MyPC

ITS Product Guide

INFO TECHNOLOGY SUPPLY LTD.

Reports Guide

Version 7

iTS: DELIVERING INNOVATIVE
IT SOLUTIONS

MyPC Reports

All MyPC reports can be scheduled for email delivery to multiple recipients. They can be printed directly from the MyPC web interface, and can be exported in the following file formats: pdf, xls, rtf, mht, text, csv and image.

Booking Reports

User Bookings Report (Summary)

⊙ MyPC

Start date	01/02/2017
End date	07/02/2017
Booking Type	User Bookings
Booked for (Login ID)	All
Context	All
User Group	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	5
Total Average Duration (hh:mm:ss)	00:34:44
Average Duration	00:06:56
Total Average Utilisation (HH:MM:SS)	00:00:00
Average Utilisation	00:00:00

Login ID	Name	Site	Location	Number Of Bookings	Number Of Machines	Average Duration (hh:mm:ss)	Average Utilisation (hh:mm:ss)
heather@hydrogen		ITS	Quiet Study Are	1	1	00:06:22	00:00:00
lisa@hydrogen		ITS	Training Room	1	1	00:05:31	00:00:00
manish@hydrogen		ITS	Training Room	1	1	00:10:02	00:00:00
manish@hydrogen		ITS	Quiet Study Are	1	1	00:06:34	00:00:00
noleen@hydrogen	noleen	ITS	Training Room	1	1	00:06:15	00:00:00

User Bookings Report (Detailed)

⊙ MyPC

Start date	01/02/2017
End date	07/02/2017
Booking Type	User Bookings
Booked for (Login ID)	manish@hydrogen
Context	All
User Group	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	2
Total Duration (hh:mm:ss)	00:16:36
Average Duration	00:08:18
Total Utilisation (hh:mm:ss)	00:00:00
Average Utilisation	00:00:00

Login ID	Name	Site	Location	Resource	Booking From	Duration (hh:mm:ss)	Login Time	Logout Time	Utilisation (hh:mm:ss)	Booking Status	Booking Method	Booked by
manish@hydrogen		ITS	Quiet Study Area	QS01	07/02/2017 12:38	00:06:34				No Show	Advance	STAFF - noleen
manish@hydrogen		ITS	Training Room	PC1	06/02/2017 18:13	00:10:02				No Show	Advance	STAFF - noleen

The summary report shows which individuals have made bookings, how many different machines they have used, and the average time spend on a computer. Clicking on a user drills down to the detailed report, showing the user's total number of bookings within the time range, which computers were used, the timings of each individual usage and total utilisation time. The report can be run for a single user, and provides an easy way of identifying which computers were used by the individual.

Block Bookings Report (Summary)   ⏱ MyPC

Start date	01/02/2017
End date	07/02/2017
Booking Type	Block Bookings
Context	All
User Group	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	4
Total Average Duration (hh:mm:ss)	00:19:53
Average Duration	00:09:56
Total Average Utilisation (HH:MM:SS)	00:00:00
Average Utilisation	00:00:00

Block Booking Name	Password	Site	Location	Number Of Bookings	Number Of Machines	Booking From	Booking To	Average Duration (hh:mm:ss)	Average Utilisation (hh:mm:ss)
English lesson		ITS	Training Room	2	2	07/02/2017 14:00	07/02/2017 14:15	00:15:00	00:00:00
Induction		ITS	Quiet Study Area	2	2	07/02/2017 13:09	07/02/2017 13:15	00:04:53	00:00:00

This report shows all block bookings, and whether the computers in the block booking were used.

This may be useful for identifying tutors who book computers unnecessarily (if people do not show up).

The Tutor Policies determine how many computers can be booked as part of a block booking. It will also show the attendance if a class is supposed to attend a self-study session, and the booking name identifies the purpose of the block booked session.

All User Bookings Report (Summary)

MyPC

Start date	13/04/2020
End date	19/04/2020
Booked for (Login ID)	All
Context	All
User Group	All
Booking Type	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	3410
Total Average Duration (hh:mm:ss)	286:23:32
Average Duration	05:50:41
Total Average Utilisation (hh:mm:ss)	239:46:26
Average Utilisation	04:53:36

Login ID	Name	Site	Location	Booking Method	Number Of Bookings	Number Of Machines	Average Duration (hh:mm:ss)	Average Utilisation (hh:mm:ss)
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	Walk-Up	15	1	14:35:00	14:36:50
administrator@itsdemo	administrator admin	Albert Square	Business Library	Walk-Up	2	1	02:00:00	06:44:31
amer@itsdemo	amer haider	Ramsay Street	Open Access Area	Walk-Up	15	1	14:35:00	14:36:49
apu@itsdemo	apu smith	Ramsay Street	Open Access Area	Walk-Up	15	1	14:35:27	14:37:12
barney@itsdemo	Barney smith	Ramsay Street	Open Access Area	Walk-Up	15	1	14:35:10	14:37:05
bart@itsdemo	bart smith	Charlotte	Charlotte1	Advance	1	1	00:10:02	00:00:00
bernice@itsdemo	bernice jones	Ramsay Street	Open Access Area	Walk-Up	15	1	14:35:10	14:37:04
cassidy@itsdemo	Cassidy johnson	Albert Square	Business Library	Walk-Up	5	1	06:25:04	06:25:48

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This report shows all bookings, including block bookings, walk ups, advanced and queued for all users. Click on a user to show full bookings details:

All User Bookings Report (Detailed)

MyPC

Start date	13/04/2020
End date	19/04/2020
Booked for (Login ID)	abraham@itsdemo
Context	All
User Group	All
Booking Type	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	15
Total Duration (hh:mm:ss)	14:35:00
Average Duration	00:58:20
Total Utilisation (hh:mm:ss)	14:36:50
Average Utilisation	00:58:27

Login ID	Name	Site	Location	Resource	Booking From	Duration (hh:mm:ss)	Login Time	Logout Time	Utilisation (hh:mm:ss)	Booking Status	Booking Method	Booked by
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 17:59	01:00:00	14/04/2020 17:59	14/04/2020 18:59	01:00:08	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 19:00	01:00:00	14/04/2020 19:00	14/04/2020 20:00	01:00:10	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 20:01	01:00:00	14/04/2020 20:01	14/04/2020 21:01	01:00:09	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 21:01	01:00:00	14/04/2020 21:01	14/04/2020 22:01	01:00:06	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 22:02	01:00:00	14/04/2020 22:02	14/04/2020 23:02	01:00:08	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	14/04/2020 23:02	00:56:26	14/04/2020 23:02	14/04/2020 23:59	00:56:36	Attended	Walk-Up	USER
abraham@itsdemo	Abraham smith	Ramsay Street	Open Access Area	PC-3	17/04/2020 15:16	01:00:00	17/04/2020 15:16	17/04/2020 16:16	01:00:06	Attended	Walk-Up	USER

Please note – there will be blank rows shown for Block Bookings which are not attended. Once a user has attended this it will show in their booking information.

