

TVWC ONLINE RECORDS SYSTEM



A STEP-BY-STEP GUIDE TO ONLINE RECORD KEEPING FOR PHONE VOLUNTEERS, CARERS AND COORDINATORS



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INTRODUCTION

At long last the days of tedious record keeping on paper are over! Thanks to the ingenuity and generosity of Long Grass Systems developer Peter Richards, all your records can now be conveniently entered and edited online. These records are YOURS (until such time an animal is transferred to another carer). Group coordinators, as part of their role, will be able to view these records pertaining to their particular animal group; allowing them an overview and streamlining the process of animal tracking within the group. However, nobody else except you and the administrators have the ability to actually edit or delete the information you have entered.

Volunteer administrators will maintain records on behalf of carers who do not have internet access.

As you will see, the process is simply based on three tiers of users:

1. Information the phone volunteers enter.
2. Information the animal carers enter, and
3. The overview available to group coordinators.

All are interlinked and sections for these three groups will follow later in this manual.

Phone volunteers can enter information during or at the end of their shift. Carers receiving these animals open and enter information for each animal as it arrives in care and lastly, coordinators will then have an up to the minute overview, allowing them to track the movement and progress of animals within the group. Because the system is “live” and interactive, anyone within TVWC with internet access can log on at any time of the day or night to enter or edit information. You do not even have to be at your own computer to do so. Savvy users could even use their mobile smartphones on the road.

For any questions or difficulties with this system, please contact an administrator.

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Julie Firkins:	j.firkins@bigpond.com	02 6679 7006	0400 850 588

MY USERNAME IS:	
MY PASSWORD IS:	
PASSWORD CHANGED TO:	

When logging in, please note usernames and passwords are CaSE SENSITIVE
NOTE: There are NO spaces between words in these passwords.

Acknowledgments:

Online Records System: devised by Peter Richards. Original Manual instructions: Vicki Bressan.
Adapted for TVWC: Dave Pinson

1. GETTING STARTED

For the purpose of familiarisation and practice, meet TVWC's newest carer, Dora Dingbat.



I just love critters

Dora's username is **DoraDingbat**
and her password is **fuzzy21**

Before entering real content, we will use Dora's records to become acquainted with the system. Please feel free to experiment with adding animals and details online to Dora's records, or you can simply browse through her records to view how they look. You can also view and modify information in her carer profile.

The system contains features other than just records – for example, you can:

- Upload a photograph of yourself (optional) or any animals in your care (optional).
- View contact/address details and location maps of other members in our group.
- View contact details for other major wildlife care groups we regularly work with.
- Look up milk feeding regimes via inbuilt feed calculators.
- Accurately age orphans of many species via inbuilt age estimators.
- Track your orphan's progress against inbuilt benchmarks.
- Create and view reports of your orphans from this or any previous season.
- Instantly find a buddy for your animal (coordinators delight).





Features and enhancements are regularly being added to improve the usability and efficiency of the system. Your suggestions are always welcome.

As mentioned, for you and the group's security, the online records system is password protected. Your unique username and password is required to access the login screen through our website.

Individual passwords have been allocated to everyone, but you may nominate your own password if you wish (contact your Administrator for advice or details). Please write your username and password in the spaces provided on page 3.

Note: for your convenience, all underlined entries, e.g. CALL NO or ID throughout the system are simply hyperlink jumps to access new screens for viewing or editing.

