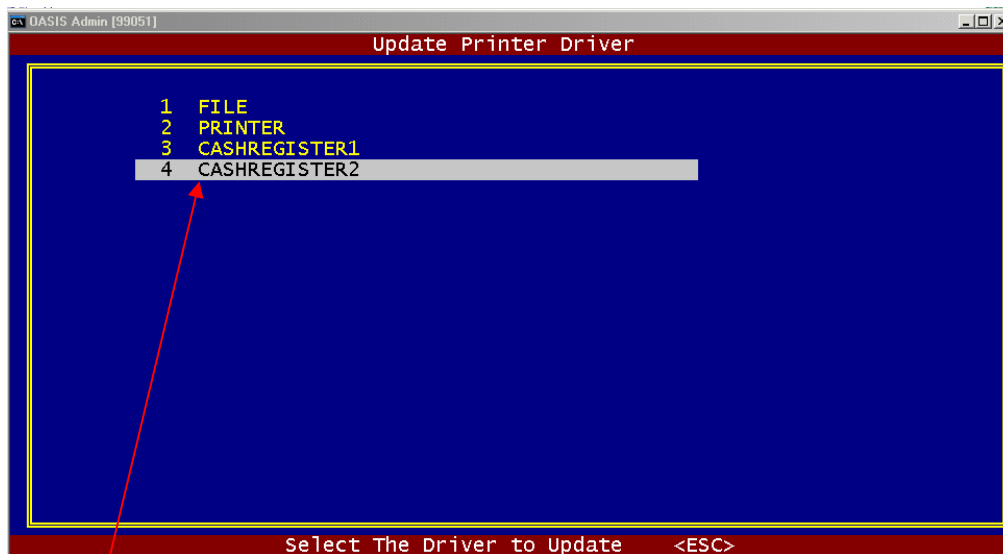
- The printer codes will need to be modified. Log a *Help Desk* call.

## Printer Driver Update (M3)

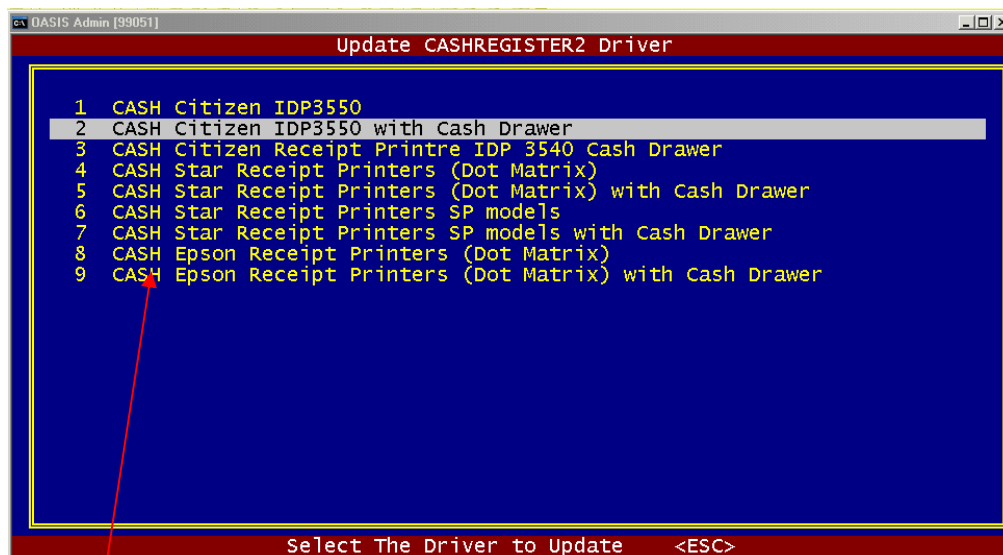
A range of Cash **Register Printer drivers** has been added to enable updating of the default file or Cash Register printer drivers if driver corruption occurs. This eliminates the need for the drivers to be modified in L3 System Maintenance.

### From the OASIS Main Menu Page 2:

1. Select option **M3** – A screen similar to the one below will be displayed.



2. Arrow down (↓) to select the driver to be updated (eg. *Cash Register 1* or *Cash Register 2*)



3. Arrow up (↑) or down (↓) until the required cash register driver is highlighted
4. Press <Enter>,  
Press <Enter> again.

## Correcting Passwords for Kiosk Machines / Thin Client Devices

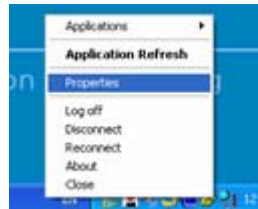
Correcting incorrect username and password in Citrix Client.

1. Right Mouse click on the **Citrix icon** that is located in the system tray at the bottom right hand side of the computer



tray at

2. Select **Properties**



3. A similar screen to this will appear.



4. **Remove the tick** from Save Password

5. Click Apply then OK to close the screen

6. Double Click on the **Citrix Icon** in the system tray

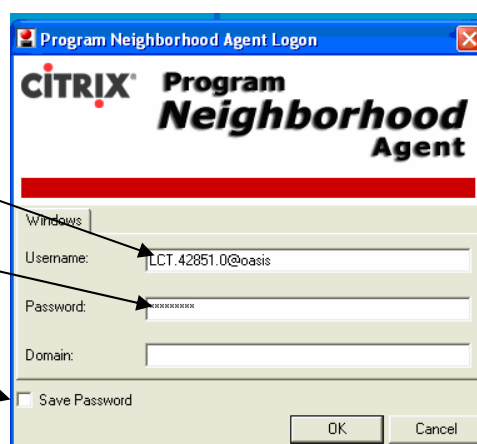


7. The Citrix Login screen similar to the one below will appear

8. Re-enter **Username**

9. Re-enter **Password**

10. Click on **Save Password**



*If you have any problems with logging into OASIS on a Kiosk Machine, or if the Icon does not appear on the Desktop, log a Help Desk call with IT Support (go to the **Help Section** for more information)*



## Password Entry Screen

By typing **EXIT** or **QUIT** at the password prompt you will end the OASIS session.



## Change Operator Screen

If a user selects **C3 Change Operator** but does not enter a password at the password entry screen within approx 1 minute, the system will automatically logout the original user.



## Multiple Launches

When a user clicks on the OASIS icon for their school in the Applications box, an instance of OASIS will be launched. Some users may click multiple times, and each one will create an instance of OASIS.

If an OASIS session has been launched and either of the following screens is left untouched, the system will automatically log off the session after approx 1 minute.

- School News messages – esc isn't pressed
- OASIS Password entry screen – a password isn't entered



## Recoveries

If your OASIS system prompts for a recovery accept **YES**. Check to see how many unrecoverable errors there will be before continuing.

- If there are **less than 100 unrecoverable errors**, continue with the recovery
- If there are **more than 100 unrecoverable errors**, log a help desk call so that your data can be checked before a decision to continue with the recovery is made

Ensure that all users return to the OASIS Main Menu at the same time regularly throughout the day to save their work to the log file. By doing this there is less chance that there will be loss of data in the event of a recovery.

**\*\*\* If in doubt or unsure of what to do, Log a Help Desk call for assistance (see *Help Section*).**



## Reconnecting to OASIS

If a user's session is *lost*, by clicking on the **Reconnect button** the session will be found again.



## Finance Archive Account

If you are experiencing problems accessing or running reports within the Archive Account, a rebuild in D4/L1 (Archive Account) is strongly recommended before logging a help desk call. If you remove or restore an Archive Account, data will not be available to view until a rebuild in the Archive Account has been performed.



## Palm Tree Central Restore

An option in **N1 - School Utilites / A - Refresh OASIS Tutorial Files** from MASTER Tutorial is available for you to restore Palm Tree Central data as required.



## Backup Checks

Each morning when you log into OASIS, check that the message to say that the nightly backup was successful. If this message is not displayed, go into L3 System Maintenance - G2 transactions and check to see when the last successful backup was done. If no backup is displayed for the previous night, do a K1 backup immediately.



## Viewing Batches

The practice of viewing Batches has not changed – only the method (print preview). This is still an essential part of processing financial transactions.



## Report Generator Reports

**SAMPLE** Reports in Report Generator have been updated and modified to work with OASIS Thin Client.

**USER** Reports may not work correctly and may need to be modified by the school

# Additional Information



## Additional Information

### Back To School Overview

- Modification in OASIS now allows the transfer of valid data for Back to School directly to HPA (Hermes' Precisa Pty Ltd)
- The A5/E5 Menu now has an option to electronically transfer the data to HPA via an FTP (File Transfer Protocol) data link
- An acknowledgement will be displayed after the successful transfer of the data
- OASIS will allow you to print the Back to School Principal's Authorisation Form which needs to be signed by the Principal and then faxed to 02 9311-9916
- A User Guide with up-to-date operating instructions can be found on the **School Systems website**:

☞ <https://detwww.det.nsw.edu.au/it/schoolsystems/index.htm>

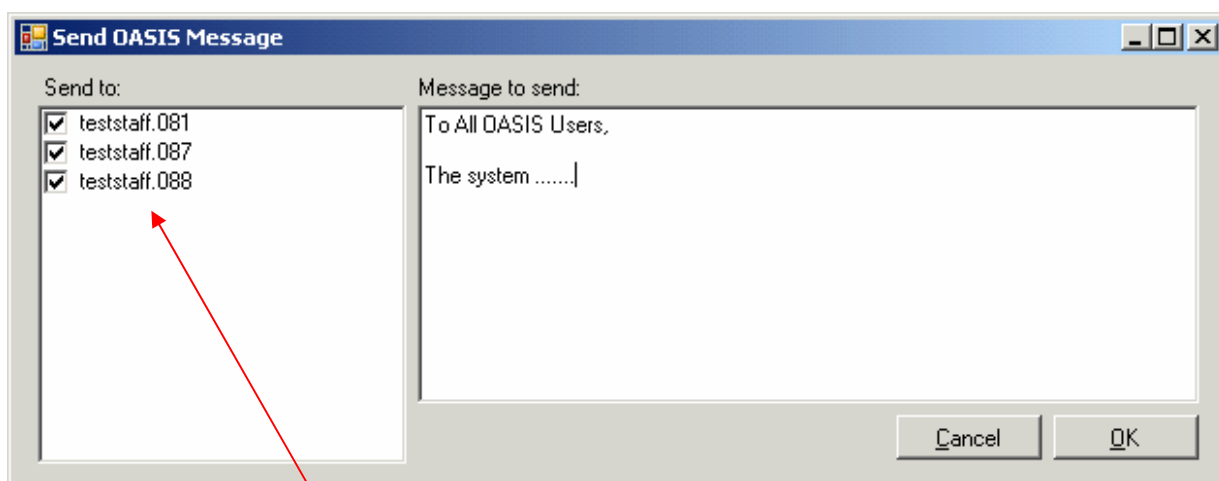
☞ OASIS Thin Client Pilot

☞ Documents

☞ Back to School (under Admin heading)

### Messaging Between Users

Messaging between users is operational on the OASIS system. Messages can be sent across the network to other users on the OASIS system you are accessing by selecting - **N3 Send Message** (*OASIS Menu 3*). A dialogue box will be displayed show all the users logged into OASIS. By default all the users will be selected.