No Shows Report (Summary)

MyPC

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
User	All
Report Filters	All
Site	All
Location	All
Show NTA/TA Usage	Yes
Show deleted users	Yes

Total Bookings	Total Unattended	Total Unattended (%)	Total Duration (d hh:mm:ss)
9	9	100	0 01:14:30

Start date	01/02/2017							
End date	07/02/2017							
Context	All							
User Group	All							
User	All							
Report Filters	All							
Site	All							
Location	All							
Show NTA/TA Usage	Yes							
Show deleted users	Yes							
Total Bookings	9							
Total Unattended	9							
Total Unattended (%)	100							
Total Duration (d hh:mm:ss)	0 01:14:30							
Login ID	Name	Site	Location	Resource	Date	Start Time	End Time	Duration (hh:mm:ss)
--	English lesson	ITS	Training Room	PC1	07/02/2017 14:00	07/02/2017 14:00	07/02/2017 14:15	00:15:00
--	English lesson	ITS	Training Room	pc2	07/02/2017 14:00	07/02/2017 14:00	07/02/2017 14:15	00:15:00
--	Induction	ITS	Quiet Study Area	QS01	07/02/2017 13:10	07/02/2017 13:10	07/02/2017 13:15	00:04:53
--	Induction	ITS	Quiet Study Area	QS02	07/02/2017 13:10	07/02/2017 13:10	07/02/2017 13:15	00:04:53
lisa		ITS	Training Room	pc2	07/02/2017 12:39	07/02/2017 12:39	07/02/2017 12:45	00:05:31
noleen	noleen	ITS	Training Room	PC1	07/02/2017 12:38	07/02/2017 12:38	07/02/2017 12:45	00:06:15
heather		ITS	Quiet Study Area	QS02	07/02/2017 12:38	07/02/2017 12:38	07/02/2017 12:45	00:06:22
manish		ITS	Quiet Study Area	QS01	07/02/2017 12:38	07/02/2017 12:38	07/02/2017 12:45	00:06:34
manish		ITS	Training Room	PC1	06/02/2017 18:13	06/02/2017 18:13	06/02/2017 18:23	00:10:02

This report identifies the extent to which computers are not available whilst waiting for users. The summary report shows how many bookings were unattended and how much potential usage time was wasted, by being unavailable during the logon wait time.

The detailed report shows which individuals are involved, and how often they book computers without showing up.

The location policies include the 'logon wait time'; the higher this setting, the higher the potential wasted time when users don't show up. This report may help you to adjust these settings in order to optimise PC usage, as well as to identify repeat offenders, who could be banned as a consequence. This report includes the no show information for block bookings. The location policies include a setting called 'block booking persistence'. If this is set to 'yes' the report will show the unattended time of the whole booking. If it is set to 'no' the report will show the logon wait time for the block booking.

Future User Bookings Report (Summary)   ⊙ MyPC

Start date	07/02/2017
End date	28/02/2017
Context	All
User Group	All
Report Filters	All
Site[Location(Resource)]	All
Booking Type	User Bookings
Booked for (Login ID)	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Bookings	3
Total Duration (hh:mm:ss)	00:45:00
Average Duration	00:15:00

Booked for (Login ID)	Name	Site	Location	Number Of Bookings	Number Of Machines	Duration (hh:mm:ss)
heather@hydrogen		ITS	Training Room	1	1	00:15:00
lisa@hydrogen		ITS	Training Room	1	1	00:15:00
manish@hydrogen		ITS	Quiet Study Area	1	1	00:15:00

The summary report shows all future bookings, sorted by user. Clicking on the user name drills down to the detailed report showing the user's bookings.

This report helps to identify the extent to which users are taking advantage of the facility to book in advance. Similar to the Booking Methods Summary report, you can use this report to identify training needs and to adjust settings, such as availability to book in advance in the location policies. This information can also be seen at a glance using the Search screen. This is a better option if you would like to amend a booking.

Future Block Bookings Report (Summary)   ⏱ MyPC

Start date	07/02/2017
End date	28/02/2017
Context	All
User Group	All
Report Filters	All
Site[Location(Resource)]	All
Booking Type	Block Bookings
Block Booking Name	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Bookings	4
Total Duration (hh:mm:ss)	00:30:00
Average Duration	00:15:00

Block Booking Name	Password	Site	Location	Number Of Bookings	Number Of Machines	Duration (hh:mm:ss)
English lesson		ITS	Training Room	2	2	00:15:00
Induction		ITS	Quiet Study Area	2	2	00:15:00

The summary report lists the block bookings, where they are, and how many machines are booked.

Clicking on the name of the booking will drill down to the detailed report showing the detail of each machine booked, who booked it, the date and timings. This information is also available to view using the Search screen, which allows for amending the booking if necessary. (The graphic report is not particularly useful).

The summary report is most useful for seeing how many computers are being booked in the block booking. It may be pertinent to change the Tutor Policy settings to limit the number of computers bookable per block booking, per location.

