

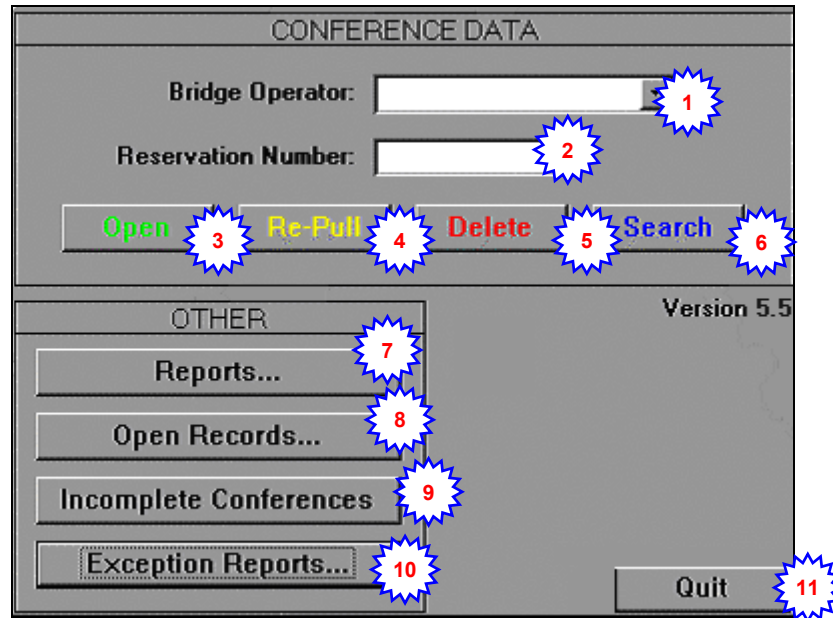
Accessing the Captain's Log

Accessing the Captain's Log

From the desktop, double-click the **Captain's Log**  icon. *Microsoft Access* launches and the **Captain's Log** is opened.

Login Window

The Login window components are described below.



Label	Item	Description
1	Bridge Operator	The individual who is opening the record in the Captain's Log.
2	Reservation Number	The reservation number.

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Accessing the Captain's Log, Continued

Login Window (continued)

Label	Item	Description
3	Open	Creates a record in the Captain's Log by pulling the conference from Virtual Scheduler.
4	Re-Pull	The Captain's Log looks at the conference information in Virtual Scheduler and overwrites the existing record.
5	Delete	Deletes a Captain's Log record.
6	Search	Opens an existing Captain's Log record.
7	Reports	A list of all the available reports that can be run on the Captain's Log.
8	Open Records	A list of all conferences that occurred in the past, do not have an actual end time, and have not been billed. The actual conference record can be opened from this area.
9	Incomplete Conferences	A list of all conferences that occurred in the past and have not been billed.
10	Exception Reports	Reports that are used by Managers, Help Desk, Accounting, and Team Leaders.
11	Quit	Exits the Captain's Log application.

Opening a Record in the Captain's Log

Opening a Record

Captain's Log only looks at Virtual Scheduler for the conference information the first time a record is opened. If you choose to open an existing record, then remember this record will not reflect any subsequent changes made to the conference in Virtual Scheduler.

If the parameters of a conference have been significantly changed since the Captain's Log record was created, it may be necessary to re-pull the conference to include these changes. For more information on re-pulling a record, see page 6.



To open a record in the Captain's Log, complete the following steps.

Step	Action
1	Type your name in the Bridge Operator dropdown list. <i>As you begin to type your name, the dropdown list auto-populates.</i> <u>or</u> Select your name from the Bridge Operator dropdown list.
2	Press [Tab].
3	In the Reservation field, type the conference's Reservation Number .

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Opening a Record in the Captain's Log, Continued




Opening a Record (continued)

Step	Action
4	<p>Click . <i>The Captain's Log Data Entry form for that conference displays.</i></p> <div data-bbox="526 562 1294 1140"> </div> <p> Note: If this conference was pulled into Captain's Log previously, then the following notice displays.</p> <div data-bbox="602 1251 1216 1486"> </div> <p>Click OK. <i>The Captain's Log Data Entry form for that conference displays.</i></p>

Searching for a Record in Captain's Log

Searching for a Record Use the Search function to determine if a conference has already been pulled from Virtual Scheduler to the Captain's Log. The Search feature scans the Captain's Log for the reservation number, and then opens the record if it exists.

To search the Captain's Log for an existing record, complete the following steps.

Step	Action
1	Type your name in the Bridge Operator dropdown list. <i>As you begin to type your name, the dropdown list auto-populates.</i> <u>or</u> Select your name from the Bridge Operator dropdown list.
2	Press [Tab] .
3	In the Reservation field, type the conference's Reservation Number .
4	Click  . <i>The Captain's Log Data Entry window displays.</i>  Note: If the conference has <u>not</u> been pulled into Captain's Log , a prompt window displays, and the record will <u>not</u> be opened. 

Re-Pulling a Record into the Captain's Log

Re-Pulling a Conference Record


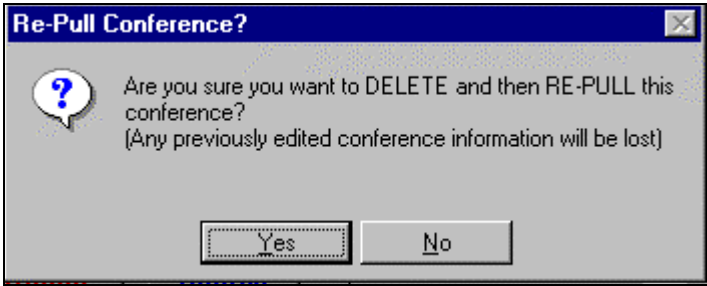

If the parameters of a conference have significantly changed since the Captain's Log record was created, it may be necessary to re-pull the conference to include these changes.

If a conference is re-pulled, then the Captain's Log looks at Virtual Scheduler conference information and overwrites the existing record. Any editing that was performed earlier will be lost when the conference is re-pulled from Virtual Scheduler. You will need to re-enter this information, comments, dial direction, etc., and re-facilitate the conference.



Note: You should have a good reason to re-pull a conference. For example, numerous modifications were made to a conference in Virtual Scheduler.

To re-pull a conference record, complete the following steps.

Step	Action
1	Type your name in the Bridge Operator dropdown list. <i>As you begin to type your name, the dropdown list auto-populates.</i> <u>or</u> Select your name from the Bridge Operator dropdown list.
2	Press [Tab] .
3	In the Reservation field, type the conference's Reservation Number .
4	Click  . <i>A prompt window displays.</i> 
5	Click Yes .  Note: You will need to re-facilitate the conference.