

# TRACKER WEB SERVER Administrator's Guide

Version 1.7b





# Document Control

## Document

<b>Tracker Web Server Administrator's Guide</b>
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## Current Version

Version	Date	Issued Pages	Reason For Issue
1.7b	Nov 2011	Complete guide	Ability to change client's password

## Previous Versions

Version	Date	Issued Pages	Reason For Issue
1.7a	Jan 2011	Complete guide	4.1 amended for flexible linking of users to sites
1.7	Nov 2010	Complete guide	List of settings added
1.6	Nov 2010	Complete guide	Setting site restrictions
1.5	Nov 2010	Complete guide	Additions to setting up users
1.4	Oct 2010	Complete guide	Additions to setting up users and grouping documents for clients
1.3	Apr 2010	Complete guide	Online Training feature added
1.2	May 2008	Complete guide	New feature to customise client websites
1.1	Jan 2008	Complete guide	Changes to password generation
1.0	Aug 2007	Complete guide	First issue

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# TRACKER WEB SERVER ADMINISTRATOR'S GUIDE

## 1. Introduction

Tracker Web Server provides direct access to Tracker-related reports, documents, project data and online training courses live over the Web. It has an easy-to-use menu system that lets you view documents by project, site, date or type of work.

The aim of this Administrator's Guide is to help you set up this facility for your clients. It describes the steps you must take in order to provide your client with login details and make the appropriate documents and services available, including:

- choosing a domain name
- generating a client password
- preparing the client logo
- customising client websites
- controlling the documents displayed
- enabling the Site Asbestos Register feature
- enabling the Asbestos Tracker CD option
- providing online training courses
- audit logging
- licensing.

## 2. Choosing a domain name

Before you can begin making the Web service available to your clients, you must choose a suitable domain name, such as:

[www.greenhillasbestosonline.co.uk](http://www.greenhillasbestosonline.co.uk)

[www.asbestosinc-online.co.uk](http://www.asbestosinc-online.co.uk)

[www.abcasbestoslive.co.uk](http://www.abcasbestoslive.co.uk)

Inform Start of your chosen domain name so that it can be registered and directed through to the Web Server.

### 3. Generating a client password

Tracker Web Server is password protected. For each client who is to be allowed access to their documents via Tracker Web Server, you must therefore generate a password. To log in to the Tracker Web Server, the client will use both of the following:

- their client ID (as defined in your Tracker system)
- the password that you generate.

There are two types of client password:

- read-only password – which allows the client only to view their documents
- edit password – which enables the client also to edit and save notes.

When you request the password for a client, both types of password are generated and displayed. Ensure you give the client the appropriate password.

There is a Tracker Web Server setting that allows you to change the client password to a six-digit number of your choice.



Refer to Appendix A, Tracker Web Server Setting, for details on using the 'basic password' setting.



Refer to Section 13, Licensing, for details of how a licence fee applies to each client enabled.

To generate a client password:

1. Open your Browser and type the following into the address line:

`http://domainname/showpassword.htm?client=A0001`

Where:

- "*domainname*" = the domain name that you have chosen and registered
- "*A0001*" = the client's ID from Tracker.

Once you have entered the address, you are prompted to authenticate yourself as an Administrator.

2. Log in using the following details:
  - Username: administrator
  - Password: \_\_\_\_\_ (ask your installer for the password and write it in here).

An Administrator menu is displayed.



3. Use the drop-down list on the **Get password for client code** field to select the client for whom you wish to generate passwords.
4. Click the Create button to generate and display the passwords on the screen.



5. Make a note of the passwords for the client.

It is good practice to test the client login details at this stage to make sure everything is working correctly. To do this, you need to log in as the client.



*To log in as a different user, you first need to close down the Browser completely and then re-open it, so that you are prompted for new login details.*

6. Close down the Browser, re-open it and log in using the client's details:
  - Type the domain name in the address line of the Browser.
  - When prompted, log in by entering the client ID and one of the generated passwords.

The Homepage should be displayed.

## 4. Creating user IDs

Individual users at a client can have their own user IDs. You can create the user IDs, delete them and also change the login password. It is also possible to blacklist clients to prevent them from logging in.

### 4.1 Adding a user ID

To create the user IDs:

1. Open the 'data.mdb' in the appropriate Tracker Web Server folder.
2. Open the Users table.
3. Add each user to this table. Note that the user ID has to start with the client ID and a hyphen ('-'), for example:
  - U0035-FredSmith
  - U0035-DaveJones
4. Specify a password for the user as part of the new record in the table.
5. If required, you can set the user to have read-only access. You might, for example, specify this type of access for contractors. To create user IDs with read-only access add a hash ('#') to the end of the user ID.

Users with this type of access are asked to identify themselves before being allowed to search for sites. All access by these users is logged and is available for interrogation by clients.