2. GETTING STARTED (LOGIN)

<ul style="list-style-type: none"> Go to the TVWC website. www.tvwc.org.au Select “Members Area” on the left hand side menu. 																																																																																																	
<ul style="list-style-type: none"> Once in “Members Area”. <p>Select “Online Records”.</p>																																																																																																	
<ul style="list-style-type: none"> Enter username and password e.g. DoraDingbat fuzzy21 Click the “Login” button. <p>A security warning “Broadcast Message” dialogue box appears.</p> <ul style="list-style-type: none"> Click “OK”. It will vanish. 																																																																																																	
<ul style="list-style-type: none"> You are now in the system. To view a summary of Dora’s animals, select and click the “Animals” button. Make sure “Species Type” is set to “All” <p>NB: If you are a phone volunteer, select the “Calls” button and then refer to Section 4 (entering phone records).</p>	 <table border="1" data-bbox="981 1803 1508 2101"> <thead> <tr> <th>ID</th> <th>Name</th> <th>Species</th> <th>Status</th> <th>Date of Birth</th> <th>Age</th> <th>Date of Arrival</th> <th>Time in Care</th> </tr> </thead> <tbody> <tr> <td>000001</td> <td>Bliss</td> <td>Grey-headed Flying Fox</td> <td>In Care</td> <td>1st Sep 2010</td> <td>10 days</td> <td>10th Sep 2010</td> <td>1 day</td> </tr> <tr> <td>000012</td> <td>Mavis</td> <td>Mountain Bushland Possum</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>16th Sep 2010</td> <td>6 days</td> </tr> <tr> <td>000018</td> <td>Tilly</td> <td>Christmas Warbler</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>1st Sep 2010</td> <td>11 days</td> </tr> <tr> <td>000020</td> <td>Red 1998</td> <td>Intensive Stag</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>25th Aug 2010</td> <td>17 days</td> </tr> <tr> <td>000029</td> <td>Ngila</td> <td>Eastern Water Dragon</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>23rd Aug 2010</td> <td>20 days</td> </tr> <tr> <td>000030</td> <td>Rubber</td> <td>Eastern Lyrebird</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>19th Aug 2010</td> <td>24 days</td> </tr> <tr> <td>000033</td> <td>Sally</td> <td>Common Cuckoo Shrike</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>19th Jul 2010</td> <td>1 month 1 day</td> </tr> <tr> <td>000035</td> <td>Overseas</td> <td>Australian Pelican</td> <td>In Care</td> <td>Unknown</td> <td>Unknown</td> <td>17th Jul 2010</td> <td>2 months 1 day</td> </tr> <tr> <td>000038</td> <td>Harri</td> <td>Mountain Bushland Possum</td> <td>In Care</td> <td>11th May 2010</td> <td>6 months</td> <td>11th May 2010</td> <td>2 months 2 days</td> </tr> <tr> <td>000040</td> <td>Rufus</td> <td>Orange Warbler</td> <td>In Care</td> <td>11th Jul 2010</td> <td>2 months</td> <td>11th Jul 2010</td> <td>7 months 1 day</td> </tr> <tr> <td>000049</td> <td>Molly</td> <td>Red-necked Wallaby</td> <td>In Care</td> <td>11th Jul 2010</td> <td>2 months</td> <td>27th Aug 2010</td> <td>1 year 17 days</td> </tr> </tbody> </table>	ID	Name	Species	Status	Date of Birth	Age	Date of Arrival	Time in Care	000001	Bliss	Grey-headed Flying Fox	In Care	1st Sep 2010	10 days	10th Sep 2010	1 day	000012	Mavis	Mountain Bushland Possum	In Care	Unknown	Unknown	16th Sep 2010	6 days	000018	Tilly	Christmas Warbler	In Care	Unknown	Unknown	1st Sep 2010	11 days	000020	Red 1998	Intensive Stag	In Care	Unknown	Unknown	25th Aug 2010	17 days	000029	Ngila	Eastern Water Dragon	In Care	Unknown	Unknown	23rd Aug 2010	20 days	000030	Rubber	Eastern Lyrebird	In Care	Unknown	Unknown	19th Aug 2010	24 days	000033	Sally	Common Cuckoo Shrike	In Care	Unknown	Unknown	19th Jul 2010	1 month 1 day	000035	Overseas	Australian Pelican	In Care	Unknown	Unknown	17th Jul 2010	2 months 1 day	000038	Harri	Mountain Bushland Possum	In Care	11th May 2010	6 months	11th May 2010	2 months 2 days	000040	Rufus	Orange Warbler	In Care	11th Jul 2010	2 months	11th Jul 2010	7 months 1 day	000049	Molly	Red-necked Wallaby	In Care	11th Jul 2010	2 months	27th Aug 2010	1 year 17 days
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3. GETTING STARTED (CARER DETAILS)