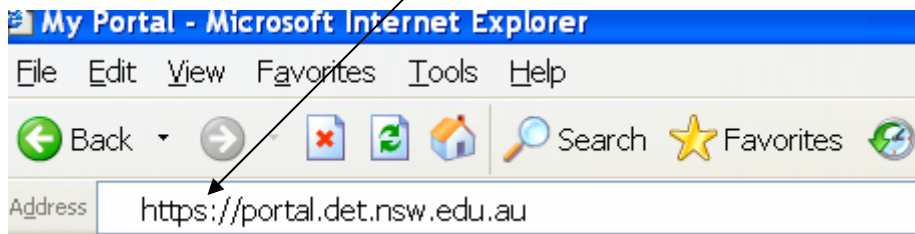


You are able to **Select** and **Deselect** users to whom you wish to send the message by clicking on the users. *If the checkbox is ticked the user is selected to receive the message.* **Type your message** and click the **Ok** button to forward the message to all selected users.

## Changing DET Portal Password

Login to the Portal with current DET user name and password.

1. To access Portal type <https://portal.det.nsw.edu.au> in the Address bar



The following login screen will be displayed.

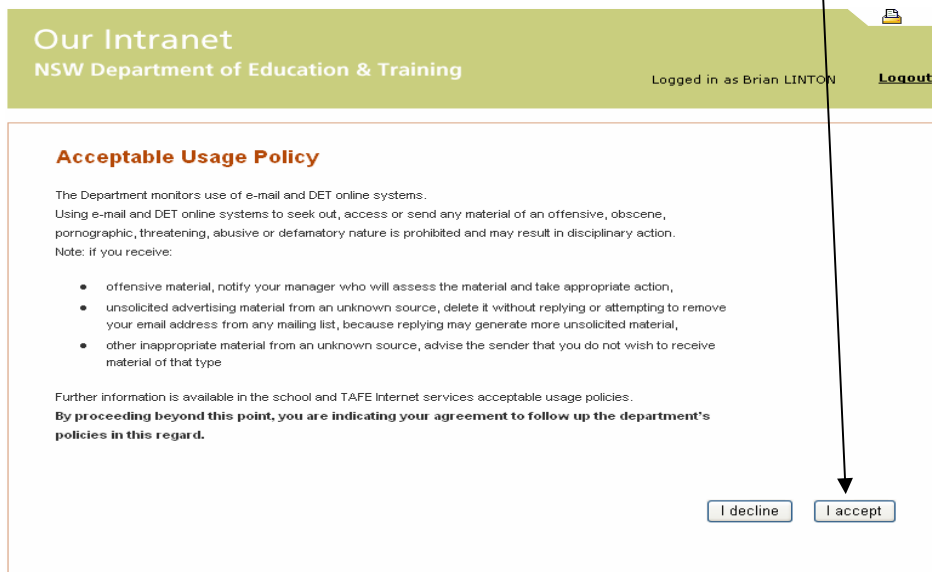
A screenshot of the NSW Department of Education & Training Portal login page. The page has a green header with the text "NSW Department of Education & Training". Below the header, there are three main sections: "Portal login page", "Login", and "Portal help". The "Portal login page" section contains text about the portal and a list of features. The "Login" section contains fields for "Username (e.g. jane.citizen)" and "Password", with "CANCEL" and "LOG ON" buttons below them. The "Portal help" section contains a link to "Online help" and text about accessing help materials. At the bottom left, there is a logo for the NSW South Wales Department of Education and Training.

2. Enter your DET Username (e.g. jane.citizen) and Password to access the DET Enterprise Portal.

A screenshot of the NSW Department of Education & Training Portal login page, similar to the previous one, but with the "Username" and "Password" fields filled in. The "Username" field contains "jane.citizen" and the "Password" field contains "\*\*\*\*\*". A black oval highlights these two fields. An arrow points from the text in the third step to the "LOG ON" button.

3. Click on the **LOG ON** button.

4. The following Acceptable Usage Policy will be displayed. Click on **I accept**



The screenshot shows the 'Our Intranet' header for the NSW Department of Education & Training. The user is logged in as Brian LINTON. The main content area displays the 'Acceptable Usage Policy'. The policy text states that the department monitors e-mail and DET online systems and prohibits offensive, obscene, pornographic, threatening, abusive, or defamatory material. It lists three types of prohibited material: offensive material, unsolicited advertising material, and inappropriate material from unknown sources. At the bottom, there are two buttons: 'I decline' and 'I accept'. An arrow points from the instruction 'Click on I accept' to the 'I accept' button.

**Our Intranet**  
NSW Department of Education & Training

Logged in as Brian LINTON [Logout](#)

**Acceptable Usage Policy**

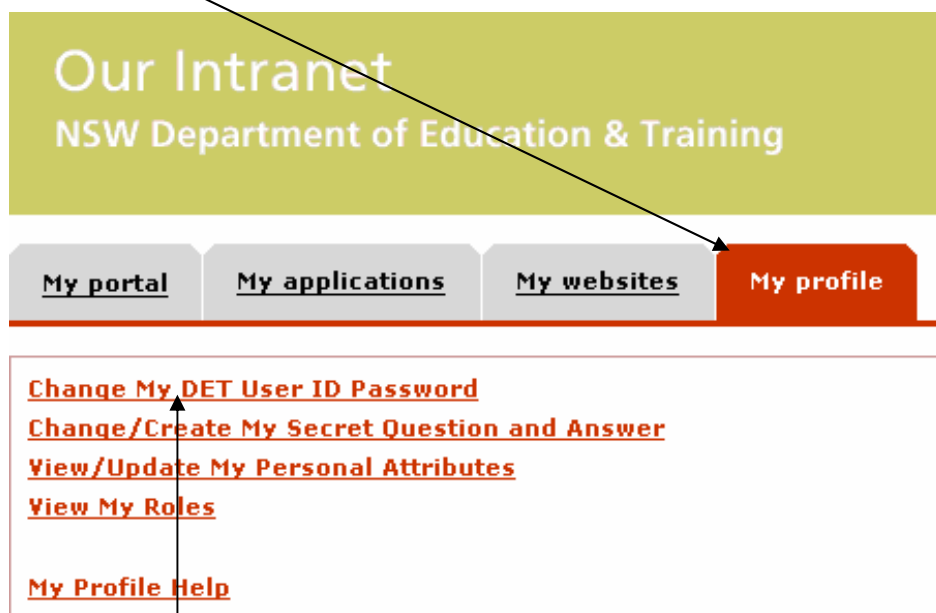
The Department monitors use of e-mail and DET online systems.  
Using e-mail and DET online systems to seek out, access or send any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature is prohibited and may result in disciplinary action.  
Note: if you receive:

- offensive material, notify your manager who will assess the material and take appropriate action,
- unsolicited advertising material from an unknown source, delete it without replying or attempting to remove your email address from any mailing list, because replying may generate more unsolicited material,
- other inappropriate material from an unknown source, advise the sender that you do not wish to receive material of that type

Further information is available in the school and TAFE Internet services acceptable usage policies.  
**By proceeding beyond this point, you are indicating your agreement to follow up the department's policies in this regard.**

[I decline](#) [I accept](#)

5. Select **My profile** tab. The following screen will be displayed:



The screenshot shows the 'My profile' tab selected in the 'Our Intranet' system. The tab is highlighted in red. Below the tabs, there is a list of links: 'Change My DET User ID Password', 'Change/Create My Secret Question and Answer', 'View/Update My Personal Attributes', 'View My Roles', and 'My Profile Help'. An arrow points from the instruction 'Select My profile tab' to the 'My profile' tab. Another arrow points from the instruction 'Select Change My DET User ID Password' to the first link in the list.

**Our Intranet**  
NSW Department of Education & Training

[My portal](#) [My applications](#) [My websites](#) **My profile**

[Change My DET User ID Password](#)  
[Change/Create My Secret Question and Answer](#)  
[View/Update My Personal Attributes](#)  
[View My Roles](#)  
[My Profile Help](#)

6. Select [Change My DET User ID Password](#)

The following screen will be displayed:

7. Read the notes **below** the password change screen.

My profile

To change your DET User ID Password, please fill in the form below.

Existing Password:

New Password:

Confirm Password:

**WARNING!** Changing your DET User ID Password will also change the following passwords:

- Your Network User ID Password for the 'staff' domain. If your desktop operating system is other than MS Windows XP, you will need to log out and then log back into your desktop with your new password.
- Your Web Services Password (if applicable to you).
- Your Novell Directory Password (if applicable to you).