Attended Bookings Versus No Shows Report (Summary)

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
Report Filters	All
Site	All
Location	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
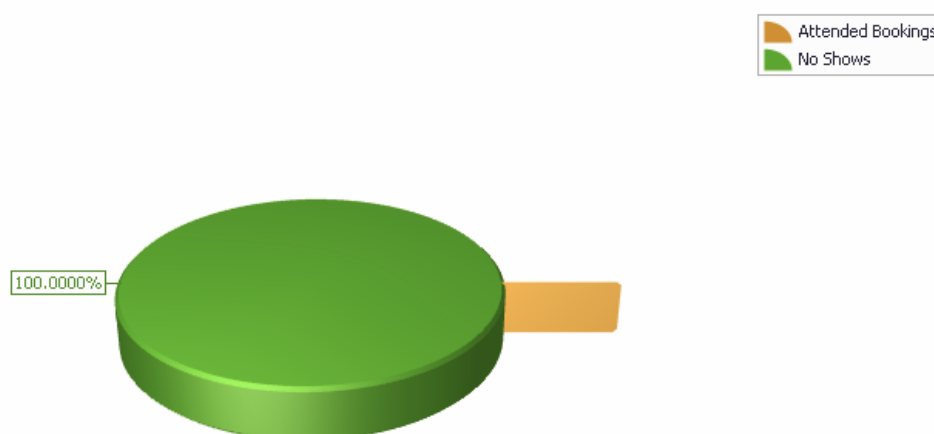
The summary report provides a quick overview comparing the number of attended bookings with the number of no shows, both in numbers and percentages. The detailed report shows this for each location – if you only have one location the summary report will show everything you need.

This report is useful when setting the location policies – logon wait time. If there are a lot of no shows, it might be appropriate to draw users' attention to this, to change behaviour. Comparing this report on a monthly basis helps identify trends.

Booking Method Report (Summary)

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
Report Filters	All
Site	All
Location	All
Show NTA/TA Usage	Yes
Total number of Advanced bookings	5 (55.56%)
Total number of Walk-Up bookings	0 (0%)
Total number of Queued bookings	0 (0%)
Total number of Block bookings	4 (44.44%)
Total Bookings	9
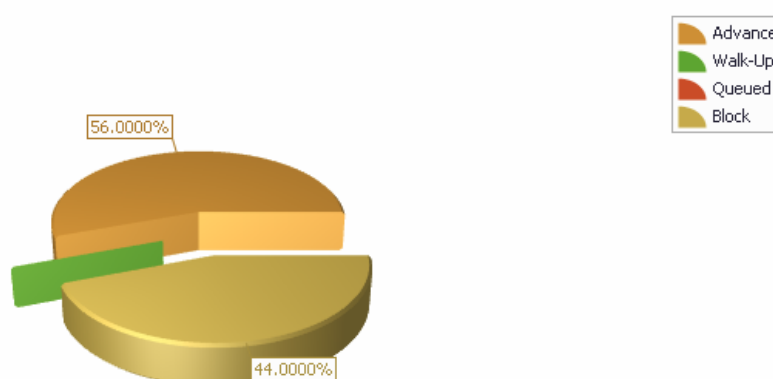
The summary report provides a quick overview comparing the different ways people book computers, including advanced, walk up, queued and block. The detailed report shows this information for each location. If you only have one location, the summary report will show everything you need.

If you find that few people are booking in advance, you might want to adjust policies to encourage this, promote the use of phone booking. In areas where there are a lot of queued and walk up bookings, this might be especially true. The location policies determine which booking methods are available – perhaps Advanced Booking is not available. There also might be a restriction in the User Group Policies which limit the extent to which users are allowed to book in advance.

Number of Bookings Report (Summary)

Start date	01/02/2017
End date	07/02/2017
Start Time	00:00
End Time	00:00
Site	All
Location	All
Show NTA/TA Usage	Yes
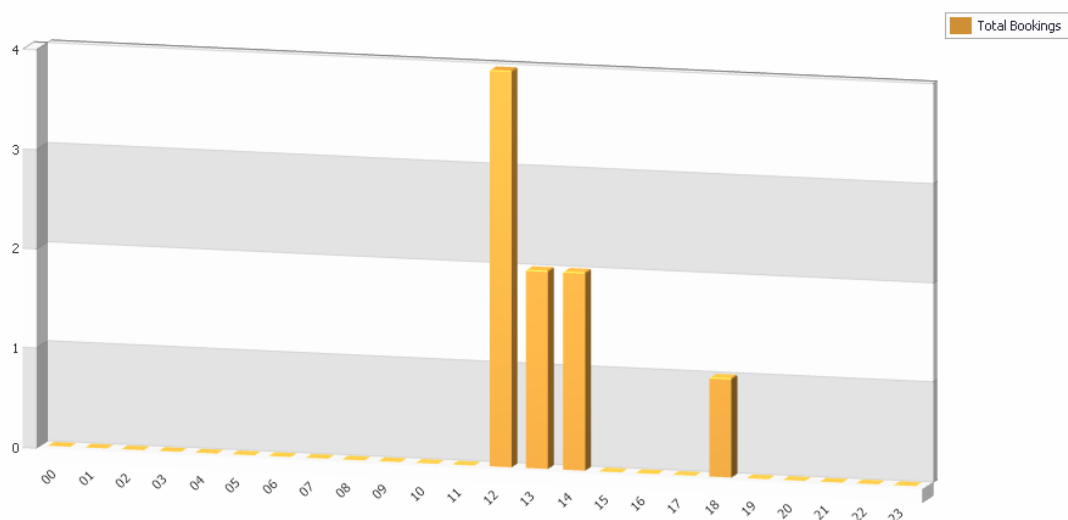
This report allows you to set the location, date range and time range. The summary report shows the total number of bookings per hour, together with an average, which is the number of bookings divided by the number of days selected. The detailed report (csv) shows the number of bookings per day, per hour, so is best run per location.

It is a useful report to see what the busiest times of the day are. If you find that there are very few bookings at certain times of the day, for example early in the morning, you could lift restrictions by applying a peak policy or relaxed times for that time of the day. Another useful report which shows this is the Peak Usage Report, which expresses this information in terms of percentages instead of numbers.