<p>LOGIN SCREEN</p> <ul style="list-style-type: none"> • Across the top are a number of buttons you can browse through. • Look first at the button named “Carers” • Select and click this button. 	
<ul style="list-style-type: none"> • You can now edit Dora’s details and view contact details of other carers. • A syringe indicates ABLV vaccinated. • A green camera icon beside the name indicates a photo has been uploaded. • A \$ sign shows current financial membership status. 	
<ul style="list-style-type: none"> • Click on the word <u>Map</u> beside Dora, or any other name to find the geographic location of where they live: useful for “phonies”, carers and coordinators. <p>NB: Under the “Sites” button, there are also maps of where to find release sites for various animals.</p> <ul style="list-style-type: none"> • Close this map screen to return to the Carer List (as shown above). 	
<ul style="list-style-type: none"> • Clicking on ID No. <u>602</u> next to Dora’s name on this list will bring up Dora’s details screen. • Click the “Edit” button to change any contact, species preference or other details. <p>NB: some items e.g. “Privileges” can only be changed by an Administrator.</p>	

4. ENTERING PHONE RECORDS

- Login as per Section 2.
- Select the “Calls” button.
- You can add a new call simply by pressing the “Add” (+) button (red circle).



- You now have a blank “Add New Call Log” screen. (Note this one is filled in).
- You **must** first assign a TVWC call no’ (red circle). Without this step the system will not work for you or other carers. NB: letters must be uppercase and no spaces, e.g. PIN563 (not Pin 563).
- Fill in all relevant information.
- Click the “Save” button to save record.



- You will be returned to a call status overview screen with your name at top.
- At a glance, you see a summary of all outstanding calls from your current shift.
- These are colour coded according to status e.g. “Awaiting Rescue” is green.

Note “open”, “closed” and “all” call status.

- Once call is completed (e.g. rescuer reported back, animal in care, or advice given), change call status to “Closed”.



- To edit a previous entry, click on an underlined number in “ID” column. This will bring up the “Call Log Detail” screen.

- Edit required information e.g. rescuer has reported back animal is now in care.
- Click the “Save” button. Screen will now return to overview. Note less records and colour changes.



5. ENTERING ANIMALS INTO CARE

<ul style="list-style-type: none"> • Login as per Section 2. • You are now in the system. Click the “Animals” button. • When the new screen appears, make sure “Species Type” is set to “All” • To add an animal select the “Add” button (red circle). 	
<ul style="list-style-type: none"> • In the “Add New Animal” screen you must first type in the “Group Assigned Animal Number” given to you by the phone volunteer. • Fill in fields (most are drop-down) for: Species Type, Species, Sex, Name and Status. 	
<p>AGEING & THE BIRTH DATE ESTIMATOR</p> <ul style="list-style-type: none"> • Select a “Growth Stage” from the list. This must be “Baby” if ageing. • Then, in the next line, use “Date of Birth” or “Age” for orphans only. For all others, e.g. Adult, Sub-adult and Juvenile, select “Unknown” (red circle). • The “Estimator” button is accessed here. This launches a new window to predict date of birth for many species. (If you have used the estimator, close the window once finished with it). 	
<ul style="list-style-type: none"> • Fill in any other fields e.g. Reason for entering care, date entered care, etc. • When complete, click the “Save” button to return to Dora’s overview screen. • You can return to edit or update any animal care record in the future by simply selecting the “ID” call number and then click “Edit”. 	

6. VIEWING & EDITING ANIMALS

- Login as per Section 2,
- Make sure “Group” is: TVWC Training and “Carer” is Dora Dingbat.
- Set “Species Type” & “Species” to “All”.
- Set “Status” to “All”.

You are now in the system looking at a summary of all Dora’s animals. For this exercise, she has just released “Spike” the Eastern Water Dragon.

OnLine Animal Record System
Dora Dingbat(Administrator)