8. In **Existing Password:** type your existing DET Portal password.

9. In **New Password:** type a new password that meets the standard mentioned.

10. In **Confirm Password:** type the new password again.

11. Select the **Submit** button to make the change.

12. Close Internet Explorer.

13. Re-launch Internet Explorer and login back into the Portal with your DET User ID and **new password**.



The new password **may not** take affect immediately and you may need to wait 5 minutes and re-enter your password.



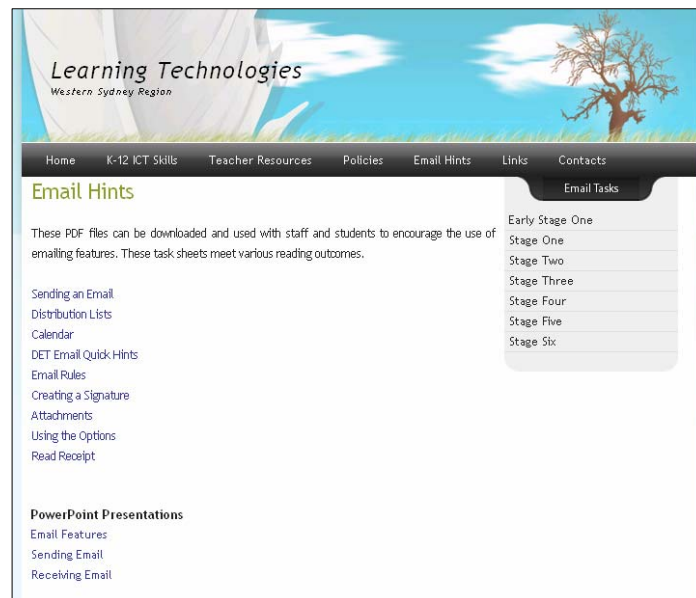
Changing your DET User ID Password at the DET Staff Portal will also change the following passwords: Your Network User ID Password, Your Portal Password, Your Novell Directory Password (if applicable to you)

**IMPORTANT:** Please note that changing your Network User ID Password on your desktop outside the DET Staff Portal will **NOT** automatically change your DET User ID Password. So to keep your Password synchronised, you should always change your DET User ID Password in the DET Staff Portal!

## Emails & Attachments

Files can now be saved from OASIS and sent as attachments to emails. The following information is a guide as to how to find users and how to attach files. More **detailed** information can be found at the following web address:

[http://www.westernsydney.sreg.education.nsw.gov.au/email\\_hints.html](http://www.westernsydney.sreg.education.nsw.gov.au/email_hints.html)



### Finding a User's Email Address:

There are 2 types of email addresses.

There is the '**education**' email account which most SASS & Teaching staff has,

eg. [John.smith@education.nsw.gov.au](mailto:John.smith@education.nsw.gov.au)

and there is the '**corporate**' email account which most Principals and DET Support staff have,

eg. [John.smith@det.nsw.edu.au](mailto:John.smith@det.nsw.edu.au)

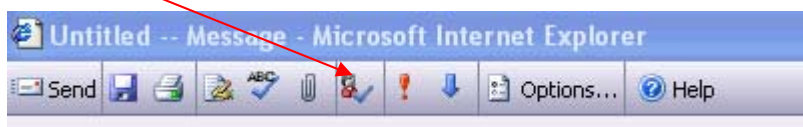
If you need to find a person's email address, type their name in either of the following ways:

**Lastname, firstname**

OR

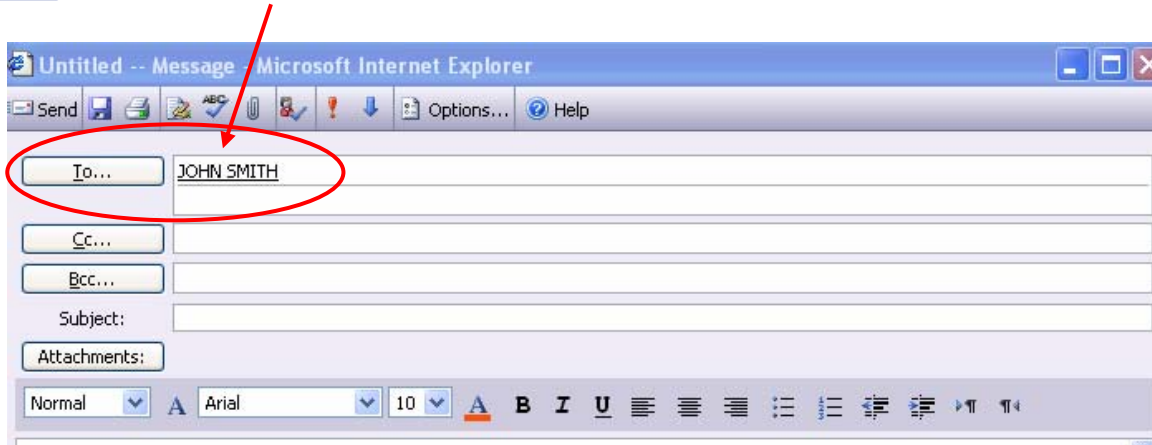
**firstname lastname**

then click on the '**check names**' icon.





If the name appears underlined in **BLACK** then the person has been found. If the name appears underlined in **RED** then the person has not been found.

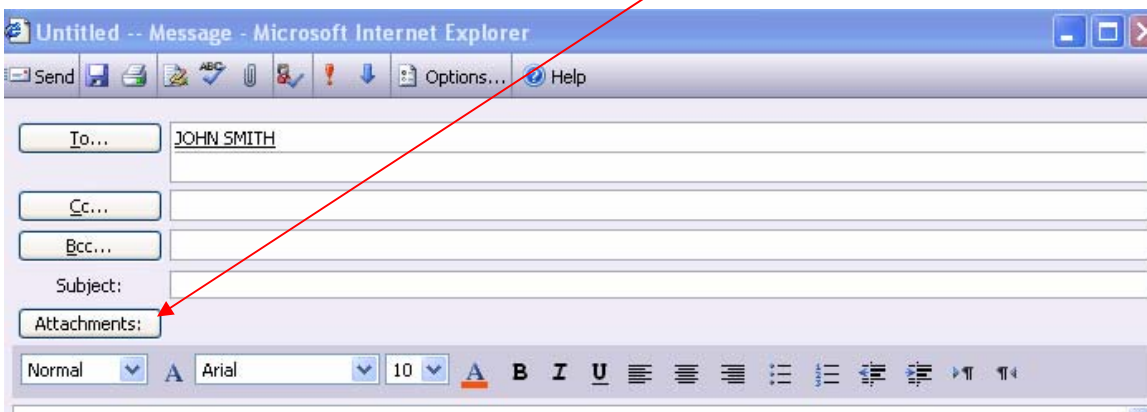


More detailed instructions on how to find a person's email address can be found by clicking on the following link:

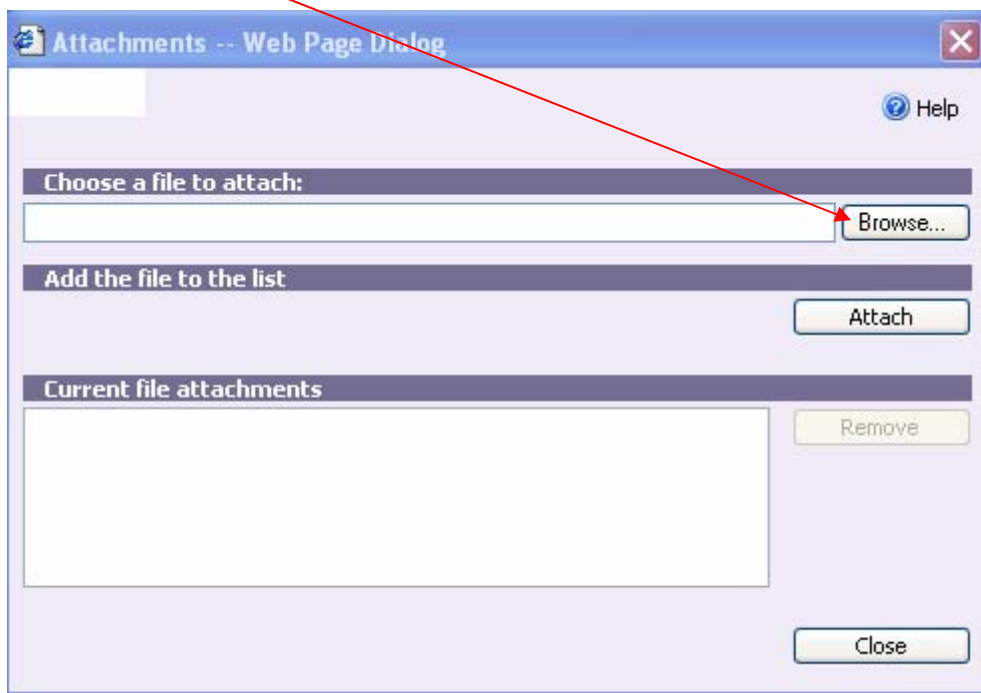
<http://www.westernsydney.sreg.education.nsw.gov.au/Documents/gal.pdf>