6. If required, you can restrict the user's access by site. You might, for example, want a user to be able to view details related only to their one site. To specify the site to which the user is restricted, type the name of the site into the Site Name field in the User table.

To restrict the user to more than one site, add further lines to the Users table, repeating the same user ID and password but listing different site names in each line.

It is also possible to define criteria based on any Tracker field (eg Managing Agent, Sector or Area) to enable a user to see only the sites matching the criteria.



*Please contact Start Software for examples of criteria you can use.*

### 4.2 Changing a password

To change the login password for a user ID:

1. Open the 'data.mdb' in the appropriate Tracker Web Server folder.
2. Open the Users table.
3. Locate the user record that you want to amend.

4. Overkey the login password for the user.

### 4.3 Deleting a user

To remove the user IDs:

1. Open the 'data.mdb' in the appropriate Tracker Web Server folder.
2. Open the Users table.
3. Delete the appropriate record from the Users table.

### 4.4 "Blacklisting" a client

You can "blacklist" a client to prevent them from accessing the Tracker Web Server site completely. To add a client to the blacklist:

1. Open the 'audit.mdb' in the appropriate Tracker Web Server folder.
2. Open the Access Count table.
3. Enter a date and comment as necessary against the client's record in the **Blacklist Date** and **Blacklist Comments** columns.



*There is also a Licence Purchase Details column in which you are advised to record the date of Licence Purchases for your clients.*

## 5. Changing the Tracker Web Server settings

The Administrator Menu provides access to the usage statistics, giving details of pages accessed and the time and date of last access, and also to the Tracker Web Server settings.



Refer to Section 3, Generating a client password, for details on how to access the Administrator menu.

The Tracker Web Server settings define how a number of features in Tracker Web Server work or appear. Most settings are client specific – you can identify these by the client ID included in the name of the setting – while some are global settings, affecting all clients using the web server.

A list of Tracker Web Server settings is included in Appendix A to this guide.

You can change the settings by entering or selecting the value you require and clicking the Save button. The values you can enter are usually one of the following:

- Yes or No
- True or False
- -1 (True) or 0 (False)
- one of a number of pre-set options
- the text that you require.



Refer to Appendix A for a list of Tracker Web Server settings and how they are used.

## 6. Preparing the client logo

The Homepage can be tailored for each client by including the client's logo in the standard website layout. To do this, you need only to obtain the client's logo and store it in the appropriate subfolder.

1. Obtain the client's logo, either directly from the client or from their website.

The file needs to be approximately 200 x 100 pixels and in a .jpg format.

2. Create a subfolder of the Tracker Web Server Installation folder and name it the same as the client ID.

For example, if the client has an ID of A0001, create a subfolder called A0001 in the Tracker Web Server Installation folder.

3. Move the .jpg logo file into the new subfolder.
4. Rename the file to the following name:

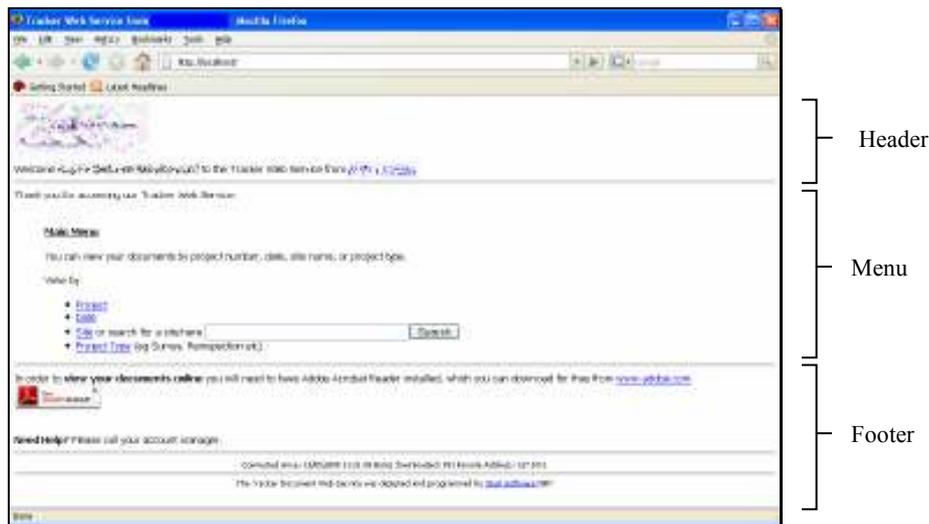
client\_logo.jpg

Now when you log in as the client, their logo is automatically displayed on the Homepage.

## 7. Customising the website

If you wish to customise the look of the whole website for a client, rather than just including their logo, you can create your own html files. There are three files that you can use to change the way the website looks, these are:

- header.htm – which defines the top of the page
- menu.htm – which defines what is displayed in the middle of the page
- footer.htm – which defines the bottom of the page.



