EZQUEUE · MAIN APP

System Admin Manual

For IT and system admins who set up offices, users and settings.

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1 Sign in

Sign in with your username and password to manage the whole system.

What this is for

You need to sign in before you can manage EZQueue.

Before you start

- Your username and password.
- Access to your email, if this is a new computer.

Steps

1. Type your username in **Username** and your password in **Password**.
2. Tap **Sign In**.
3. If you see **Two-Factor Authentication**, type the 6-digit code from your email. On your own work computer, tick **Remember this device for 30 days**.
4. Tap **Verify & Sign In**. **System Overview** opens.

If something goes wrong

- **No code in your email**: wait a minute, then tap **Resend verification code**.

2 Read the system overview

See all offices, users, stations and today's queues in one place.

What this is for

System Overview shows queue work across all offices, office traffic and system health.

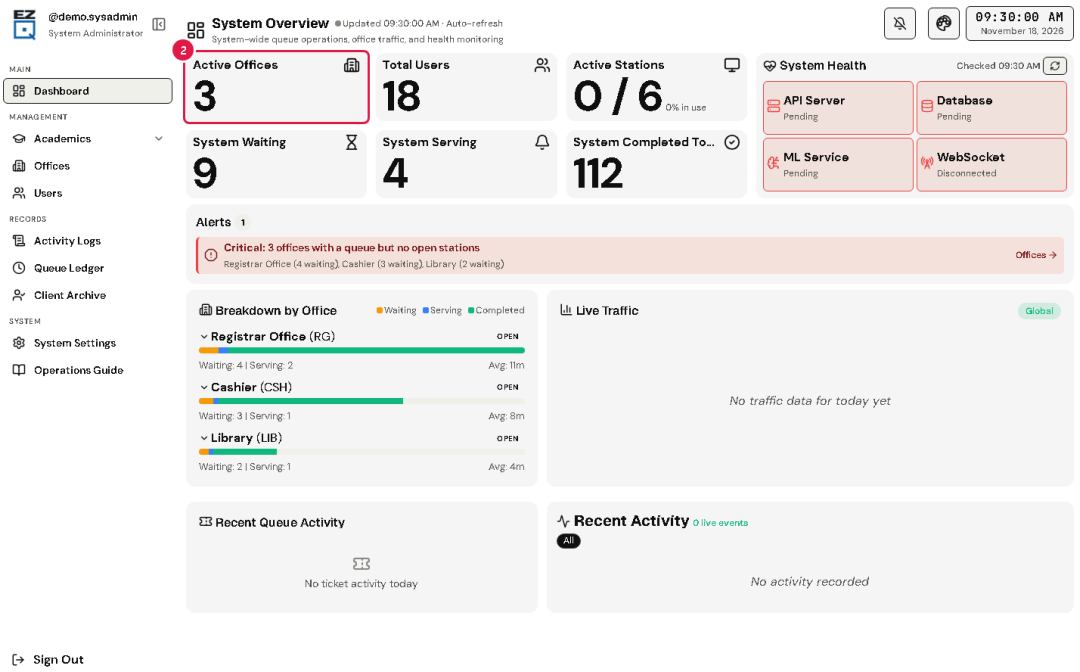
Before you start

- You are signed in as a system admin or IT admin.

Steps

1 Tap **Dashboard** in the left menu.

2 Read the boxes at the top, for example **Active Offices**, **Total Users**, **System Waiting** and **System Completed Today**. Point at a box, or tap it, to see the numbers by office or by role.



3 Check **Alerts** for anything that needs you.

4 **Breakdown by Office** shows each office's load. **Live Traffic** shows a chart of ticket traffic.

5 To check the system health again, tap **Refresh system health**.

3 Add or change an office

Set up the offices that give tickets, like the Registrar or the Cashier.

What this is for

Each office has its own line, services, staff and stations.