### **Attaching Files to Emails:**

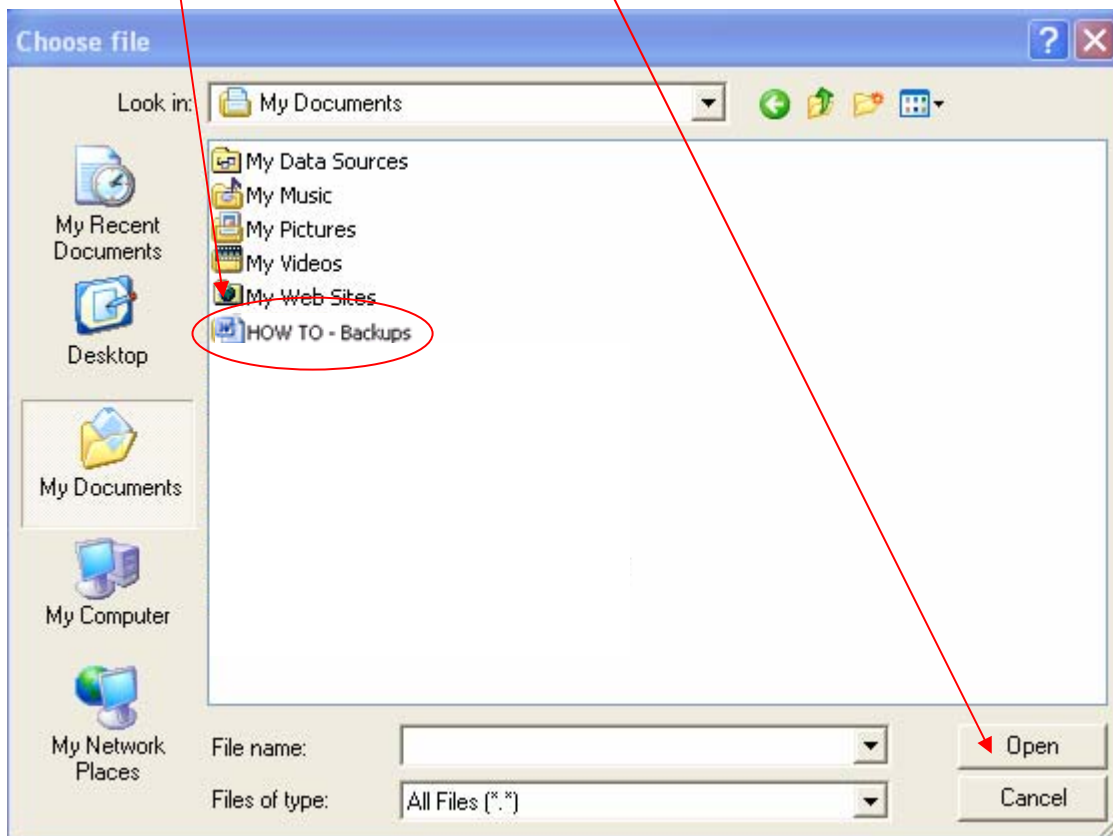
1. To add an attachment to an email click on the **Attachments** button



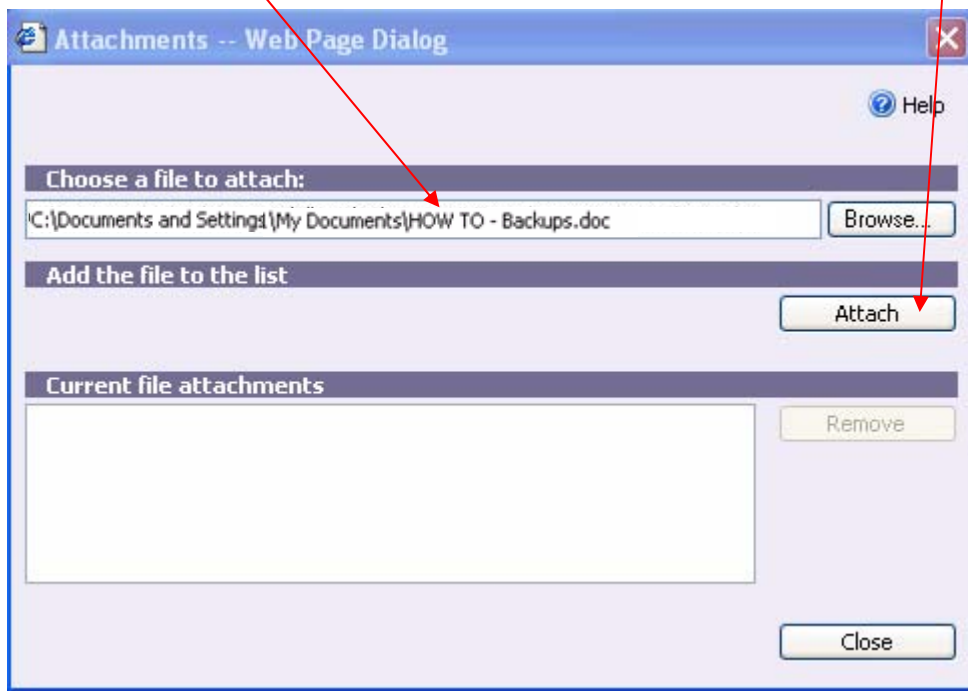
2. Click on the **Browse** button to find the file you want to attach



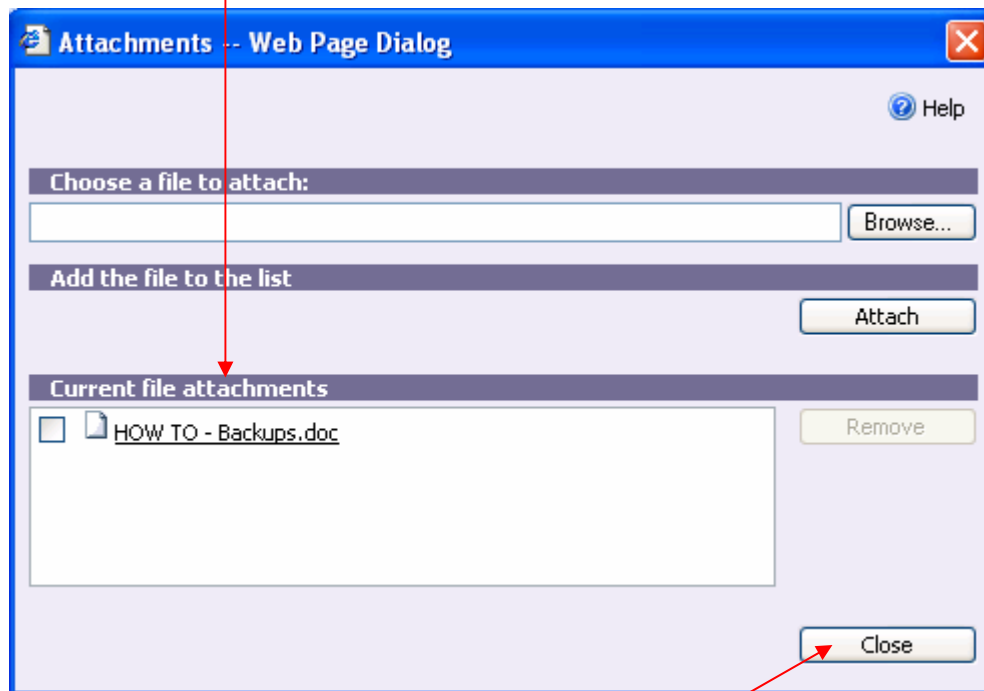
3. Navigate to the required file and click on **Open** (in the example below the file *HOW TO - Backups* will be selected)



4. The file will now be displayed in 'Choose a file to attach:'. Click on the **Attach** button.



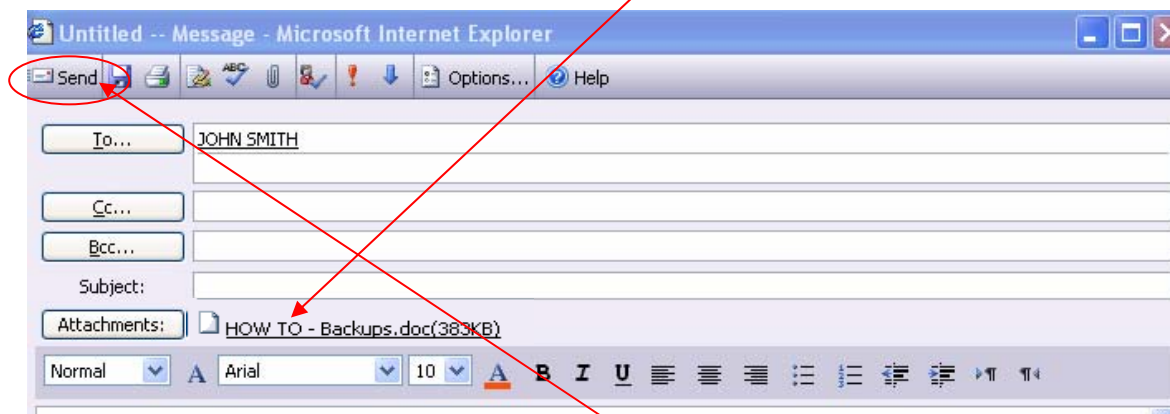
5. The selected file will now be displayed in 'Current file attachments'.



6. When you have finished attaching files click on the **Close** button. *Note – you can attach more than one file to an email. To do this repeat steps 2 to 4.*



7. The attached file will now be displayed next to '**Attachments**'.



8. Type your message in the *body* of the email then click **Send**



If the selected file is not displayed next to

Attachments:

repeat steps 1-4 above as you may have

forgotten to click on the

Attach

button in Step 4.