You must ensure that you name the files as in the list above and store them in the appropriate folders. If any of these files exist in the appropriate folder, then they are used instead of the standard header, menu or footer.

To customise the website:

1. Create a subfolder of the Tracker Web Server Installation folder and name it the same as the client ID.

For example, if the client has an ID of A0001, create a subfolder called A0001 in the Tracker Web Server Installation folder.



*If you previously included the client's logo in the Homepage, then you will have already created this subfolder to store the client logo in step 2 of Section 4, Preparing the client logo.*

2. Place any images that you want to use on the website in the new subfolder.

3. Create a further subfolder of the new subfolder, again naming it the same as the client ID.

For example:

A0001\A0001

The Tracker Web Server Installation folder would contain the subfolder A0001, which would also contain another subfolder named A0001.



4. Copy and paste the images that you want to use on the website from the first subfolder into the second subfolder.



*The images should now be in two locations – they should be in both subfolders of the Tracker Web Server Installation folder.*

5. Create the html files for your website using any standard Web design software, such as FrontPage, Expression Web or Word.

You can create all three of the files or just one or two of them. If you do not create your own files, then the standard display is used.

6. Save the html files in the first subfolder.

For example, for client ID A0001:



7. Select the images for use in your html files from the second subfolder.

For example, for client ID A0001:



Now when you log in as the client, the customised web pages are displayed.

## 8. Controlling the documents displayed

Tracker Web Server lets you control the documents made available online to your clients in various ways and at different levels. You can, for example, control:

- which projects are included in the list
- which of the project documents are displayed
- whether any other documents relevant to the client are made available
- how documents are split and grouped.

### 8.1 Which projects are listed?

A project is included in the list of available projects if its 'Report Produced' milestone has been completed. It is, therefore, only when the system has been told that a job has been checked, signed off and the report produced that the project documents can be made available on the website.

### 8.2 Which project documents are displayed?

A Tracker project folder normally contains a variety of document types, such as Word documents, Excel spreadsheets, .jpg files, .pdf files, etc. Not all these documents will be available on the website. To be displayed, a document must meet certain criteria:

- the document must be stored in the project's normal Tracker folder (**not** a subfolder)
- the document must be a .pdf file
- the document filename must start with the project number
- the document filename must **not** match a pattern in the 'Invalid Filename Patterns' list.



*Start Software can change the settings so that other file types, such as .dwg files are also displayed.*

The Invalid Filename Patterns list enables you to make a customisable list of filename elements to exclude. Even if the file is in pdf format, located in the correct project folder and its filename begins with the project number, if its filename includes one of the invalid patterns, it is excluded. You may, for example, choose to include the words 'order', 'invoice' or 'secret' in your Invalid Filename Patterns list. In this case, as long as the files are stored in the correct location:

- the following file would be excluded  
P0101\_Invoice\_0807.pdf
- the following file would be included:  
P0101\_IntReport\_0807.pdf

The words/patterns you choose to have in your Invalid Filename Patterns list will depend on your file naming conventions.

To make additionally sure that certain project documents are not made available, you might choose to place them in a subfolder, as in order to be included a document must be stored in the project's normal Tracker folder, not a subfolder.

### 8.3 Making other documents available

There may be some documents that you want to make available on the website for a client but that are not project-related. This might include a variety of file types, such as CAD drawings, Excel files, Word documents.

To make these documents available you must place them in a specific subfolder:

1. Locate the Tracker Web Server Installation folder, and within this locate the subfolder that is named after the client's ID.
2. Create a further subfolder of the client ID subfolder, named Library.

For example, if the client has an ID of A0001, create the following subfolder in the Tracker Web Server Installation folder:

A0001\Library

3. Move the documents that you want to make available to the client into the new subfolder.

Once the Library subfolder exists and contains files, a Document Library list appears on the Homepage below the Main Menu. It contains links to all the documents in the Library subfolder, whatever their file type.

### 8.4 Grouping documents for clients

Clients often request that their online documents are grouped in specific ways, perhaps by region, business department etc, so that they can easily see and access documents that belong together.

This is a customisable feature that can be achieved by using a consistent naming convention.

If the sites in the client's projects are named in a consistent way, then the site names can be used to separate and group the client's projects. You can determine the method of identification that you use. This might, for example, mean that you use square brackets to surround a text label at the end of the site name, or you might identify the text string by using curly brackets. For example:

- P-12345 Lasyard House [Western Region]
- P-12346 Somerset House [Eastern Region]
- P-12347 Somewhere House [Eastern Region]
- P-12348 Elsewhere House [Western Region]

As this grouping feature uses a text-based string search, it depends only on you naming everything consistently.