ID	Name	Species	Status	Date of Birth	Age	Date of Arrival	Time in Care
<u>000001</u>	Blossom	Green Anole	In Care	1st Sep 2010	10 days	10th Sep 2010	1 day
<u>000002</u>	Melba	Marsala Beaked Possum	In Care	Unknown	Unknown	16th Sep 2010	4 days
<u>000003</u>	Tony	Chocolate Marked Bat	In Care	Unknown	Unknown	1st Sep 2010	11 days
<u>000004</u>	Red 1968	Amur Leopard	In Care	Unknown	Unknown	27th Aug 2010	17 days
<u>000005</u>	Spike	Eastern Water Dragon	In Care	Unknown	Unknown	21st Aug 2010	21 days
<u>000006</u>	Pauline	Eastern Water Dragon	In Care	Unknown	Unknown	19th Aug 2010	23 days
<u>000007</u>	Scobby	Coated Gopher Python	In Care	Unknown	Unknown	19th Jul 2010	1 month 21 days
<u>000008</u>	Veronica	Australian Pelican	In Care	Unknown	Unknown	17th Jul 2010	2 months 1 day
<u>000009</u>	Harry	Marsala Beaked Possum	In Care	11th May 2010	6 months	11th May 2010	2 months 29 days
<u>000010</u>	Pauline	Orange Warbler	In Care	11th Jul 2010	2 months	11th Jul 2010	2 months 1 day
<u>000011</u>	Molly	Red Throated Warbler	In Care	11th Jul 2010	2 months	27th Aug 2010	1 month 17 days

- We click on “Spike’s” underlined “ID”.
- In the new “Animal Base Details” screen, click the “Edit” button.
- In the “Edit Animal” window, select “Released” in the “Status” drop-box.
- Edit any other details e.g. release date.
- Click the “Save” button (blue circle).
- Select “Return” button (green circle). Spike has been removed from Dora’s “In Care” list. He is still there in green if “Status”: “All” is selected.

OnLine Animal Record System
Edit Animal(Spike)

Animal Name: Spike
Group Assigned: In Care
Species Type: Unknown
Species: Eastern Water Dragon
Status: Released
Date of Birth: Unknown
Date of Arrival: 21st Aug 2010
Age: 21 days
Time in Care: 21 days

Buttons: Return (green circle), Save (blue circle), Cancel (red X), Reset (green circle), Help (blue circle), Logout (red circle)

EDITING WEEKLY GROWTH HISTORY FOR ORPHANS ONLY

- From Dora’s summary screen, click the underlined “ID” number for “Blossom”.
- In the “Animal Base Details” screen, select the “Growth” button. You will be taken to a chart screen called “Animal Growth History”.
- Select the “Add” button (red circle).



- In the “Add Growth History” page, enter your weekly weights and measurements.
- Select the “Save” button.
- In the next screen, click “Return”.
- The weekly history is now updated and your orphan appears as a graph line against benchmark growth (as above).
- Click the “Return” button to go back to Dora’s summary screen.

Online Animal Record System
Add Growth History(Test bat)

Buttons: Return (green circle), Save (blue circle), Cancel (red X), Reset (green circle), Help (blue circle), Logout (red circle)

Size and Weight
Measurement Date: 10/09/2010
Weight: 0.15 gm
Head Length: 0 mm
Ear Length: 0 mm
Arm Length: 0 mm
Leg Length: 0 mm
Foot Length: 0 mm
Tail Length: 0 mm
Wing Length: 0 mm
Total Body Length: 0 mm

Size and Weight Notes: MULTIBIOTIC WEIGHT LOSS/STRESS 10/09/2010

7. TRANSFERRING ANIMALS

To ensure continuity and security, transfer of animals on the system should be done by the transferrer (original carer).

In this example, Dora is going to transfer a bat (Tiny) to another member (Dave).

- Login as per Section 2.
- Click on “Tiny’s” underlined “ID”.



- In the “Animal Base Details” screen, click on the “Carers” button.
- In the new screen, “Animal Carer History” screen, click on the “Add” button.
- This will bring up a single report; the “Add Carer History” screen.