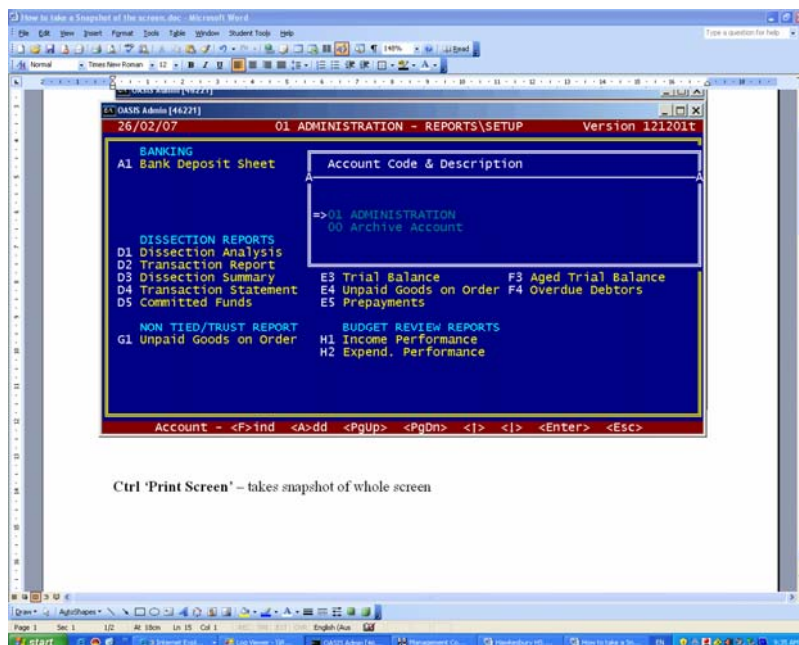
## Taking a Snapshot of the Screen

To take a 'snapshot / screen dump' of the information on your screen follow the steps below.

### 1. To take a snapshot of the ENTIRE screen:

Hold down the **CTRL** key and press the 'Print Screen' key

**Ctrl V** – Paste snapshot into Word Document or Notepad



### 2. To take a snapshot of an ACTIVE session

Hold down the **Alt** key and press the 'Print Screen' key

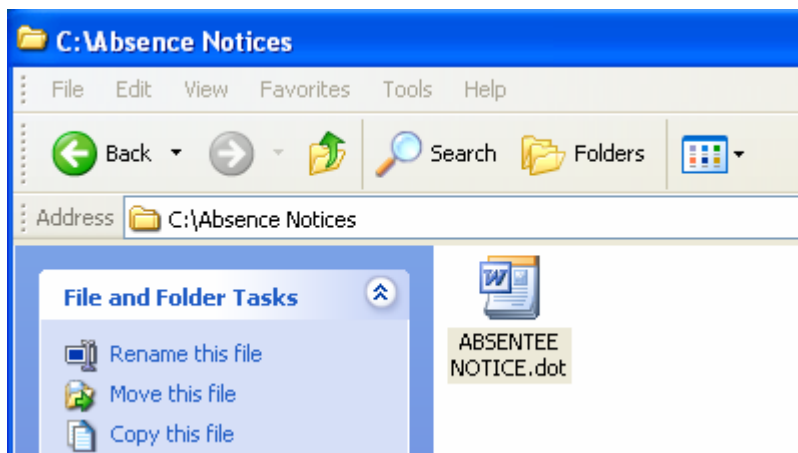
**Ctrl V** – Paste snapshot into Word Document or Notepad



## Transferring Files

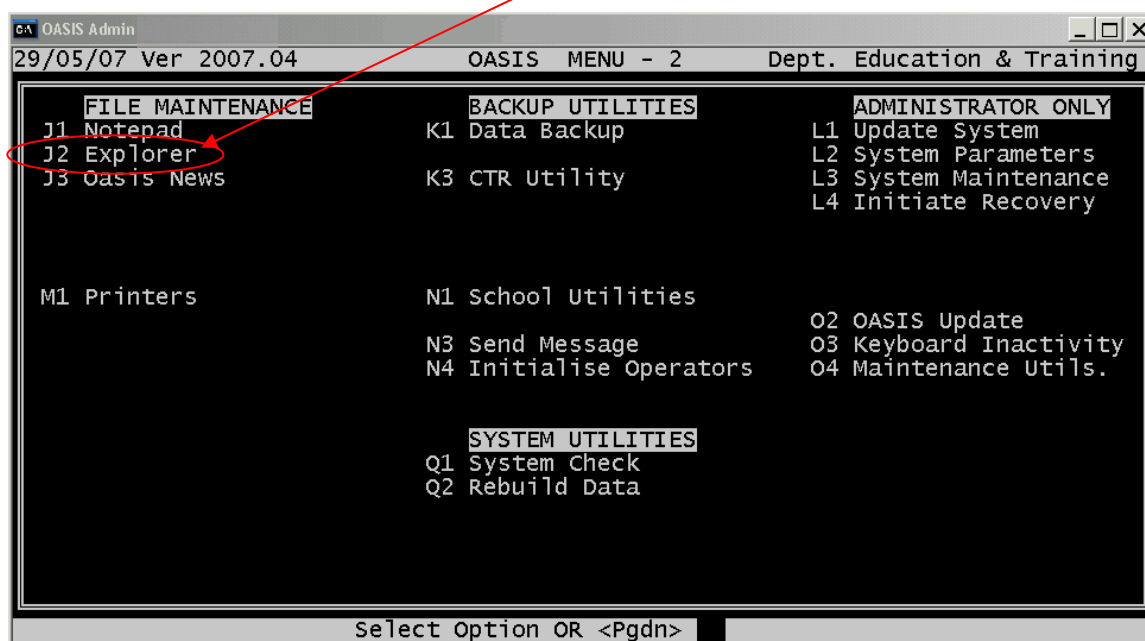
There may be times when you may wish to transfer files either from or to the folders on the K: drive of the OASIS system.

As an example, there is a document on the local hard drive called **ABSENTEE NOTICE.dot**. This document needs to be transferred to the **Admin** folder on the **K: drive**.



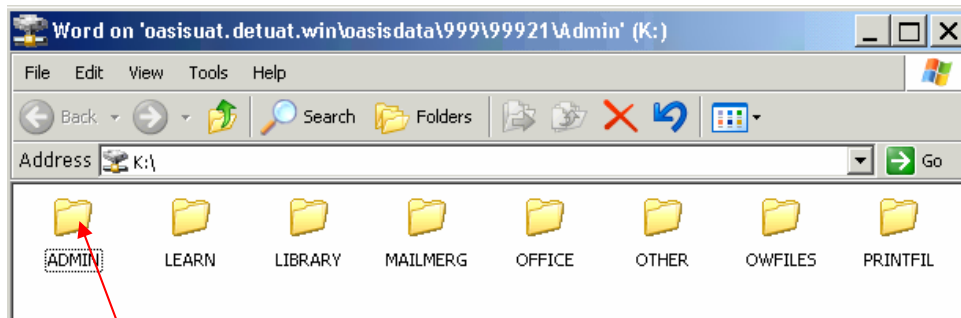
**Please note:** If you are transferring files from/to a memory stick, it must be inserted into the workstation **before** clicking on the OASIS link in the Portal.

1. **Log into OASIS** as normal . The example below has been logged into OASIS Admin.
2. From the **OASIS Menu 2** select **Option J2 – Explorer**.



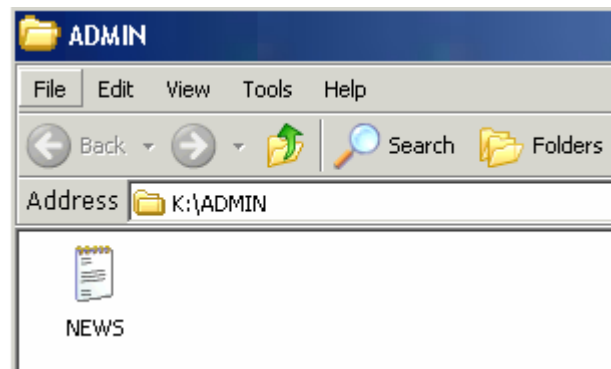
*A screen similar to the one below will be displayed.*

Window 1  
K: drive



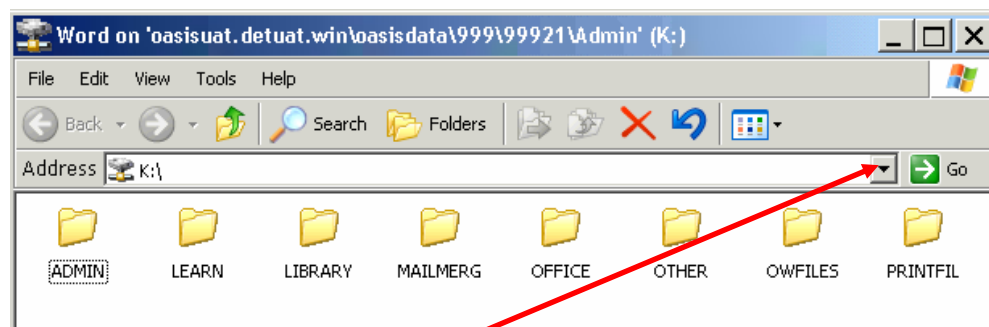
3. Double click on the **Admin** folder (*not the name*) as this is where the file needs to be saved to. *A screen similar to the one below will be displayed*

Window 1  
K: drive



4. Repeat Step 2 by selecting OASIS option **J2 – Explorer** a second time. *You may need to resize the windows so you can see them both side by side.*