Using Tracker Web Server's 'site menu' facility, we can use your naming convention to create a menu for the client which will group sites as required on Tracker Web Server. The example above would produce two site menu items:

- Western Region
- Eastern Region

Each menu item would contain two sites.



*Please contact Start Software if you would like to make use of this grouping feature.*

## 9. Enabling the Site Asbestos Register feature

The Site Asbestos Register feature allows a client to display the Asbestos Register for a site over the Web. This feature is only available when the client is viewing Tracker Web Server documents by site because an Asbestos Tracker-based site register can draw upon data from multiple projects.

For the Site Asbestos Register feature to work, you (the Administrator) must have generated an Asbestos Tracker database for the client and stored it in the normal place for an Asbestos Tracker database, ie within the Asbestos Tracker subfolder on their Tracker server.

Once the Asbestos Tracker database is generated and stored in the right place, when the client next chooses to select documents by site and they click on the site name, the link is automatically displayed to view the Asbestos Register for that site.

## 10. Enabling the Asbestos Tracker CD option

If a client has Asbestos Tracker CDs then you, as the Administrator, can make the data from the CDs available on the Web too.

To make the data available:

1. Generate the CD as normal.
2. Instead of copying the data to a CD, copy it to a subfolder of the Tracker Web Server Installation folder named:  
*Cache\Client name\*

Where: "*Client name*" is the client's ID from Tracker, eg A0001.

Once data is present in this subfolder, then a link appears on the Homepage to the Asbestos Tracker CD.

## 11. Providing Online Training courses

This section describes how you can set up Tracker Online Training on the Web Server to provide training courses for your clients. It covers the following tasks:

- adding a new client for Online Training
- editing a client's account
- setting up the students who can take a course
- allocating pre-defined courses to a client, which includes:
  - defining client-specific questions
  - assigning a student to a course
- setting up a course, which includes:
  - defining the course
  - writing the questions.

To access the Online Training:

1. Open your Browser and type the following into the address line:

`http://domainname/`

Where:

- “*domainname*” = the domain name that you have chosen and registered

Once you have entered the address, you are prompted to authenticate yourself as an Administrator.

2. Log in to the Tracker Web Server using the following credentials:

User ID: **training**

Password: (your usual administrator password)



Refer to step 2 in Section 3, Generating a client password, for details of your administrator password.

The Online Training homepage is displayed, listing any clients you have set up, as in the following example:



## 11.1 Adding a new client for Online Training

You can add further clients to the list of clients who have access to your Online Training courses. To do this you must supply name and address details for the client.

To add a new client:

1. From the Online Training homepage, click on the *Add a new client* link to display the boxes in which you can define the new client.



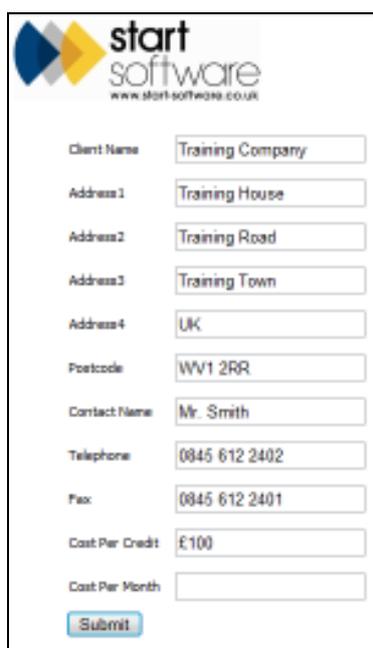
The screenshot shows a web form for adding a new client. At the top left is the 'start software' logo with the URL 'www.start-software.co.uk'. The form contains the following fields:

- Client Name
- Address 1
- Address 2
- Address 3
- Address 4
- Postcode
- Contact Name
- Telephone
- Fax
- Cost Per Credit
- Cost Per Month

A 'Submit' button is located at the bottom left of the form.

2. Type the client's name in the **Client Name** box.
3. Type the client's address in the **Address1** to **Address4** boxes.
4. Type the client's postcode in the **Postcode** box.
5. Enter the name of the main contact at the client in the **Contact Name** box.
6. Enter the client's telephone and fax numbers in the **Telephone** and **Fax** boxes.
7. Enter an amount in either the **Cost Per Credit** box or the **Cost Per Month** box.

The amount you enter is the amount that you charge this client for taking the Online Training courses, for example '£100'. If you specify a per credit amount, one credit is used each time a student takes one course.



The screenshot shows a web form for adding a new client. At the top left is the 'start software' logo with the website address 'www.start-software.co.uk'. The form contains the following fields:

- Client Name: Training Company
- Address 1: Training House
- Address 2: Training Road
- Address 3: Training Town
- Address 4: UK
- Postcode: WV1 2RR
- Contact Name: Mr. Smith
- Telephone: 0845 612 2402
- Fax: 0845 612 2401
- Cost Per Credit: £100
- Cost Per Month: (empty)

A blue 'Submit' button is located at the bottom left of the form.