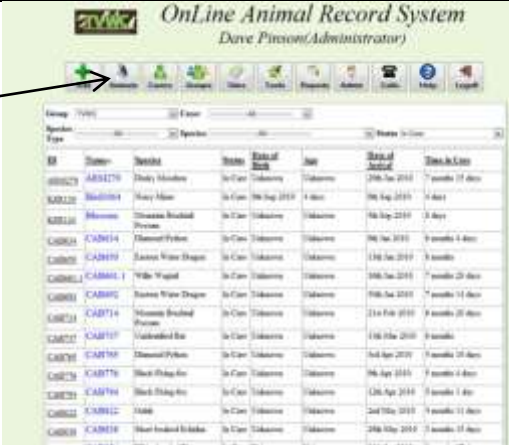


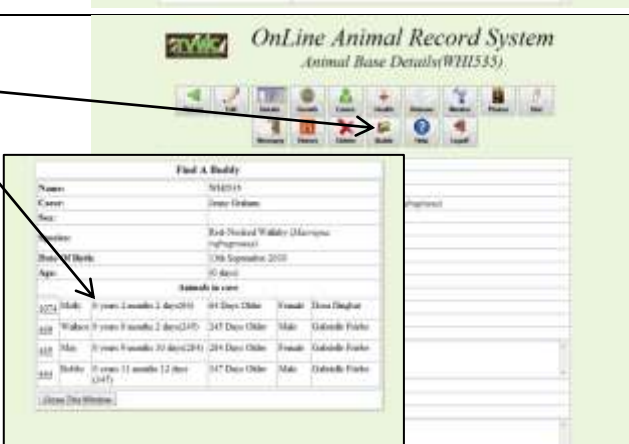
- In this screen, we have 2 drop-lists: “Carer” & “Carer To” (red circle).
- In the “Carer To” list, select the carer your animal is going to, e.g. “Dave”.
- Select “Save”. The screen will refresh.
- Then select the “Return” button.
- This will bring up the “Animal Carer History” screen with dates.
- Upon returning to your animals in care list, it will show Tiny the bat is now gone. Your job is done.



- When Dave logs on to his records, Tiny the bat has now magically appeared in his list of animals in care.
- Dave is now free to edit and update Tiny’s records. NB: clicking Tiny’s “ID” and then the “History” button will bring up the “Animal Combined History” – a useful summary from rescue to present.
- Dora and Dave have now completed a successful transfer (with no paperwork required). The trees are happy too.



8. A COORDINATORS OVERVIEW

<ul style="list-style-type: none"> • Login as per Section 2 • Select the “Animals” button. • When the screen refreshes, set “Species Type” to your animal group e.g. “Wallabies & Kangaroos”. 	
<ul style="list-style-type: none"> • Select “Status” to “In Care”. You are now presented with a full list of all Kangaroos & Wallabies in care. NB: you can further refine by selecting “Species” e.g. “Swamp Wallaby” in the “Species” drop-down list. • Clicking an underlined “ID” will take you to the “Animal Base Details” for that animal. 	
<p>On this page, view all details pertaining to this animal. Click various buttons to view:</p> <ul style="list-style-type: none"> - Growth (as in page 9). - Carer history (who has had before). - Health history - Release info (even satellite tracking). - Photos (if uploaded), and - Full history. <p>But the best button is saved for last.</p>	
<ul style="list-style-type: none"> • This “Buddy” button is a coordinators dream. In the example clicked, it has instantly found 4 similar animals. • Coordinators... Enjoy your new found free time to watch a movie, take up needlepoint, or go to the gym. • No more frustrating phone calls, emails, or hunting and chasing people for info. It is all there at the click of a button. 	

9. LOGGING OFF

One of the great strengths of a “live” database is that multiple users can access the system simultaneously. When you have finished entering details, you have two choices: logging off, or simply closing the window. If cookies are enabled on your computer (most are), logging off will mean you have to re-enter username and ID each time you want to go back in. However, if you have ticked the “Remember me” button at first login, and then simply close the window rather than logoff, you should not have to re-enter this information each time.

However, if using a public access computer (e.g. internet café or public library) please log out.

The “Logoff” button is the last button on the right of most windows. Once logged out, your screen will look like this.



10. WHERE TO FROM HERE?

Simple: bookmark (add to favourites) the blank login page in your browser.

Start entering your own calls and animal records. To do so, **simply enter your own username and password – not Dora’s**. Hopefully, you wrote these on Page 3 of this manual. 😊

The system has even more advanced features such as generating various reports, milk feed charts, anatomical diagrams to aid in measuring, find-a-carer tool, filing necropsy reports and even a Crèche Manager facility for animals such as flying-foxes and kangaroos. Whilst these may not be required by many, they are most useful tools for those that do. For any further information on these features, or any questions about the system in general, please do not hesitate to contact your administrators. Perhaps the final word should come from Dora:



I love records too

Enjoy the ease and simplicity of this system.
Once learned, it just becomes second nature.

11. FREQUENTLY ASKED QUESTIONS

Q: I have lost or forgotten my Login (or password)?

