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Accessing SARS Anywhere

The SARS Anywhere website can be reached from AU Access in the Quick Links sections of Faculty and Employee Services. Use the credentials assigned when your access was granted. Your User Name is typically your AU global id, but your password will be different unless you set and maintain it to be the same.

Password

To set your password, click the user icon from the top right corner and select Change Password. Enter your current value once and your new value twice. Click Save to commit the change.
Supported Browsers and Devices
SARS Anywhere is supported on current versions of Chrome, Firefox, Safari, and Internet Explorer. Some older versions of IE may not be completely compatible. While SARS Anywhere is not officially supported on iPads and smart phones, some users have been successful using many of its features. The SARS vendor continues to enhance the product with the intent of full compatibility with common mobile devices.

Dashboard
After a successful login, you will see your dashboard, which by default should give you access to The Grid and My Grid. See User Preferences for tips on configuring your dashboard to display tabs for your most common tasks.
Click your username in the upper-left corner to switch views by date, by Short Name, or by Specialty. If you have access to more than one location, you can switch among them as well. Please note that the refresh interval can be configured in your preferences to speed up the response to changes made here.

**Quick Links**

The Quick Links option near the top right allows easy access to many common functions. Some of these can be configured as tabs using User Preferences.
User Preferences
Click the Gear symbol in the upper right corner to set your preferences. On the Tabs tab, drag items between the Available Tabs and the Selected Tabs to establish your default dashboard view.

Other options can be fine-tuned using the Configuration window, such as SARS Chat and Drop-in. Use the Miscellaneous tab to pick a Theme or to set your Refresh Interval. You may see a Loading ... alert flash on the page during periodic refreshes.

Master Schedules
To set your Master Schedule, choose Master Schedule from the Quick Links dropdown. Verify your Location and Short Name if you have access to more than one. Click Options, Template Operations, Add, and choose between a blank template and a template based on an existing one. Click the Insert On button on the right side, then click the schedule code to apply to a time slot. Then click the time slots to block off with the schedule code.

When your schedule is complete, verify the Date Range at the bottom of the page, then click Save to apply the master schedule to your calendar.
Quick Day Changes
While your master schedule defines a typical day, the Quick Day Change operation allows you to make updates as needed. Choose Quick Day Change from the Quick Links drop-down, or from a tab if you have it configured on your dashboard. Click a Schedule Code on the right-hand side, and then click the timeslots to which it applies. Click Save to commit your changes.

Making and Updating Appointments
Double-click on any timeslot on the grid, and the Student Appointment Screen will accept the student’s identifier. Click on the identifier label to switch between Banner ID and Global User ID formats. The Temp ID format does not apply to our operation. When the identifier is validated, the student details will populate the page. Pick a Reason Code and Short Name, and fill in other information as appropriate. Click Commit to save the appointment. You may have to provide your initials as part of the appointment confirmation.

To change an existing appointment, double-click it from the grid and update the information as needed.
To record student attendance, open the appointment and click Attendance. Choose the appropriate option to be written to the student’s history.

Managing Drop-Ins

By default, the Drop-in screen should be a tab on the dashboard, but it can be added from User Preferences otherwise. To add a drop-in appointment, click Add and enter the student identifier. Click the identifier heading to switch between Global User ID and Banner ID. The Temp ID format does not apply to our operation. After the student information has been validated and populated on the screen, pick a reason and update any other information as appropriate, then click Commit Drop-in to add the student to the waiting list.
Click Delete to remove the student if the appointment is not met.

Double-click the student and save to record the appointment to history.

**Student History**

Student history is available from Quick Links menu or from the Student Appointment Screen shown when an appointment is being made or updated. Change the Global User ID field to change to another student, or Clear to remove one student’s history from the page before searching another.
Student Notes
Student notes are accessible, depending on user access, from several locations. Choose Notepad from the Quick Links dropdown, and search for a student by identifier or name. Click Add (if authorized) to create a new note. The Delete button should always be unavailable except to administrators. In some cases, vendor support may be required to delete a note, which is inadvisable under most circumstances.

Click Add to create a new note.
Reports
Choose Reports from the Quick Links menu to view or print any reports available to you. They are categorized as Operational, Statistical, and Table Reports. Pick the report you want to run and supply the necessary parameters. Click View to open the report in a pop-up window, or Save to save it to PDF. If either option does not function properly, you may have to give your browser permission to run Adobe plug-ins on the SARS Anywhere website.

SARS Chat
Click the lightning bolt icon near the top right corner to open SARS Chat and see a list of available users. Click any one from the list to open an instant message conversation. Type your message and click Send to deliver. SARS Chat only works properly between users who are logged in at only one computer. Shared accounts are not able to chat. The notification sounds may be turned off in User Preferences.
Questions or Problems
The SARS product suite is fully supported at Auburn University. Please contact internal support by emailing OUSandGraduate Webmaster, who will escalate your issue to vendor support if needed.