- When you have completed all the details for the new client, click **Submit**.  
You return to the Online Training homepage, with the new client added to the list.

## 11.2 Editing a client's account

You can edit a client's account to:

- amend their details
- add credits to their account
- view their credit statement.

You can view client details after they have been added by clicking on the *Select* link to the left of a client's name on the Online Training homepage. If you need to amend the details, click the *Edit these details* link.

To remove a client from the list, so that they no longer have access to any Online Training courses, click on the *Delete* link to the right of the client's name on the Online Training homepage.

To view a client's credit statement, click on the *Select* link to the left of a client's name on the Online Training homepage, then click the *View credit details* link. The total number of credits the client currently has is displayed, followed by a statement detailing when credits were applied and their amount. The *Add credits* link lets you record additional credits for a client's account by simply specifying the number of credits that you want to add in the following screen:




*There must be credits available in a client's account to enable students associated with that client to take an Online Training course.*

### 11.3 Setting up the students who can take a course

For each client, you must set up the students who can take Online Training courses. Once the students are defined, you will be able to assign them courses.

To set up a student:

1. On the Online Training homepage, click the *Select* link to the left of the required client's name.

The client's details are displayed.

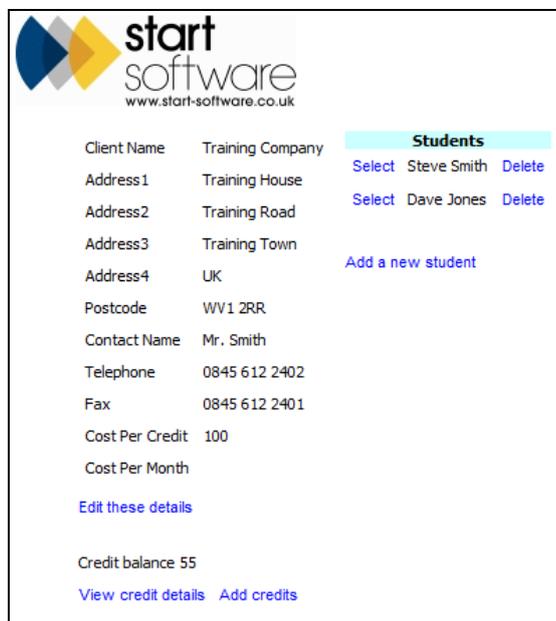


2. Click the *Add a new student* link.



3. Enter the following details for the student:
  - unique user ID  
the user ID must start with the characters 'T-', for example an acceptable user ID might be 'T-Steve'
  - password  
for example, 'Steve!'
  - student's name  
for example, 'Steve Smith'.
4. Click *Submit* to save the new student's details.

The details of all students who have been added for a client appear in a list on the right-hand side of the client details screen.



The screenshot shows the 'start software' interface. At the top left is the logo with the text 'start software' and the website 'www.start-software.co.uk'. Below the logo is a list of client details. On the right side, there is a section titled 'Students' with a light blue background. This section contains a table with two columns: 'Client Name' and 'Training Company'. The first row shows 'Steve Smith' and 'Training House'. The second row shows 'Dave Jones' and 'Training Road'. Below the table, there is a link 'Add a new student'. At the bottom of the client details section, there are links for 'Edit these details', 'View credit details', and 'Add credits'. The credit balance is shown as 55.

Client Name	Training Company
Steve Smith	Training House
Dave Jones	Training Road

Add a new student

Client Name: Training Company  
Address1: Training House  
Address2: Training Road  
Address3: Training Town  
Address4: UK  
Postcode: WV1 2RR  
Contact Name: Mr. Smith  
Telephone: 0845 612 2402  
Fax: 0845 612 2401  
Cost Per Credit: 100  
Cost Per Month:  
Credit balance: 55

You can view student details after they have been added by clicking on the *Select* link to the left of a student's name on the client details screen. If you need to amend the student's details, click the *Edit these details* link.

To remove a student from the list, so that they no longer have access to any Online Training courses, click on the *Delete* link to the right of the student's name on the client details screen.

## 11.4 Allocating pre-defined courses to a client

For each client, you must specify which courses they are able to run. To do this, you select the required courses from a list. This procedure assumes that you already have some pre-defined courses set up.



Refer to Section 11.5, Setting up a course, to add courses that will then be available for selection from the list.

Once you have allocated a course to a client, you can optionally add client-specific questions to the course. These questions are in addition to the default test questions that the student must answer after taking the course and are only posed for students belonging to this client.

To enable students to take the course, you must then assign the required students to the course.

To allocate a course to a client:

1. From the Online Training homepage, click the *Select* link to the left of the required client's name.

The client's details are displayed.