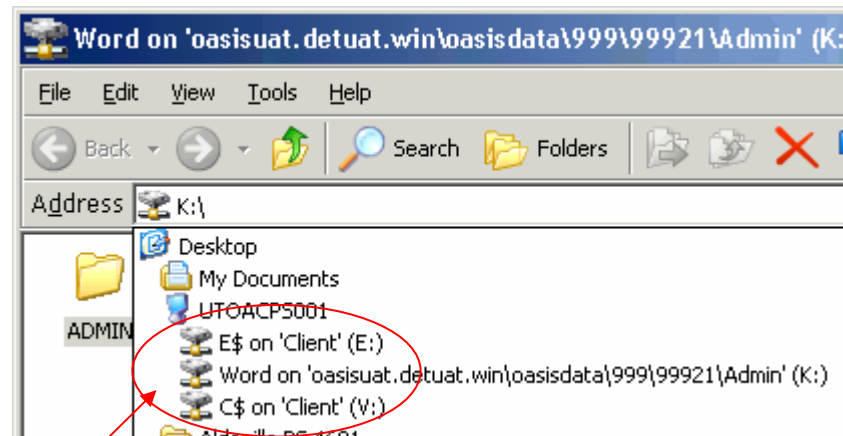
Window 1  
K: drive



5. Click on the **drop down arrow** next to the address bar o display the local drives.

*A screen similar to the one below will be displayed.*

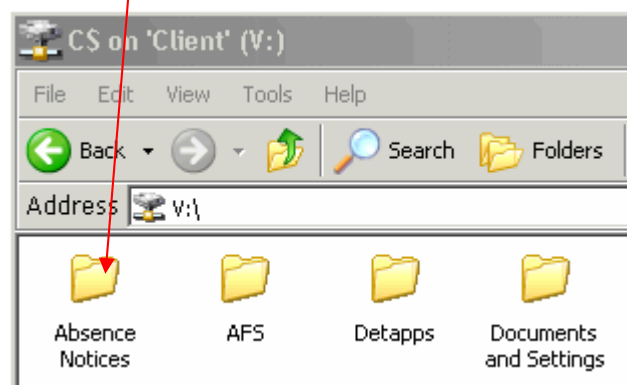
Window 1  
**K: drive**



In the example above, **E\$ on Client (E:)** is a local mobile drive, and **C\$ on Client (V:)** is the local hard drive. **(NOTE: In order to have access to local drives you need administrator rights to the computer you are using)**

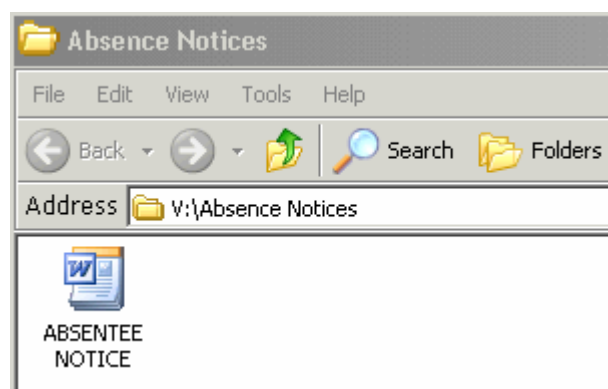
6. Double click on **C\$ on Client (V:)** as shown in the above example.
7. Double click on the **Absence Notices** folder in the next screen

Window 2  
**V: Drive (C\$)**

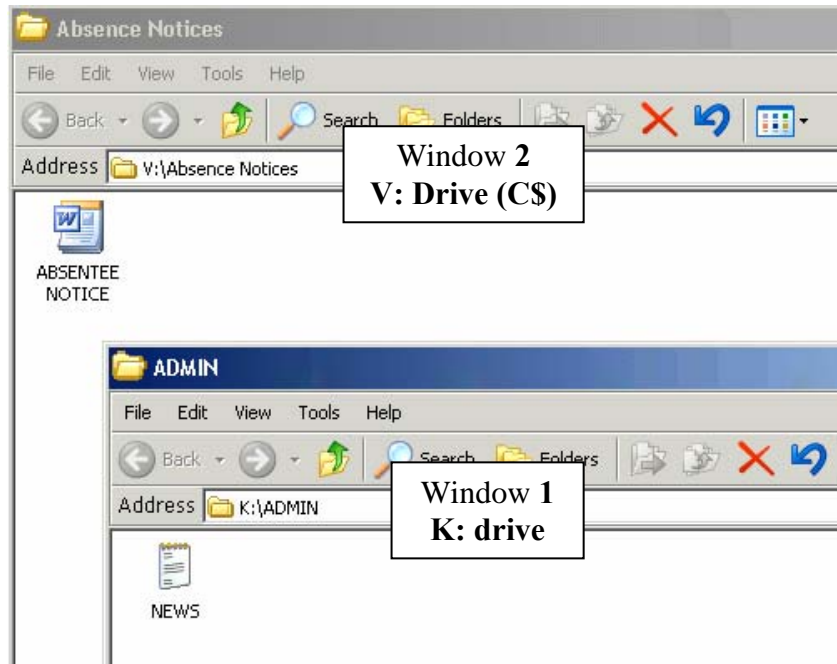


The **Absentee Notice document template** is to be copied to the **Admin folder** on the **K: drive**.

Window 2  
**V: Drive (C\$)**

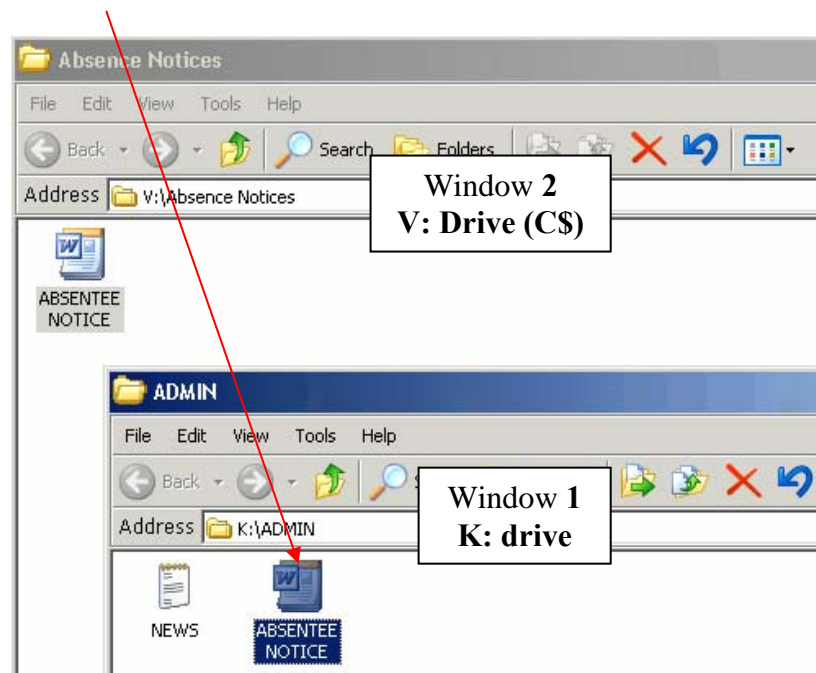


8. With both windows open, it is possible to **drag files** from one window and drop the files into the other window, or copy and paste files using the **Edit/Copy** then **Edit/Paste** option from the Toolbar.



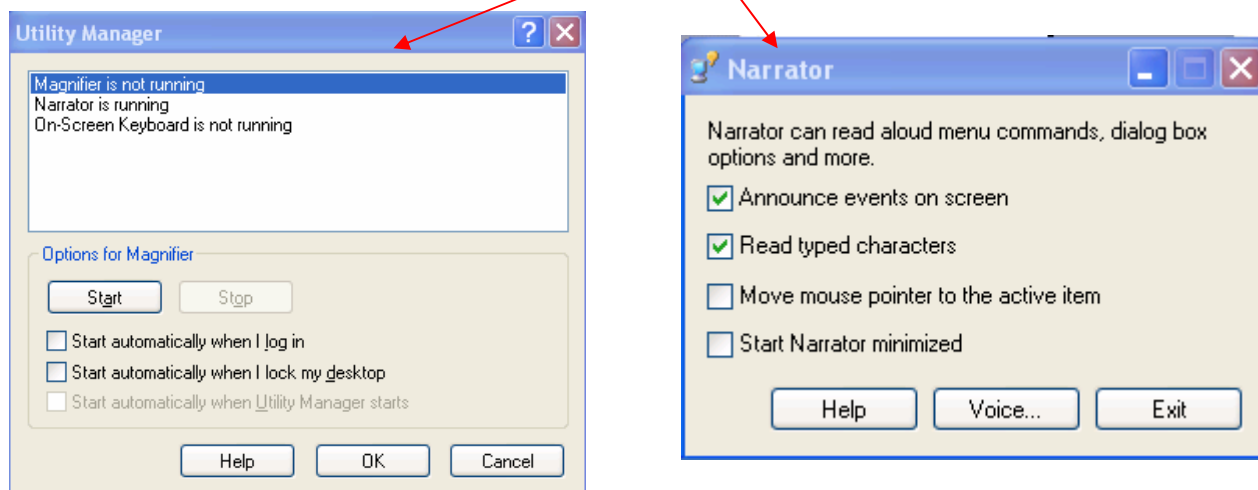
*A similar process is used to transfer files to a local drive which have been saved to the K: drive folders*

The file **ABSENTEE NOTICE** will now appear on the **K:\ADMIN** drive



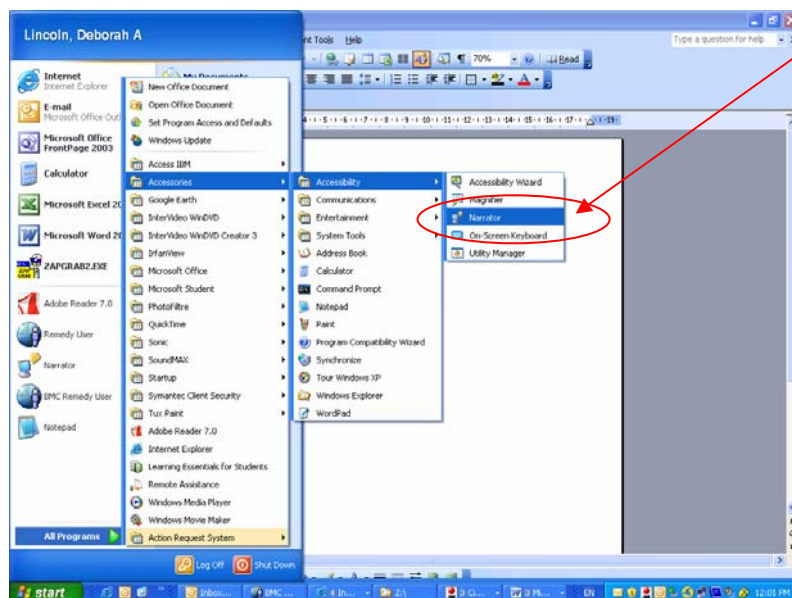
## Exiting the Narrator Program

Some users accidentally press the **Windows key** and the letter **U** together which activates a speech program called '**Narrator**'. The 2 screens below appear on the user's screen.