Deleted Bookings Report

Start date	11/09/2021
End date	11/10/2021
Booked for (Login ID)	All
Context	All
User Group	All
Booking Type	All
Report Filters	All
Show deleted users	Yes
Include Deleted Resources	No
Site[Location(Resource)]	Site1[All]
Total Average Duration (d hh:mm:ss)	01:59:42
Average Duration	00:59:51

Booked for (Login ID)	Booked by	Deleted by	Site	Location	Resource	Start Time	Duration (d hh:mm:ss)	Deletion Time	Booking Method	Block Booking Name
user4@liverpool	user4@liverpool	manish@liverpool	Site1	Location1	Teen Career Scanner 88	29/09/2021 12:27	01:00:00	29/09/2021 12:29	WALK_UP	-
	manish@liverpool	manish@liverpool	Site1	Location1	M1MACMINI	29/09/2021 11:50	00:59:42	29/09/2021 11:59	BLOCK	test

This report shows any bookings that have been deleted and by who. It will also show any Block bookigns that are deleted.

Resource Reports

Start date	10/1/2015
End date	10/27/2015
Total Number of Faulty Computers	5

Site	Location	Resource	Total number of computer faulty events	Total computer faulty time (d hh:mm:ss)
Albert Square	A Quiet Study Area	PC1	2	7.23:05:14
Albert Square	Business Library	BL-1	1	342.23:03:15
Albert Square	Business Library	BL-11	1	69.23:19:24
Albert Square	Business Library	BL-2	1	425.15:29:02
Ramsay Street	Express Usage	Express-1	1	00:01:00

Shows the location, which computer, and how long it remained faulty.

This is useful for identifying computers that are often out of service.

Resources Configuration Report (Summary)

⊙ MyPC

Site	All
Location	All
Resource Types	All
Total Number of Resources	4

Display Name	NetBIOS Name	Resource Types	Site Name	Location Name	Logging Level	Profile Name
PC1	TEST1	Internet Type	ITS	Training Room	Off	
pc2	PC2	Internet Type| Scanner	ITS	Training Room	Off	Adult
QS01	Q	Internet Type| Scanner	ITS	Quiet Study Area	Off	
QS02	S	Internet Type	ITS	Quiet Study Area	Off	

This report in MyPC is to get information on the resources configured in the system. This will show the friendly PC name, NETBIOS name, Site/Location, DEBUG level and if using MyPC in a Public Library and you have defined a desktop profile at the resource level, it will show this in the report. Running this report in Detailed view, you will also see the MAC address of the PC.

User Reports

Banned Users Report (Summary)

⏱ MyPC

Start date	01/02/2017
End date	07/02/2017
Show deleted users	Yes
Report Filters	All
Total Banned	2

Login ID	Context	Name	Total number of suspended events	Total suspended time (d hh:mm:ss
manish	hydrogen		1	0 09:27:18
lisa	hydrogen		1	0 09:27:24

Banned Users Report (Detailed)

⏱ MyPC

Start date	01/02/2017
End date	07/02/2017
Report Filters	All
Show deleted users	Yes
Login ID	lisa
Total number of suspended events	1
Total suspended time (d hh:mm:ss)	0 09:27:24

Login ID	Context	Name	Banned By	Reason	From	To	Revoked By	Reason	Current status
lisa	hydrogen		noleen	Banned.	07/02/2017 14:32	08/02/2017 00:00			

The summary report shows who was banned (in the dates specified). Clicking on the username will open up the detailed report for that user, showing why they were banned, and by whom.

Currently Banned Users
Shows who is currently banned, why they were banned, and by whom.
(If 'today' is selected for the Banned Users report it will only show the people banned today, as opposed to the currently banned users who were banned before today but are still banned.)

If the user is banned from one location only, this is not specified in the reports, it will just show that the user is banned. If you would like to see where they are banned from this can be written in the free text notes* (reason) when they are being banned. The detailed report shows the reason the user was banned.

You can see which location they are banned from by going to the user details in the admin section.

TAs (Technical Administrators) are able to write free text ban reasons. NTAs (Non-Technical Administrators) are able to write free text ban reasons if this is enabled in the Access Settings.

Show deleted users	Yes					
Report Filters	All					
Total Banned	2					
Total suspended time (d hh:mm:ss)	0 18:54:42					
Login ID	Context	Name	Banned By	Reason	From	To
lisa	hydrogen		noleen	Banned.	07/02/2017 14:32	08/02/2017 00:00
manish	hydrogen		noleen	Banned.	07/02/2017 14:32	08/02/2017 00:00

User Ban History

This report is for one user at a time – and provides full details of the user's ban history. It would be useful to clarify facts if ever disputed.

User	manish					
Total suspended time (d hh:mm:ss)	0 09:27:18					
Banned By	Reason	From	To		Revoked By	Reason
noleen	Banned.	07/02/2017 14:32	08/02/2017 00:00			

Unique Users

This report shows how many individuals used computers. You can specify the location and date range. It doesn't show how many times, or how long they used computers, but serves to show how many people take advantage of the computer facility provided.
If the report shows a small number of individuals, it may be because the policies are not set to optimise computer usage and promote fair access. In the Location Policies it is worth considering the maximum booking duration, whether an extension is allowed, and the no return time. The User Group policies can be used to limit the maximum number of sessions and the maximum time available for individuals.

Start date	01/02/2017	
End date	07/02/2017	
Site	All	
Location	All	
Show NTA/TA Usage	Yes	
Show deleted users	Yes	
Report Filters	All	
Total number of unique users	5	
Login ID	Context	Name
heather	itsdemo	heather
manish	itsdemo	manish
jane	itsdemo	jane
noleen	itsdemo	noleen
nadia	itsdemo	nadia

Audit Log Reports
In addition to the Audit Log in the Admin section of MyPC we have also included a report in User Reports > Audit Log Report.

This report will show when changes are made in Summary view and upon clicking the item it will drill down to show details of the new value and old values.