The screenshot shows the 'start software' web interface. On the left, there is a list of client details for 'Training Company', including address, contact name, and telephone. On the right, there is a 'Students' section with a list of students and a 'Courses currently not in use by this client:' section. A dropdown menu is open, showing 'Start Software Course' selected. A button 'Make this course available to client' is visible.

2. Use the drop-down list on the right of the screen to select a course that you want to make available to the client.

The drop-down list only shows those courses that have not yet been made available to the client.

3. Click the *Make this course available to client* button.

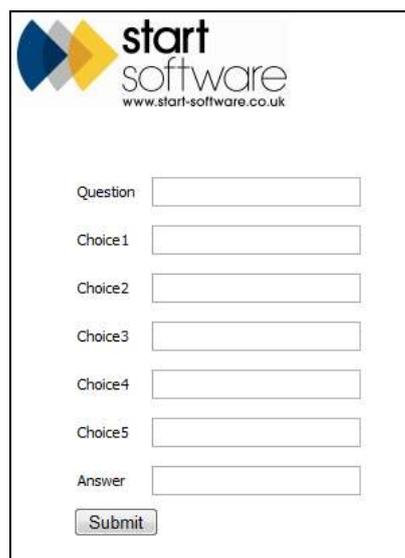
The course is added to a list of available courses that is now displayed as shown on the following screen.



4. If you wish to specify any client-specific questions:
  - Select the course for which you want to add questions by clicking the *Select* link to the left of the course name. The following screen is displayed.



- Click the *Add a new question* link. The following screen is displayed.



- Type the text of the question in the **Question** box.

- Type the text of the possible multiple choice answers in the boxes **Choice1** to **Choice5**.
- Type the number (between 1 and 5) of the correct answer to the question in the **Answer** box.
- Click *Submit* to add the client-specific question.

A list of client-specific questions is displayed.



You can edit or delete the client-specific questions as necessary and also add further questions to the list by using the links provided.

5. Assign students to the course by:
  - reviewing the list of students under the heading 'Students not assigned to this course'
  - clicking the *Assign to course* link next to the required students.

The assigned students are now listed under the heading 'Students assigned to this course'.



*The Remove from course link lets you remove a student from the assigned list if necessary.*

The course is now ready to be taken by the selected students.

## 11.5 Setting up a course

Setting up a new course involves two main steps:

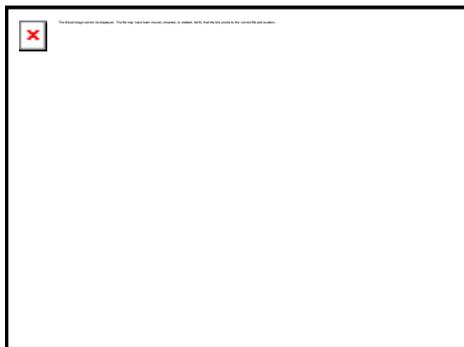
- defining the content of the course
- writing the test questions.

### 11.5.1 Defining the course

You must define a course by giving it a reference and name and defining its content, for example what video or presentation is to run. You must also specify the number of questions that students who take this course must answer and specify what constitutes a pass.

To define the course:

1. From any screen, click on the *View Training Courses* link at the top of the screen to display a list of all courses you have defined.



2. Click the *Add a new course* link.

You can now begin to define the new course.

3. Enter text as the reference for the course in the **Ref** box.
4. Type the title of the course in the **Title** box.

5. In the **Applet** box, enter the embedded HTML code that specifies the video, presentation, audio etc that forms the core of the course.



Contact Start Software if you need help specifying the applet.

6. Specify the number of questions that students of this course are required to answer in the **Number Of Questions To Be Taken** box.

This number must be equal to or less than the total number of questions defined for the course.



Refer to Section 11.5.2, Writing the questions, for further details on defining the questions.

7. Specify the pass mark for this course as a percentage in the **Pass Mark** box.

For example, if you have 10 questions and you specify 60 as the percentage pass mark, then students must score higher than 6/10, ie 60%, in order to pass the course.



*Note that client-specific questions are included for the purposes of calculating whether a student has passed or failed.*



Refer to step 4 in Section 11.4, Allocating pre-defined courses to a client, for details on adding client-specific questions.

The following screen shows completed boxes for a new course.

start software  
www.start-software.co.uk

Ref

Title

Applet

Number Of Questions To Be Taken

Pass Mark

8. Click *Submit* to save the new course.

The course is added to the list of all courses.

You can view course details after they have been added by clicking on the *Select* link to the left of a course title on the list of all courses. If you need to amend the course details, click the *Edit these details* link.

To remove a course from the list, so that it is no longer available, click on the *Delete* link to the right of the course title on the list of all courses.

You must now specify the questions that make up the test part of the Online Training.