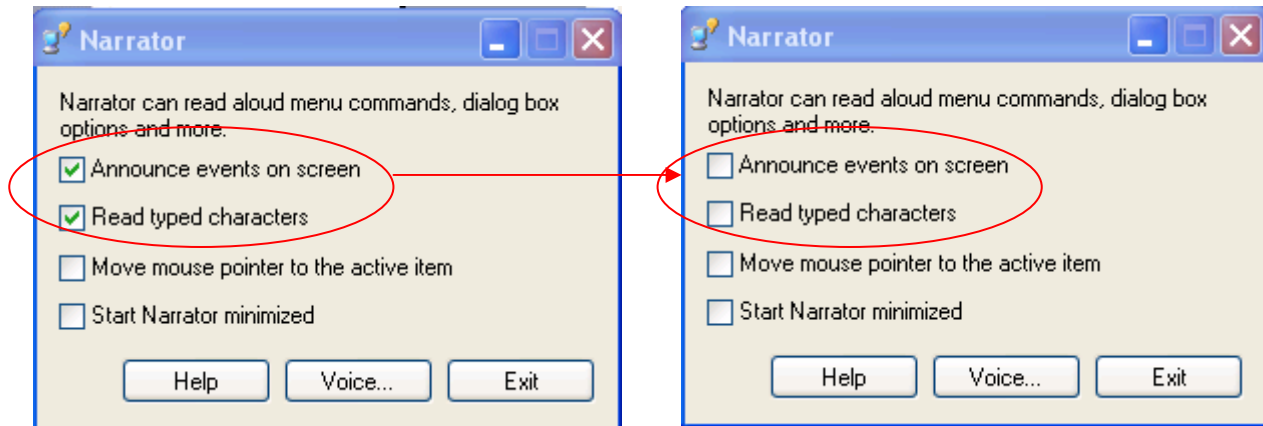
**To “turn off” Narrator do the following:**

1. Select **Start** → **Programs** → **Accessories** → **Accessibility** → **Narrator**



2. **Remove the ticks** from the following options:

- **Announce System Events** and the **Read Typed Characters**



3. Click **ok** then **exit**

***When this program is turned on it can cause problems in OASIS when a user is trying to enter QU or C2. It prevents the user from entering the second character of the command. This can also be overcome by holding down either the Ctrl or Alt key while pressing the second character of the command.***



# Help !



## Help

### Quickfixes - What can I do if ? .....

#### Problem

#### Try these steps

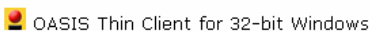
( if the 1<sup>st</sup> option doesn't work then try the next option etc... )

I have no OASIS Link in the Portal

1. Check with the Principal to see you have been ticked in AMU
2. Download and save the form from the [School Systems Website](https://detwww.det.nsw.edu.au/it/schoolsystems/Website) - <https://detwww.det.nsw.edu.au/it/schoolsystems/Website>
3. Type in the required information, resave the form and send the form as an attachment **from the Principal's email account** to the email address on the form
4. Log a Help Desk Call

I get asked if I want to save the file '**launch.ica**'

(indicates that the OASIS Thin Client for 32-bit Windows file is not installed on the computer)

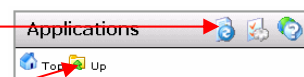
1. Say **No**. Go to My Applications in the Portal, click on the OASIS link and then click on the link down the bottom of the OASIS Applications page called:  

- This will install the Client onto the computer you are using.
- \*\* NB: You need to have Admin rights to the computer to be able to successfully install the 32-bit Client**

When I click on the OASIS icon I get a 'Welcome Screen' prompting me to log in with a 'username' and 'password'

1. Change your Portal DET User ID Password in My Profile Do not change your Password from outside of Portal as it will not synchronise with OASIS. Go [to School Systems Website](https://detwww.det.nsw.edu.au/it/schoolsystems/Website) for detailed instructions.
2. Log a Help Desk Call

I have no school folders in My Applications box

1. Click on the **refresh icon** in the Applications box
2. Click on the '**UP**' icon in the Application box
3. Log a Help Desk Call



I keep getting the Citrix Security Login Access Screen

1. Contact the Computer Co-ordinator at your school to check you have full Admin Rights to your local computer.
2. There is more information on this included in this booklet
3. You can find more information on the [School Systems Website](https://detwww.det.nsw.edu.au/it/schoolsystems/Website)
4. Log a Help Desk call

OASIS doesn't load when I click on the school icon

1. Sometimes there may be a short delay in the Citrix Client loading. If you keep clicking on the OASIS school icon you will eventually get multiple launches. Check the task bar at the bottom of the screen to check if you have more than one OASIS session. Close down all but one session.
2. Make sure you are clicking on the icon, not the words
3. Log a Help Desk call

The icon on my Kiosk Machine / Thin Client Device has disappeared	<ol style="list-style-type: none"><li>1. Log a Help Desk call</li></ol>
I get a password error message when trying to log onto my Kiosk Machine / Thin Client Device	<ol style="list-style-type: none"><li>1. Instructions on how to rectify this are included in this booklet</li><li>2. Log a Help Desk Call</li></ol>
I have forgotten my OASIS password	<ol style="list-style-type: none"><li>1. Contact the person at your school who manages OASIS to have your password reset</li></ol>
I get a message to shut down OASIS properly after I click on the 'X' in the top right hand corner	<ol style="list-style-type: none"><li>1. Log out of OASIS using the C2 Logout option from the OASIS Main Menu</li><li>2. Information on this is included in this booklet</li></ol>
My screen has disappeared	<ol style="list-style-type: none"><li>1. Check your task bar at the bottom of the screen to make sure the session hasn't been minimised</li><li>2. If you had not entered your OASIS password the session has timed out.</li><li>3. Did you have a power failure?</li><li>4. Go back to your OASIS Application page in the Portal and select <b>Reconnect</b></li><li>5. Check O3 Option to see if you are still showing as logged on</li><li>6. Try logging back in.</li><li>7. Log a Help Desk call</li></ol>
The OASIS screen disappeared after I enter C3 change operator	<ol style="list-style-type: none"><li>1. If a user doesn't enter their password within approximately 60 seconds at the OASIS login screen, the OASIS session times out and closes down.</li><li>2. Try logging back in</li></ol>
When I try to type QU or C2 (examples) I get funny characters instead	<ol style="list-style-type: none"><li>1. <b>Press Shift, Ctrl, Alt</b> on the <b>LH</b> side of the keyboard, then <b>Alt, Ctrl, Shift</b> on the <b>RH</b> side of the keyboard</li><li>2. Hold down the Shift key and press the required keys, eg <b>Shift QU</b> or <b>Shift C2</b></li><li>3. Hold down the Alt key and press the required keys, eg <b>Alt QU</b> or <b>Alt2</b></li></ol>
I have a Casual / Permanent staff member who requires access to OASIS on a regular basis	<ol style="list-style-type: none"><li>1. Download and save the form from <a href="#">School Systems Website</a></li><li>2. Type in the required information, resave the form and send the form as an attachment <b>from the Principal's email account</b> to the email address on the form.</li></ol>

Users won't go back to Main Menu when they aren't using OASIS	<ol style="list-style-type: none"><li>1. Information on this is included in this booklet under "<i>System Check / Keyboard Activity</i>"</li><li>2. You can find more information on the <a href="#">School Systems Website</a></li></ol>
The size of my screen/font is too small	<ol style="list-style-type: none"><li>1. See sections on '<i>Changing OASIS Screen Size</i>' &amp; '<i>Full Screen Mode</i>' in this booklet</li><li>2. You can find additional information on the <a href="#">School Systems Website</a></li></ol>
I don't like the colours of my OASIS screen	<ol style="list-style-type: none"><li>1. In OASIS select option L2 System Parameters, E3 Set. Within this module you can change the colour scheme of your OASIS.</li><li>2. You can find additional information on the <a href="#">School Systems Website</a></li></ol>
How can I try and prevent a lot of unrecoverable entries if my OASIS requires a recovery?	<ol style="list-style-type: none"><li>1. Try and make sure EVERYONE goes back to the OASIS Main Menu at the same time several times during the day. Once this happens the LOG file is written, and in the event of a recovery the log file is included. The Log file cannot be written until <b>ALL users</b> are returned to the Main Menu at the same time</li><li>2. If you have a disconnected session the Log File cannot be written until it is logged off – Log a Help Desk call</li></ol>
My keyboard stopped responding	<ol style="list-style-type: none"><li>1. Check your OASIS screen is active – make sure the top bar is <b>blue</b>, <i>not grey</i></li><li>2. Press Shift, Ctrl, Alt on the LH side of the keyboard, then Alt, Ctrl, Shift on the RH side of the keyboard. Press a key to see if it is responding</li><li>3. Check connections</li><li>4. Contact Computer Coordinator at your school to see if they can resolve the issue</li><li>5. Log a Help Desk call</li></ol>
The Receipt Printer <b>won't stop</b> printing	<ol style="list-style-type: none"><li>1. Clear buffer - hold down both printer buttons, turn off printer then turn back on while still holding down both printer buttons</li><li>2. Cancel print job through Windows</li><li>3. You can find more information on the <a href="#">School Systems Website</a></li></ol>
The Receipt Printer needs to be selected each time I print a receipt?	<ol style="list-style-type: none"><li>1. From the OASIS Main Menu go to D4 / L4. Delete the current printer name and press enter. Select the printer required. Do a test print in D3 Cash Register.</li><li>2. You can find more information on the <a href="#">School Systems Website</a></li></ol>