	Login ID	Name	Item type	Item name	Action	Change made
1	manish@hydrogen	manish shah	User Properties	jay@hydrogen	Edit	13/11/2020 10:04:03
2	manish@hydrogen	manish shah	Location Properties	_default	Edit	13/11/2020 10:11:06
3	manish@hydrogen	manish shah	Resource Type Properties	Scanner	Add	13/11/2020 10:12:56
4	manish@hydrogen	manish shah	Web settings	/	Edit	13/11/2020 10:13:25
5	manish@hydrogen	manish shah	Client settings	/	Edit	13/11/2020 10:13:37
6	manish@hydrogen	manish shah	Holiday Policy	Default	Edit	13/11/2020 10:23:19
7	manish@hydrogen	manish shah	Location Policy	Default	Edit	13/11/2020 10:26:57
8	manish@hydrogen	manish shah	Working Hours	Default	Edit	13/11/2020 10:28:19
9	manish@hydrogen	manish shah	Working Hours	Default	Edit	13/11/2020 10:28:35
10	manish@hydrogen	manish shah	Working Hours	Default	Edit	13/11/2020 10:28:37
11	manish@hydrogen	manish shah	User Group Policy	General	Edit	13/11/2020 10:29:03
12	manish@hydrogen	manish shah	Location Properties	_default	Edit	13/11/2020 10:58:45
13	manish@hydrogen	manish shah	Resource Properties	PC 0	Edit	13/11/2020 10:59:01
14	manish@hydrogen	manish shah	Resource Properties	PC 0	Edit	13/11/2020 10:59:25
15	manish@hydrogen	manish shah	Resource Properties	PC 0	Edit	13/11/2020 10:59:41
16	manish@hydrogen	manish shah	Resource Properties	PC01123	Edit	13/11/2020 10:59:57
17	manish@hydrogen	manish shah	Resource Properties	PC 0	Edit	13/11/2020 11:04:08
18	manish@hydrogen	manish shah	Location Policy	Default	Edit	13/11/2020 11:04:56
19	manish@hydrogen	manish shah	Location Policy	Location2	Edit	13/11/2020 11:11:21

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Drill down on an item in this example 7 would show the details of the Location Policy change:

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Audit Log Report (Detailed)   🔴 MyPC

Item type	Location Policy
Item name	Default
Action	Edit
Change made	13/11/2020 10:26:57
Modified by	manish@hydrogen

Property name	New value	Old value
Name	Default	Default
Description	Default Policy	Default Policy
Walk-Up	True	True
Advanced	True	True
Queuing	True	True
Show the queue to Admins	True	True
Minimum Slot Time	5	5
Maximum Booking Duration	10	10
Can Extend	True	True
Auto Extend	True	True
Maximum Extend Time	11	11
Number of times user can extend session	3	2
Validate against user group policy	True	True
No Return Time	0	0
Logon Wait Time	3	3
Block Booking Logon Wait Time	15	15
Block Booking Persistence	True	True
Show Welcome Message	True	True
Show AUP Message	True	True

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When running the report in Detail view it will export to CSV the changes made as per the Audit Log in the Admin section.

Please note - If you specify a large date range for example 1 year the Audit log /Report will have a performance impact on the MyPC server. It is recommended that this is run out of hours.

Utilisation Reports

Utilisation Report (Summary)

⏱ **MyPC**

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
Report Filters	All
Site[Location(Resource)]	All
Show NTA/TA Usage	Yes
Total Available (d hh:mm:ss)	8 02:00:00
Total Utilisation (d hh:mm:ss)	0 00:00:00
Percentage utilisation (%)	0

Site	Location	Location available (d hh:mm:ss)	Location utilised (d hh:mm:ss)	Location percentage utilised (%)
Albert Square	A Quiet Study Area	14 19:37:00	0 00:00:00	0
Albert Square	Business Library	13 11:39:00	0 03:00:09	0.93
Albert Square	Main Library	12 21:40:00	1 01:58:12	8.39
Ramsay Street	Spanish Room	1 22:00:00	0 00:00:00	0
Ramsay Street	Express Usage	7 17:48:00	2 09:37:07	31.01
Ramsay Street	Open Access Area	12 21:40:00	1 05:53:32	9.65
Ramsay Street	Humanities Library	15 11:36:00	2 03:46:19	13.93

This report shows the total computer time available in each location, and how much of time was utilised. You can see at a glance which location gets the most usage. If you select all locations, the tabular report shows figures for each location, but the graphic report lumps them all together. If you have more than one location it is better to run a report for each location. From the summary report you can click on a location to get a detailed report, which shows utilisation figures for each computer.

Useful for justifying purchases of additional computers, or if you want to move some computers to a different location. Also identifies a need to promote usage in the location.

Start date	10/26/2015
End date	10/27/2015
Context	All
User Group	All
Site	Ramsay Street
Location	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Usage	460
Total Duration (d hh:mm:ss)	6 05:55:01
Total Utilisation (d hh:mm:ss)	5 19:16:58
Average Duration (hh:mm:ss)	00:19:33
Average Utilisation (hh:mm:ss)	00:18:10

Site	Location	Location total usage	Total duration in location (d hh:mm:ss)	Average duration in location (hh:mm:ss)	Location utilised (d hh:mm:ss)	Average utilisation in Location (hh:mm:ss)
Ramsay Street	Express Usage	378	2 14:40:00	00:09:56	2 09:37:07	00:09:08
Ramsay Street	Humanities Library	53	2 07:30:28	01:02:50	2 03:46:19	00:58:36
Ramsay Street	Open Access Area	29	1 07:44:33	01:05:40	1 05:53:32	01:01:50

Site and Location Usage Report (Summary)

⏱ **MyPC**

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
Report Filters	All
Site	All
Location	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Usage	0
Total Duration (d hh:mm:ss)	0 00:00:00
Total Utilisation (d hh:mm:ss)	0 00:00:00
Average Duration (hh:mm:ss)	00:00:00
Average Utilisation (hh:mm:ss)	00:00:00

Site	Location	Resource	Login ID	Name	Booking From	Duration (hh:mm:ss)	Login Time	Logout Time	Utilisation (hh:mm:ss)
Ramsay Street	Open Access Area	PC-2	joe	joe	10/27/2015 8:10 AM	00:00:00	10/27/2015 8:10 AM	10/27/2015 8:10 AM	00:00:00
Ramsay Street	Open Access Area	PC-1	ian	ian	10/26/2015 11:02 PM	00:56:55	10/26/2015 11:02 PM	10/26/2015 11:02 PM	00:00:00
Ramsay Street	Open Access Area	PC-3	juan	juan	10/26/2015 11:02 PM	00:56:58	10/26/2015 11:02 PM	10/26/2015 11:02 PM	00:00:00
Ramsay Street	Open Access Area	PC-1	ian	ian	10/26/2015 10:01 PM	01:00:00	10/26/2015 10:01 PM	10/26/2015 11:01 PM	01:00:10
Ramsay Street	Open Access Area	PC-3	juan	juan	10/26/2015 10:01 PM	01:00:00	10/26/2015 10:01 PM	10/26/2015 11:01 PM	01:00:07
Ramsay Street	Open Access Area	PC-1	ian	ian	10/26/2015 9:01 PM	01:00:00	10/26/2015 9:01 PM	10/26/2015 10:01 PM	01:00:05

The summary report shows the total number of bookings, total time computers were booked for, how much they were actually used, and the averages for each location.

