

Student Worker Documentation

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Admin Accounts

For the night shift and other duties, student workers are assigned an admin account and set a unique password for that account. This account gives access to [PaperCut](#), [SSPR](#), and [Panda](#) so that you are able to handle some situations at the help desk that otherwise you are not able to.

If you forget your username and/or password, [contact Bob Martens](#).

Adding Print Credit through PaperCut

- Visit <http://papercut.mlc-wels.edu/admin> from a machine on the Academic Network
- Login with your Student Worker Admin credentials
- Click on the **Users** tab near the top
- Type in the persons name/username in the *Quick find* box and then click once the username is entered
- On the resulting screen, find and the section, click on *adjust*
- On the next screen, enter the adjustment to apply and an appropriate comment about why it is being applied
- Click

You should now see a banners stating that the adjustment has been applied. The effect is immediate. Take note of who came and what amount was added so that Jill can enter it the following business dat.

Resetting Passwords through SSPR

- Visit <https://sspr.mlc-wels.edu> and login with your Student Worker Admin credentials
- On the resulting screen, select **Help Desk**
- The search box will do a search across names, email addresses, MLC ID number, and usernames stored in eDirectory ... make sure to select the proper person
- The next screen will give you buttons to **Unlock** an account if it is locked or to **Change Password** for the account ... select that which is appropriate
- If you click to change the password, you will need to type a new password twice and then click **Change Password** in the modal box or click on **Random Password** to have a list of possible passwords to use (and will be immediately changed if you click on one)

The individual will need to set a new password the next time they try to log in. If they continue to have issues, have them contact Network Services, or come back, during business hours. They are able to find those hours at <http://mlc-wels.edu/support>.

Weekly Jobs

Check All Labs

Each week, visit each lab and check for the following items:

- All Keyboards Present and Working
- All Mice Present and Working
- All Machines Present and Working
- All Monitors Present and Working
- Every Setup Logs In
- Printer Working
- Room is Clean
- Desks in Good/Decent Condition