### 11.5.2 Writing the questions

The questions make up the test part of the Online Training. You can specify a set of questions for a course so that when the course is run the student is presented with a random subset of these questions.

To write the questions:

1. From any screen, click on the *View all courses* link to display a list of all courses you have defined.



2. Click the *Select* link next to the course for which you want to write questions. Details of the course are displayed, as in the following example.



- Click the *Add a new question* link to display the question screen.



The screenshot shows a form titled 'Add a new question' with the following fields:

- Question:
- Choice1:
- Choice2:
- Choice3:
- Choice4:
- Choice5:
- Answer:
- Submit:

- Type the text of the question in the **Question** box.
- Type the text of the possible multiple choice answers in the boxes **Choice1** to **Choice5**.
- Type the number (between 1 and 5) of the correct answer to the question in the **Answer** box.
- Click *Submit* to add the course question.
- Repeat steps 3-7 to build up the list of all possible questions for this course.

The following screen shows an example of the list of questions.



The screenshot displays a course page with the following elements:

- Start software logo and URL (www.start-software.co.uk).
- Course title: 'Asbestos Awareness'.
- Video player: 'Overview of Asbestos Removal Procedures US 1999'.
- Questions list:
 

Questions	Over
Which of the following Asbestos Regulations 2006 apply to...	Over
Which of the following is NOT an amphibole asbestos?	Over
Which of the following materials might contain asbestos?	Over
The highest levels of asbestos pollution fibres are likely to arise from distribution of...	Over
Asbestos content was manufactured in...	Over
- Buttons: 'Add a new question', 'Home Of Questions To Be Taken', 'Back Home', 'Full Screen View'.

The course is now ready to be taken by a student.

## 12. Audit logging

All access to the Web Server is logged. This includes dates, times, client IDs and pages requested.

## 13. Licensing

The licensing model for Tracker Web Server is the same as that for Asbestos Tracker. Namely, a one-off licence fee is payable for each client for whom you enable the service. The fee is currently £250 per client.

There is no limit to the number of projects or surveys; the fee is solely charged on a per client basis.

Furthermore, you only pay once per client, even if you subsequently decide to extend the service a client receives, for example by enabling the Site Asbestos Register feature or the Asbestos Tracker CD option. This means that you can upgrade a client for free. The licence covers the client not the data delivery.

Limited duration trials are allowable without a licence fee being paid.

Licences are to be reported quarterly, in arrears. An email will be sent you, prompting for licensing details. All access to the Web Server is logged so that licence requirements can be validated.

# APPENDIX A

## Tracker Web Server Settings

The following settings are available on the Tracker Web Server Administrator menu and can be set to change the way it which the web server works or appears. Where you find the setting prefixed by a user ID, the setting will only affect that user's view of the web server.

Setting	Effect
<i>ACM Statistics graph title</i>	Sets the title of the ACM Statistics graph
<i>Allow Document Uploads</i>	Lets the client upload documents to the document library
<i>allow folder emailing</i>	Allows the client to email all documents in one folder in one go
<i>asbestos highlight</i>	Sets the colour in which to display asbestos containing sites using hexadecimal RGB codes (point to s.wh. on Internet to find codes)
<i>basic password</i>	Enables the changing of the basic password for a client to a six-digit number of your choice
<i>Categories</i>	Specifies whether the client uses categories to categorise and sub-categorise surveys, for example into areas or types of survey. If yes, then an extra menu is displayed
<i>Contractors Expiry Date</i>	Specifies whether an extra link is displayed to show contractors whose approval has expired
<i>demol site colour</i>	Sets the colour in which to display demolished sites, using hexadecimal RGB codes
<i>Display DWG documents</i>	Specifies whether AutoCAD drawings are displayed
<i>Display project documents</i>	Sets the file extension (or pattern) to determine which sort of documents are displayed within a project
<i>DisplayRemovedACM</i>	Determines whether removed items appear on the asbestos registers

<b>Setting</b>	<b>Effect</b>
<i>email</i>	Sets the contact email address shown on screen when the client logs in
<i>Floor</i>	Set to N or T depending on whether the floor field in Tracker is numeric or text. For Start Software use only.
<i>FontSize</i>	Sets the default on screen font size, 1, 2 or 3. The client can also change the font size when they log on
<i>FROM email address for action alerts</i>	Sets the "from" email address displayed on action alerts
<i>FROM email address for folder emails</i>	Sets the "from" email address displayed on folder emails
<i>Global Register</i>	Determines whether a link is shown to display all asbestos items across all sites rather than for individual sites
<i>heading for Highest Risk</i>	Sets the heading for the highest risk column on the dashboard
<i>heading for Highest Risk (/12)</i>	Sets the heading for the highest material risk score column on the dashboard
<i>Help text</i>	Enables the specification of the text that appears at the bottom of the Home page indicating who to contact if help is required
<i>HSG264</i>	Specifies whether the client uses the new HSG264-style register
<i>Last Action/Report graph heading</i>	Sets the heading for the Last Action/Report graph
<i>Listen on port</i>	If the web server is running on the same server as another web server, eg Microsoft IIS, this allows the specification of the IP address the Tracker Web Server is attached to. Also known as multi-homing.
<i>name for Dashboard</i>	Specifies the name to be used for the dashboard
<i>Name for Inspections</i>	Enables the replacing of the word "Inspections" with the word specified throughout
<i>Name for Library</i>	Enables the replacing of the word "Library" with the word specified throughout
<i>name for Removal Notes in register</i>	Sets the name for the Removal Notes section in the register
<i>name for Removed column in register</i>	Sets the name for the Removed column in the register