Clicking on a location will detailed usage for that location, showing who used each computer and when.

If you are looking to see who used a computer at a given time, it is best to run the detailed report as a csv, which you can filter in Excel. This could be useful if there was a disruption and you need to see who was involved.

Site and Location Usage by Interval Report

MyPC 6.2.4 introduces a new report under Utilisation Reports. This report allows the selection of a Start Time , End time and the interval in hours (1-6 available) to present the location usage. In Summary view the following headings are presented:

Site	Location	Time Interval in Hours	Location total usage	Total Utilisation (d hh:mm:ss)	Number of Workstations Used	Location percentage utilised (%)

The time Interval in hours in based upon the Start Time , End Time and interval selected in the report wizard. In my example I chose the following:

This will generate the report from 09:00 – 18:00 in a breakdown per hour.

Site and Location Usage by Interval Report (Summary) 🅾 MyPC

Start date	18/07/2016
End date	18/07/2016
Start Time	09:00
End Time	18:00
Time Interval in Hours	1
Context	All
User Group	All
Report Filters	All
Site	Ramsay Street
Location	Express Usage
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Usage	315
Total Utilisation (d hh:mm:ss)	1 17:05:47

Site	Location	Time Interval in Hours	Location total usage	Total Utilisation (d hh:mm:ss)	Number of Workstations Used	Location percentage utilised (%)
Ramsay Street	Express Usage	09:00-10:00	35	0 04:33:45	5	76.04
Ramsay Street	Express Usage	10:00-11:00	35	0 04:34:12	5	76.17
Ramsay Street	Express Usage	11:00-12:00	35	0 04:35:05	5	76.41
Ramsay Street	Express Usage	12:00-13:00	35	0 04:35:15	5	76.46
Ramsay Street	Express Usage	13:00-14:00	35	0 04:33:35	5	76.00
Ramsay Street	Express Usage	14:00-15:00	35	0 04:33:05	5	75.86
Ramsay Street	Express Usage	15:00-16:00	35	0 04:33:47	5	76.05
Ramsay Street	Express Usage	16:00-17:00	35	0 04:33:32	5	75.98
Ramsay Street	Express Usage	17:00-18:00	35	0 04:33:31	5	75.98

The report in summary view shows the Total usage in the location for that hour , time used (Total utilisation) the different number of workstations (PCs) used and the % utlisation during that hour for all PCs in that location.

When we "drill" down into detail view we can get further information on the individual PCs in the location per the time interval, in my case 1 hr.

Site and Location Usage by Interval Report (Detailed)

Start date	18/07/2016
End date	18/07/2016
Start Time	09:00
End Time	18:00
Time Interval in Hours	1
Context	All
User Group	All
Report Filters	All
Site	Ramsay Street
Location	Express Usage
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Usage	315
Total Utilisation (d hh:mm:ss)	1 17:05:47

Site	Location	Resource	Time Interval in Hours	Resource total usage	Total utilisation (d hh:mm:ss)	Resource percentage utilised (%)
Ramsay Street	Express Usage	Express-1	09:00-10:00	7	0 00:54:58	91.61
Ramsay Street	Express Usage	Express-1	10:00-11:00	7	0 00:54:50	91.39
Ramsay Street	Express Usage	Express-1	11:00-12:00	7	0 00:54:47	91.31
Ramsay Street	Express Usage	Express-1	12:00-13:00	7	0 00:54:39	91.08
Ramsay Street	Express Usage	Express-1	13:00-14:00	7	0 00:54:49	91.36
Ramsay Street	Express Usage	Express-1	14:00-15:00	7	0 00:54:48	91.33
Ramsay Street	Express Usage	Express-1	15:00-16:00	7	0 00:54:50	91.39
Ramsay Street	Express Usage	Express-1	16:00-17:00	7	0 00:54:28	90.78
Ramsay Street	Express Usage	Express-1	17:00-18:00	7	0 00:54:46	91.28
Ramsay Street	Express Usage	Express-2	09:00-10:00	0	0 00:00:00	0.00
Ramsay Street	Express Usage	Express-2	10:00-11:00	0	0 00:00:00	0.00

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Above is the break down per hour for the Express-1 PC, it shows how many times it was used in the hour and the total utilisation in the hour. The final column shows the Percentage of use of the PC in the time interval in my case 1 hr.

Site and Location Number of Logins Report

Site and Location Number of Logins Report (Summary)

⊙ MyPC

Start date	01/04/2020
End date	21/04/2020
Start Time	08:00
End Time	23:00
Time Interval in Hours	0
Context	All
User Group	All
Report Filters	All
Site	Albert Square
Location	Main Library
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Number Of Logins	55

Site	Location	Time Interval in Hours	Total Number Of Bookings	Total Number Of Logins	Number of Workstations Used	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Albert Square	Main Library	08:00-09:00	1	1	1	0	1	0	0	0	0	0
Albert Square	Main Library	09:00-10:00	1	1	1	0	1	0	0	0	0	0
Albert Square	Main Library	10:00-11:00	2	2	1	0	1	1	0	0	0	0
Albert Square	Main Library	11:00-12:00	2	2	1	0	1	1	0	0	0	0
Albert Square	Main Library	12:00-13:00	2	2	1	0	1	1	0	0	0	0
Albert Square	Main Library	13:00-14:00	2	2	1	0	1	1	0	0	0	0
Albert Square	Main Library	14:00-15:00	4	4	1	1	1	1	1	0	0	0
Albert Square	Main Library	15:00-16:00	4	4	1	1	1	1	0	1	0	0
Albert Square	Main Library	16:00-17:00	4	4	1	1	1	1	0	1	0	0
Albert Square	Main Library	17:00-18:00	5	5	1	1	2	1	0	1	0	0
Albert Square	Main Library	18:00-19:00	5	5	1	1	1	1	1	1	0	0
Albert Square	Main Library	19:00-20:00	6	6	1	1	2	1	1	1	0	0

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The summary report shows the number of logins per hour for each day of the week, over a set date range.