A: Simply contact one of the administrators. They have a secure list of everyone's passwords.

Q: Can I change my password? I don't like the one I have been given.

A: That is fine, you may do that, however, if you forget your new password, you will need to contact one of the administrators so that they can reset it for you.

Q: I am a new coordinator, how can I get an overview of my animal group?

A: This is covered in the Coordinators Overview Section of the manual (Page 11).

Q: I am travelling; can I still access my records?

A: Yes, you can login from anywhere in the world with internet access, e.g. a friend's computer, internet cafes, libraries or even your smartphone.

Q: How much does this new system cost the group to run, and will it increase my internet use?

A: It costs the group nothing, and compared to the previous system, can actually use far less bandwidth for you.

Q: Can anyone tamper with my records?

A: No. Only you and the administrators can edit or delete your records.

Q: What happens if I make a mistake?

A: We all make mistakes at times, but don't panic; there are four different options here:

- a) If you have already saved the record, you need to go back in and edit that record.
- b) If you haven't saved the record, simply exit the screen and start again.
- c) Simply "Delete" the record and start again.
- d) If all else fails – contact an administrator for help.

Q: Can I sort my records differently to how they normally show on the screen?

A: Yes, you can sort the records in almost any way that suits you at any time. In a screen, such as Animal Records - simply click on any of the column headings that are underlined and the sorting will be done by that column. If you want to reverse the order in that column (e.g. From Newest Time in Care to Oldest Time in Care) Click on the little arrow to the right of the Column Title and the order will re-sort.

Q: I have just received a new animal in care, but the phone record for it doesn't show up?

A: You can simply enter your new animal as an animal record. Once the phone record is entered they will automatically link – as long as you ensure that you have included the animal ID Number.

Q: I rescue animals but I don't care for animals. How can I find out what has happened to an animal?

A: To view (but not edit), simply login and click the "Animals" button as on Page 9.

Q: The screen that I want won't display. What is wrong?

A: This is likely to be a problem with your ISP or website server. Check that you have internet connection by trying another site, or, the server could be overloaded. Also, if you have been away from your computer too long and not logged out previously, the connection may have timed out. If so, log in again. Check these solutions and if it doesn't resolve, report to an administrator.

Q: I do phones, but I do not have internet access and therefore cannot enter these records. What happens to the calls when I am on Phone Duty?

A: You will be assigned a Data Entry Person. It will be your responsibility to advise them at the end of your shift of your calls and they will do the On-Line Data Entry for you.

Q: I have a computer, but am not overly confident or "computer literate". I don't understand technology – how hard is this to use?

A: As with anything new, change can sometimes be a little daunting. However, this program is easy to use, with clickable visual buttons and many dropdown boxes to reduce typing. If you are unsure, please phone an administrator and they can guide you through the system step-by-step.

Q: I have released an animal but it has disappeared from my Animal Care Summary. Why can't I find its record?

A: Check the Status Box, the record has simply moved from your "In Care" status to the "Released" Status. You can also still find the record by looking at "All" your animals. The released animal's name will be coloured green.

Q: I cannot find the right field in the screen for some information about the animal?

A: If you have information that doesn't belong in any of the fields, add that extra information into the notes box at the bottom of the screen. It is valuable to put in all information and not just disregard it. For example, in six months' time you will probably have handled so many more animals that it might be hard to remember. Also, those notes are then easily read by other carers or coordinators who may need them.

Q: Whose responsibility is it to enter an animal in the online system?

A: It is the responsibility of the person receiving the animal into care (the carer). For the system to work well, the animal should be entered onto the system within 24 hours of receipt of the animal. This allows coordinators a rapid and up-to-date overview as needed.

Q: Why has TVWC adopted this system?

A: Many may not be aware, but the previous system ran from a mix of MS Access, MS Excel and custom software – not to mention, diaries, pieces of paper, sticky-notes, and even peoples' memories. Also, it required double or triple entry of the same information. At worst case (with multiple transfers) some animals actually required the same information to be entered as many as eight times. This was time consuming and required many people to try to piece this information together into a "whole". The new streamlined system simply allocates one record to one animal. When that record is edited, it remains one simple record and allows all parties instant access. Coordinators will now have an instant overview at the click of a button. This streamlining allows everyone much more time to do what we do best – look after animals.