Setting	Effect
<i>name for Reports</i>	Allows the renaming of the Reports section of the web server
<i>name for Tracking</i>	Allows the renaming of the new section of the website enabling clients to track jobs through the system, eg to "job tracking" or "order tracking"
<i>New Password Format</i>	Specifies which of the two methods of password generation is used
<i>no asbestos highlight</i>	Sets the colour in which to display no asbestos sites, using hexadecimal RGB codes
<i>no library on Dashboard</i>	Specifies whether the doc lib should also be displayed when the dashboard is displayed
<i>Notes exist</i>	Specifies whether or not surveyor notes are used in the website
<i>Removed ACMs</i>	Specifies whether removed ACMs appear in the ACM statistics on the dashboard.
<i>requires Project Closed</i>	Usually a project appears on the webserver if a report has been produced, this setting requires that the project has been closed
<i>ReverseComplianceChart</i>	By default a site is deemed compliant if there are no overdue actions and no overdue inspections. This setting reverses the default, so that non-compliance is assumed if all actions and inspections are in date.
<i>Send action alert emails</i>	Specifies whether or not emails are sent to the person responsible for their action when new emails are posted on the website
<i>show 3 extra risk cols</i>	Enables the display of three extra risk columns on the dashboard
<i>Show Actions</i>	Specifies whether or not the Actions section is displayed
<i>Show building menu</i>	Specifies whether the building list and search option are available on the main menu
<i>Show check sheet</i>	Specifies whether or not the link for the Reinspection Check Sheet is shown on the Sites screen. The check sheet can be printed and used onsite to conduct a Reinspection
<i>show Contractor menu for site users</i>	Specifies whether or not the Contractor menu is displayed for site users
<i>Show Contractors</i>	Specifies whether or not the Contractors section is displayed

<b>Setting</b>	<b>Effect</b>
<i>Show Dashboard</i>	Specifies whether or not the link is present for the Compliance Dashboard
<i>show Date link</i>	Specifies whether projects can be viewed by month, using the link from the main menu
<i>Show Graphs</i>	Specifies whether or not Compliance Graphs are shown
<i>show grid menu</i>	Specifies whether or not the standard menu shows at the top of the screen
<i>Show Inspections</i>	Specifies whether or not the Inspections section is displayed
<i>Show Job Tracking</i>	Specifies whether or not the Job Tracking section is displayed
<i>show Library</i>	Specifies whether or not the Library section is displayed
<i>show Library menu for site users</i>	Specifies whether or not the Library menu is displayed for site users
<i>show Non on ACM Statistics graph</i>	On the ACM Statistics graph on the dashboard, specifies whether a 3-way graph is displayed with live, removed and non-ACMs or a 2-way graph with just live and removed items
<i>show Non-ACMs on Last Action/Report graph</i>	On the Last Action/Report graph, specifies whether a 3-way graph is displayed with live, removed and non-ACMs or a 2-way graph with just live and removed items
<i>show Project link</i>	Specifies whether or not the Project link is displayed
<i>show Project Type link</i>	Specifies whether or not the Project Type link is displayed
<i>show Site link</i>	Specifies whether or not the Site link is displayed
<i>SMTP server address</i>	Specifies the IP address of the mail server
<i>Surveys Database</i>	Specifies the name of the Tracker surveys database
<i>Table layout for logos</i>	Specifies whether asbestos company and client logos appear in table layout (next to each other) or one above the other
<i>Tenant HTML Footer</i>	Enables customisation of the footer of letters to tenants generated from the Tenant Asbestos Report for domestic house tenants.
<i>Tenant HTML Header</i>	Enables customisation of the header of letters to tenants generated from the Tenant Asbestos Report for domestic house tenants.

Setting	Effect
<i>Text for email when sending files from folder</i>	Specifies the text to include in the email when files are sent from a folder
<i>text for site</i>	Enables the replacing of the word "site" with the word specified throughout
<i>Training</i>	Specifies whether or not Tracker Online Training is available.