Clicking on the Site or Location will drill down to the detailed report, showing the breakdown for each computer:

Site and Location Number of Logins Report (Detailed)

◎ MyPC

Start date	01/04/2020
End date	21/04/2020
Start Time	08:00
End Time	23:00
Time Interval in Hours	0
Context	All
User Group	All
Report Filters	All
Site	Albert Square
Location	Main Library
Show NTA/TA Usage	Yes
Show deleted users	Yes
Total Number Of Logins	55

Site	Location	Resource	Time Interval in Hours	Total Number Of Bookings	Total Number Of Logins	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Albert Square	Main Library	LRC-2	08:00-09:00	1	1	0	1	0	0	0	0	0
Albert Square	Main Library	LRC-2	09:00-10:00	1	1	0	1	0	0	0	0	0
Albert Square	Main Library	LRC-2	10:00-11:00	2	2	0	1	1	0	0	0	0
Albert Square	Main Library	LRC-2	11:00-12:00	2	2	0	1	1	0	0	0	0
Albert Square	Main Library	LRC-2	12:00-13:00	2	2	0	1	1	0	0	0	0
Albert Square	Main Library	LRC-2	13:00-14:00	2	2	0	1	1	0	0	0	0
Albert Square	Main Library	LRC-2	14:00-15:00	4	4	1	1	1	1	0	0	0
Albert Square	Main Library	LRC-2	15:00-16:00	4	4	1	1	1	0	1	0	0
Albert Square	Main Library	LRC-2	16:00-17:00	4	4	1	1	1	0	1	0	0
Albert Square	Main Library	LRC-2	17:00-18:00	5	5	1	2	1	0	1	0	0
Albert Square	Main Library	LRC-2	18:00-19:00	5	5	1	1	1	1	1	0	0
Albert Square	Main Library	LRC-2	19:00-20:00	6	6	1	2	1	1	1	0	0

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Peak Usage Report (Summary)

◎ MyPC

Start date	01/02/2017
End date	07/02/2017
Context	All
User Group	All
Site	_default
Location	_default
Show NTA/TA Usage	No

Average Utilisation (%)	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
Express Usage	62.0	61.1	60.9	61.2	61.2	61.2	61.4	61.3	60.9	61.1	60.9	60.9	61.0	61.9	61.9	42.1

The summary report shows average utilisation, in percentages, per hour. It is best to select a location and drill down to the detailed report, which will identify utilisation per hour per day in the location.

You can see at a glance when the busiest and least busy times are, and which the busiest days are. This information can be used to help decide when to set a peak location policy and relaxed times.

iSPY Usage
Shows who used iSPY to monitor whom within given dates. This report also shows which computers were iSPYed.

MyPC Report Filters

Report Filters further enhance the MyPC reports. These are additional filters based upon the user and can be used as a way to filter the reports. A use case example could be 'I want to know all User bookings by a particular course code?'.

What is Report Filters in MyPC?

Report Filters are a way to add more user based information into MyPC that can subsequently be used to narrow down report results based on your own criteria. The first stage is to collect the data that you want to use. You probably already have this data in some form e.g. Student management System or Active Directory. MyPC can read this data in a number of different ways, however the most efficient is by storing it in a database (referred to in this document as ODBC). If the data changes often it can then be updated easily by an experienced database admin.

Deciding what filters to create is only known to you but in order for MyPC to use the data it must be able to determine which user the data is associated with. So any data you have must have a reference to the Username used in MyPC (usually their AD login name).

Data might therefore be stored/organised like this.

UserName	DOB	Gender	Course	CourseCode
noleen	10011980	female	art	art1111
manish	19021974	male	engineering	eng2222
heather	07081986	female	science	sci3333

There can be as many columns as you like, DOB (Date of Birth), Gender, Course and Course Code are simply examples that are used throughout this document.

When you have sourced the data you may like to ask us for assistance setting this up. Many of the operations take place on the server for which you may need your IT department's assistance.

Please refer to the MyPC Special Configuration Guide for further information on setting up Report Filters.
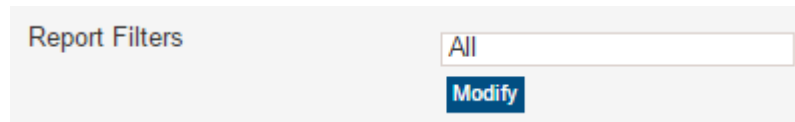
Using Report Filters

This feature in reports allows you to select Report Filters. These are additional filters based upon the user and can be used as a way to filter the reports. A use case example could be 'I want to know all User bookings by a particular course code?'. These are available in User Bookings Report, Block Bookings Report, Future User Bookings Report, Future Block Bookings Report and utilisation Report within MyPC.

