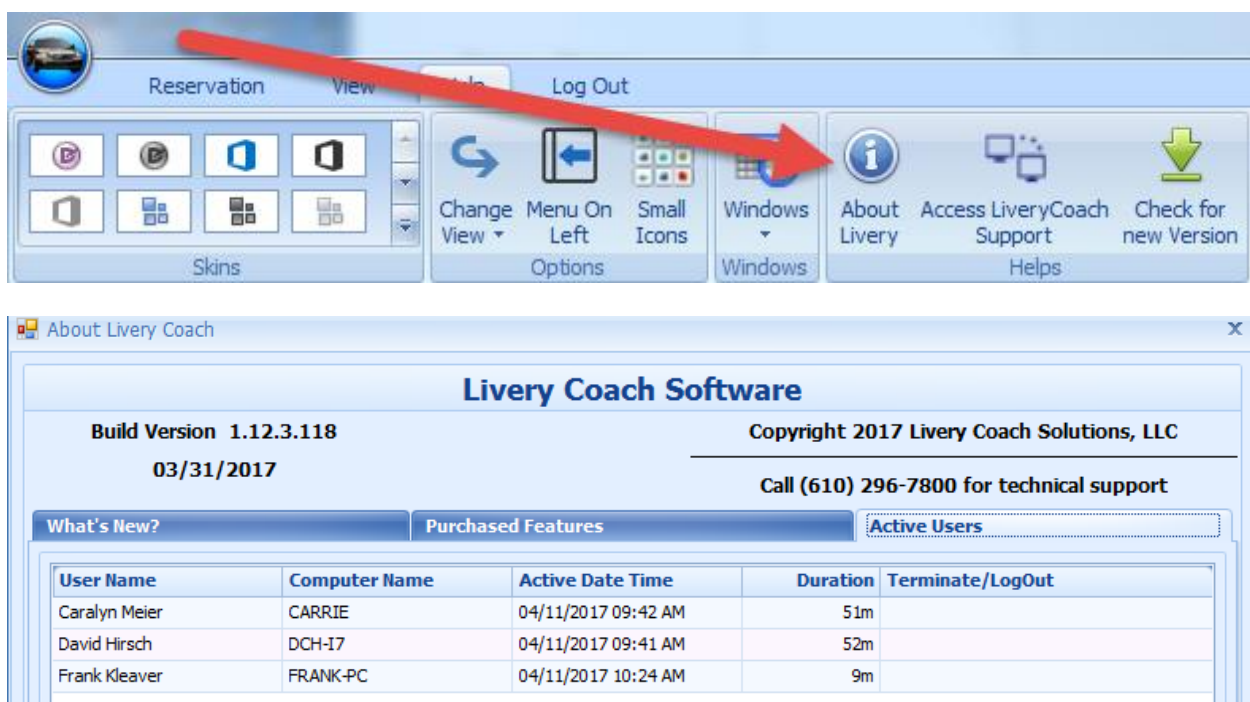


Tech Tip Tuesday—April 25, 2017

Seeing who is logged in

Since Livery Coach is licensed by active users, it can be helpful to see exactly who is logged in, and for how long—so if you are getting a “too many users” message, you can see who is logged in, to determine if you really need more licenses or if there is another way to solve the issue.

If you navigate to Help...About Livery, and then click on the Active Users tab, you will see a list of the users, computer name, when they logged in, and for how long. (Note that the system shows the actual Name from Security, not the UserID.)



The screenshot shows the Livery Coach software interface. At the top, there is a navigation bar with buttons for 'Reservation', 'View', 'Help', and 'Log Out'. Below this is a toolbar with various icons for skins, options, windows, and help. A red arrow points from the 'About Livery' button in the toolbar to the 'Active Users' tab in the 'About Livery Coach' window.

The 'About Livery Coach' window displays the following information:

- Livery Coach Software**
- Build Version 1.12.3.118
- Copyright 2017 Livery Coach Solutions, LLC
- 03/31/2017
- Call (610) 296-7800 for technical support

The 'Active Users' tab is selected, showing a table with the following data:

User Name	Computer Name	Active Date Time	Duration	Terminate/LogOut
Caralyn Meier	CARRIE	04/11/2017 09:42 AM	51m	
David Hirsch	DCH-I7	04/11/2017 09:41 AM	52m	
Frank Kleaver	FRANK-PC	04/11/2017 10:24 AM	9m	

Other than calling the user and asking him/her to log out, there are two other ways to manage users. In security, if you have the option to “LogOut/Terminate Active Users in Help About” then you could terminate or log off a user from your session.

If you Terminate the user, he/she will get a pop-up on the screen with 60 seconds notice, and then the session will terminate.

If you Log Off the user, it is more like a request—the user gets a popup where he/she can say yes or no—with the default being Yes. If No is selected, the session will not be logged off.