The Receipt Printer is slow to respond when I select Print Receipt	<ol style="list-style-type: none"><li>1. Check to see if the printer has been set up as a 'Generic' Printer in Windows</li><li>2. Check in D4/L4 that Cash Register 1 or Cash Register 2 is selected</li><li>3. Update the printer drivers for the Receipt Printer</li><li>4. Information on this is included in this booklet</li><li>5. The printer codes may need modifying – Log a Help Desk Call</li></ol>
The printer won't print	<ol style="list-style-type: none"><li>1. No printers – save the file, try and rectify the printer problem then open the file in A2 Microsoft Word and print</li><li>2. Select the option M2 Reprint and see if the print job is available to reprint after you have rectified the printer problem</li><li>3. Log a Help Desk Call</li></ol>
I want to print Management Reports from the Kiosk Machine / Thin Client Device	<ol style="list-style-type: none"><li>1. You <b>MUST</b> have a printer connected to this machine to be able to print from it. The option for Network printing of receipts in OASIS Thin Client is no longer available.</li></ol>
I select print and get a message 'no printers installed'	<ol style="list-style-type: none"><li>1. Save the file first and check that the printers are displaying in Windows.</li><li>2. Shutdown the computer and reboot</li><li>3. Select the option M2 Reprint and see if the print job is available to reprint after you have rectified the printer problem</li><li>4. Log a Help Desk Call</li></ol>
The printing output from my printer is too light / print quality not good	<ol style="list-style-type: none"><li>1. Contact the Computer Co-ordinator at your school to investigate possibilities for this happening</li><li>2. Check the printer settings in Windows.</li><li>3. Download the latest Printer Drivers for your printer</li><li>4. Log a Help Desk Call</li></ol>
I get Small/Reducing Print or Underlined Print in Posting Batches?	<ol style="list-style-type: none"><li>1. Print Preview the file before printing. <i>(This is a good habit to get into as it will show you what the print job will look like)</i></li><li>2. If there appears to be abnormal print quality, save the file before continuing. Once you have saved the file you can post the batch then open the file in A2 Microsoft Word and edit the format before printing</li><li>3. Information on this is included in this booklet</li><li>4. You can find more information on the <a href="#">School Systems Website</a></li></ol>
I want to be able to print Spine Labels?	<ol style="list-style-type: none"><li>1. You can find more information on the <a href="#">School Systems Website</a></li></ol>
When I select 'Print Screen' it is blank	<ol style="list-style-type: none"><li>1. Check the data in OASIS that you are requesting. This is usually a sign that there is no corresponding data for the request</li></ol>

I can't save files to my thumbdrive / memory stick as it doesn't display in the window

1. Make sure the thumbdrive / memory stick is plugged into the computer **BEFORE** clicking on the OASIS link in Portal

Backups – Are they still required?

1. Regular K1 daily backups are no longer required.
2. It is still advisable to do K1 Backups for SCIS Downloads and Admin/Finance Rollovers
3. You can find more information on the [School Systems Website](#)

I have data missing

1. Ensure all users are back at the OASIS Main Menu
2. Do Rebuilds, eg. For Admin - E1/C1, then D4/L1, then Q2 from the OASIS Main Menu

I can't view data or run any reports in my Archive Account

1. Do a rebuild in **D4/L1** Archive Account, then retry viewing the data in the Archive Account
2. Log a Help Desk call

I keep getting a window popping up called "Narrator" and can't QU in OASIS

1. Hold down the **shift key** and press the letter **U**  
*This window is activated when a user presses the Windows key and the letter 'U' at the same time.*
2. Information on this is included in this booklet

My User reports don't print correctly – the formatting is all wrong

1. Modify the User report (*if you are familiar with the process*)
2. Modify a Sample report to suit your needs and then resave it as a User report
3. Use a Sample report which will give you the information you require

**I want to log a Help Desk call?**

1. When logging a call have available information such as:
  - \* Your portal login name
  - \* School Code
  - \* School Name
  - \* Full description of the problem you are having
  - \* Any error messages you are receiving
  - \* Whether the problem is in Admin or Library
  - \* Alternative contact person if you are not available
2. Phone 1800 338 483

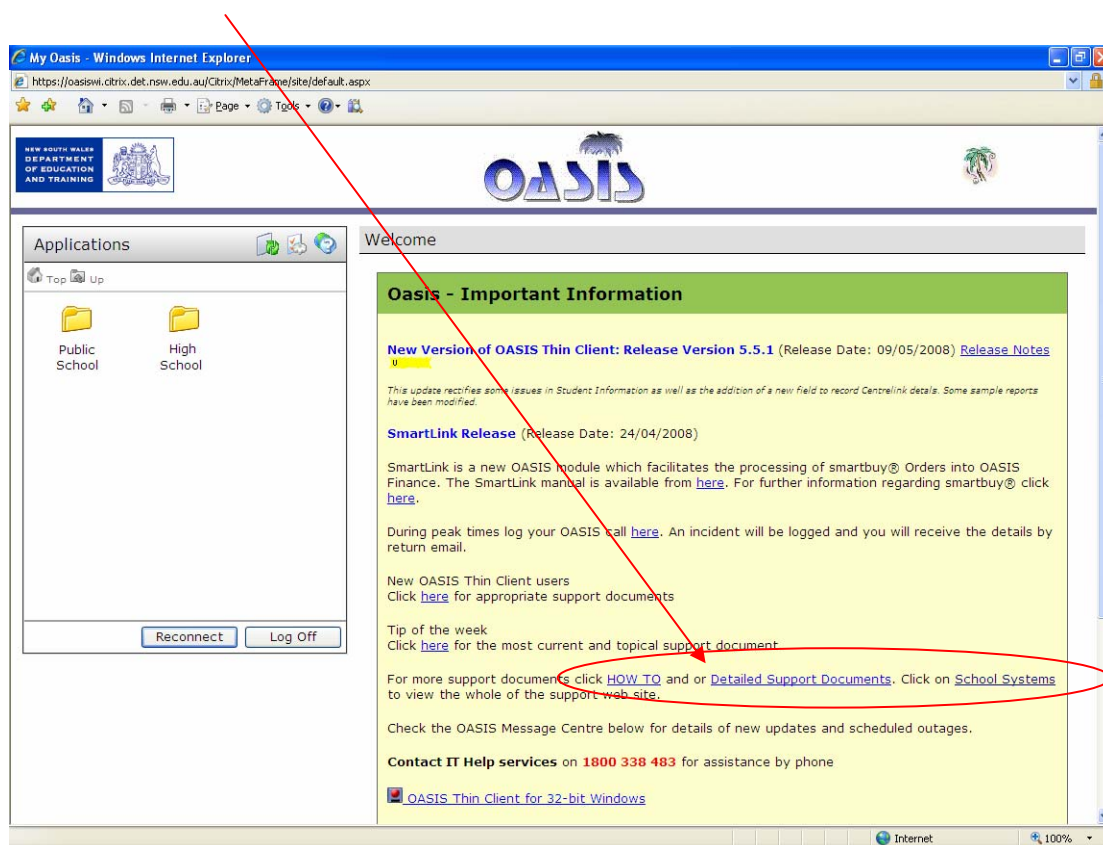
# **WHERE TO FIND MORE INFORMATION**

## Where to find more information

### Support Documents

ON the **OASIS Welcome Page** there are links to:

- [‘How Tos’](#)
- [Detailed Support Documents](#)
- [School Systems Website](#)



**\*\*\* The School Systems Website is regularly updated \*\*\*  
so it is important that you keep checking  
it for new information.**



## Release Notes

### School Systems Website Release Notes

#### RELEASE NOTES

#### Admin

<b>E1 School Information</b>	V5.1
E4 Roll Classes	V5.5
E5 Fees / Scholastic Years	V5.5
Lookup Tables	V5.5
<b>E2 Student &amp; Staff Information</b>	V5.1
A1 Family Information	V5.3, V5.4.1, V5.5
A2 Student Information (inc Related Absence)	V5.1, V5.2, V5.3
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A2 New Menu Option <I>nfo	V5.5
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Version	Release Date
<a href="#">5.2</a>	<a href="#">April 2007</a>
<a href="#">5.3</a>	<a href="#">July 2007</a>
<a href="#">5.4</a>	<a href="#">October 2007</a>
<a href="#">5.4.1</a>	<a href="#">November 2007</a>
<a href="#">5.4.2</a>	<a href="#">December 2007</a>
<a href="#">5.4.3</a>	<a href="#">March 2008</a>
<a href="#">5.5</a>	<a href="#">April 2008</a>
<a href="#">5.5.1</a>	<a href="#">May 2008</a>

## Outcomes

Today's course is relevant to new and regular users of OASIS. New features have been developed to assist and benefit all users in their day to day tasks while using OASIS Thin Client. Outcomes from today's training session include:

- A sound understanding of the work practices required of the OASIS Thin Client environment.
- Logging onto OASIS Thin Client via the DET Portal or a Thin Client Device (Kiosk Machine)
- Managing OASIS Thin Client sessions.
- An overview of the saving, printing and editing functions using OASIS data and Microsoft Word.
- An overview of MailMerge using Microsoft Word and data from OASIS in Library, Admin. and Finance areas.
- System maintenance within the OASIS Thin Client environment.
- Additional information to assist users in their day to day administration while using OASIS Thin Client.
- A comprehensive Help section, including Quickfixes to assist users to resolve issues before logging help desk calls.
- A sound understanding of who to contact when help is required.