Report Filters in Reports

When configured correctly, you will see a new section called Report Filters when generating the relevant MyPC report.
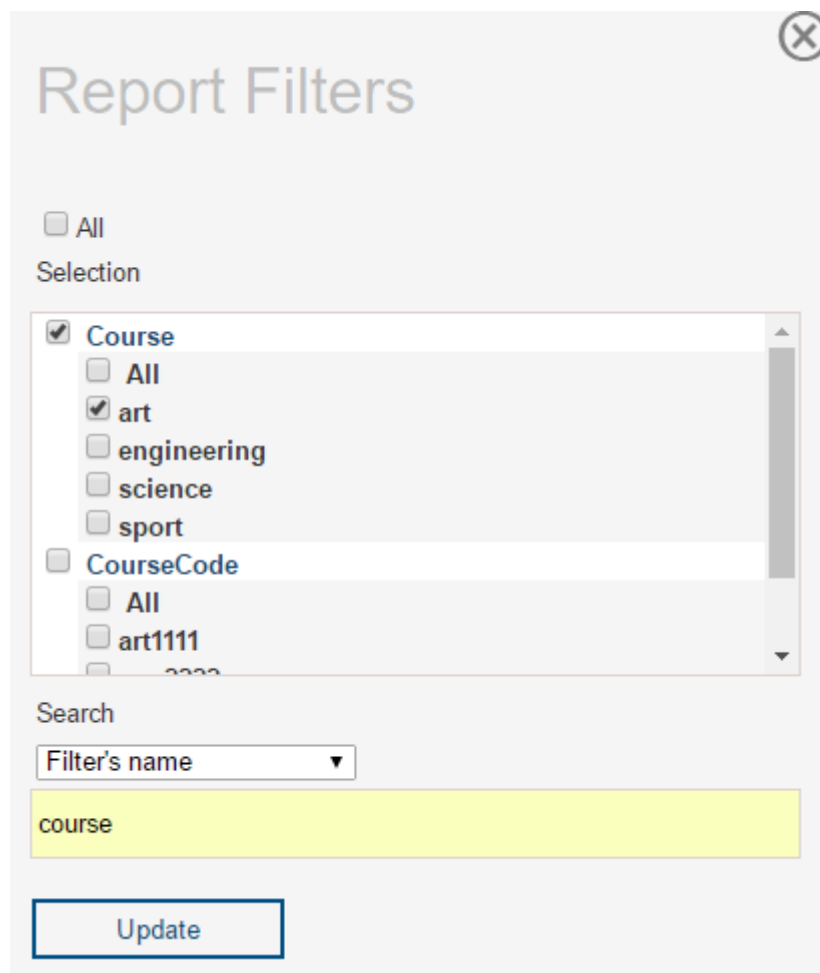
Click on Modify.

From the presented example above there are four filters, DOB, Gender, Course and Course Code. By default the filters are set to 'All' which means that if you run a report all filters will apply.

You can independently set any or all of the filters to show the information you want. So if you wanted to see a report which included only data for Course Codes you would use the Search by Filter Name and type 'course' in the field. This will list all the courses in the system. You may also filter to retrieve a specific value associated with each Filter Name e.g. (name) Course 'Art' (value) art1111. The example report below is specific to the course Art and associated user Noleen.

User Bookings Report (Summary)   ⊙ MyPC

Start date	01/02/2017
End date	07/02/2017
Booking Type	User Bookings
Booked for (Login ID)	All
Context	All
User Group	All
Report Filters	Course(art)
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	All
Total Bookings	1
Total Average Duration (hh:mm:ss)	00:06:15
Average Duration	00:06:15
Total Average Utilisation (HH:MM:SS)	00:00:00
Average Utilisation	00:00:00

Login ID	Name	Site	Location	Number Of Bookings	Number Of Machines	Average Duration (hh:mm:ss)	Average Utilisation (hh:mm:ss)
noleen@hydrogen	noleen	ITS	Training Room	1	1	00:06:15	00:00:00

CSV output

If you output your report as a CSV, any associated Filter Data will automatically be placed in the rightmost columns. This allows you to further process the data using other method e.g.

	J	K	L	M	N	O
ment	Date	Duration	Page Count	Cost	Practice_Group	Office
	13/08/2014 17:39	00:00:08	4	0	Medical	London

Only reports that include user level data will include this information. This includes detail reports and raw data reports.

Resource Filter in Reports

We have introduced in the User Booking, Future User Booking, Block Booking, Future Block Booking and Utilisation report the ability to select a Resource(s) when generating reports. An example of the use of this filter would be 'I would like to know all user bookings on PC01?'.

You will see a the section called Site/Location/Resource when generating the relevant MyPC report. Previously only Site/Location were the only available options.

The example below shows all users that used PC1.

User Bookings Report (Summary)

MyPC

Start date	01/02/2017
End date	07/02/2017
Booking Type	User Bookings
Booked for (Login ID)	All
Context	All
User Group	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Site[Location(Resource)]	ITS[Training Room(PC1)]
Total Bookings	2
Total Average Duration (hh:mm:ss)	00:16:17
Average Duration	00:08:08
Total Average Utilisation (HH:MM:SS)	00:00:00
Average Utilisation	00:00:00

Login ID	Name	Site	Location	Number Of Bookings	Number Of Machines	Average Duration (hh:mm:ss)	Average Utilisation (hh:mm:ss)
manish@hydrogen		ITS	Training Room	1	1	00:10:02	00:00:00
noleen@hydrogen	noleen	ITS	Training Room	1	1	00:06:15	00:00:00

How to show total utilization in hours rather than days

You will notice in the screenshots that the total utilization is measured in days, hours, minutes and seconds. To display reports in HH:MM:SS only you can add a registry key to:

HKEY_LOCAL_MACHINE\SOFTWARE\ITS\MyPC 3\MyPC Web

REG_SZ

ReportTimeFormatOnlyHours value True/False

Once this has been added, please restart IIS. All reports will then show the time values in HH:MM:SS

Include deleted Resources in reports

MyPC 6.7 and higher now allows to retain statistics on computers, Sites and Locations which were deleted. When you deleted a computer in the past for example, all historical data were removed, we now retain this data for reporting purposes.

Once a computer/Site/Location is deleted, we log the date and time this was deleted in our database so you can clearly see that the computer is deleted. When running reports, an Advacned Option has now been added to allow you to include deleted PCs in the reports.

To run the User Booking Report in this example for a deleted computer, you can search for this in Site/Location/Resource option

You will see the deleted computers and these can be selected or it can include all resources across all Sites/Locations.

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User Bookings Report (Summary)

⊙ MyPC

Start date	01/10/2020
End date	30/09/2021
Booking Type	User Bookings
Booked for (Login ID)	All
Context	All
User Group	All
Report Filters	All
Show NTA/TA Usage	Yes
Show deleted users	Yes
Include Deleted Resources	Yes
Site[Location(Resource)]	Site1[Location1(1015MAC_deleted_30/09/2021 09:01:08)]
Total Bookings	1
Total Average Duration (d hh:mm:ss)	00:00:28
Average Duration	00:00:28
Total Average Utilisation (d hh:mm:ss	00:00:27
Average Utilisation	00:00:27

Login ID	Name	Site	Location	Number Of Bookings	Number Of Machines	Average Duration (d hh:mm:ss)	Average Utilisation (d hh:mm:ss)
user45@liverpool	user45 testuser45	Site1	Location1	1	1	00:00:28	00:00:27