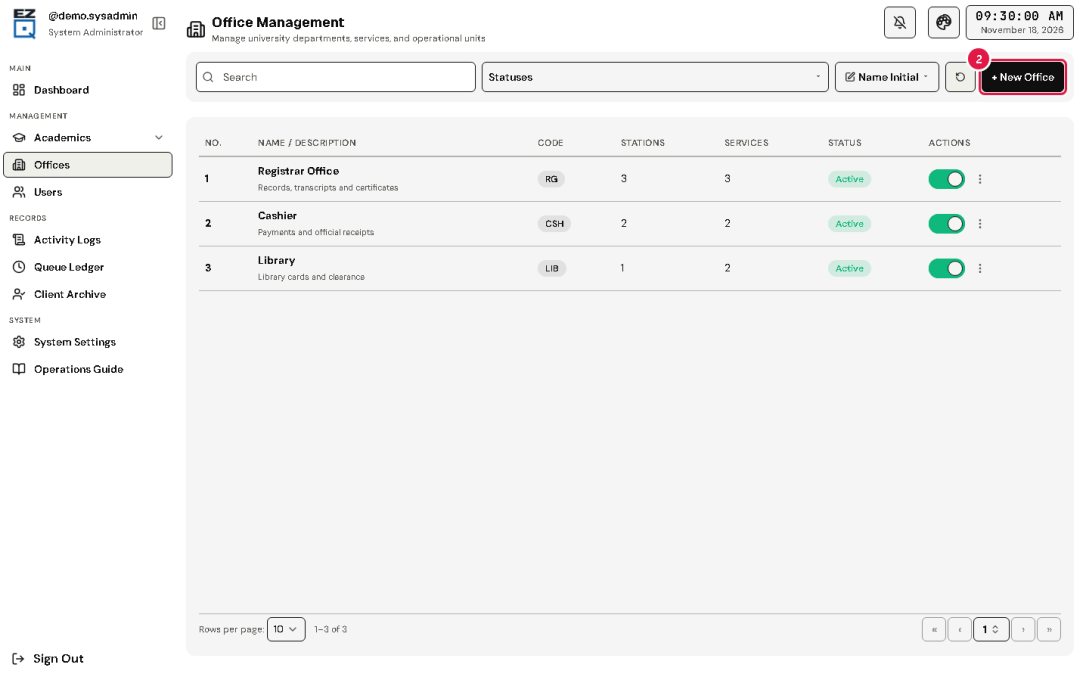
Before you start

- You are signed in as a system admin or IT admin.

Steps

1 Tap **Offices** in the left menu.

2 Tap **New Office**.



3 Fill in **Office Name** and **Office Code** (both required), and a **Description**.

4 Tap **Add**.

5 To change an office, open its actions menu (⋮) and choose **Edit**. Choose **Details** to see it, with its assigned staff.

6 To stop an office for now, turn off its status switch.

> ⚠ **Warning** **Delete** asks you to type the office name before it removes the office.

If something goes wrong

- **An error shows when you tap Add**: read the message and check the required boxes (*).

4 Add or change a user

Create accounts for admins and staff, and choose their role and office.

What this is for

Everyone who signs in needs an account. The role decides what they can do.

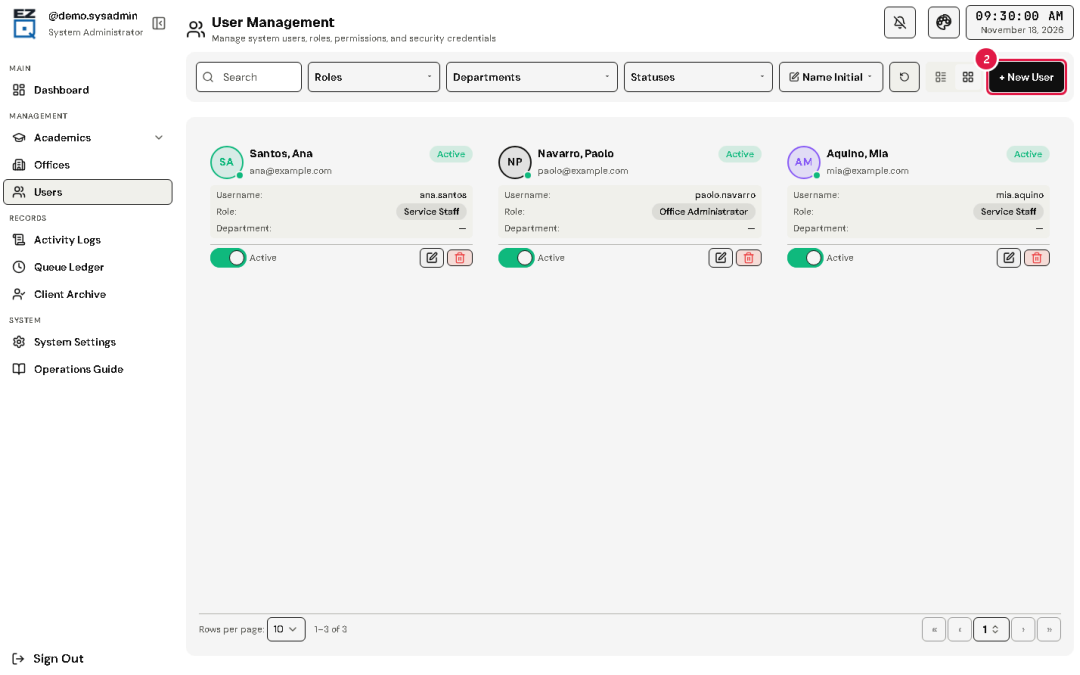
Before you start

- You are signed in as a system admin or IT admin.

Steps

1 Tap **Users** in the left menu.

2 Tap **New User**.



3 Fill in **Full Name**, **Username**, **Email** and **Password**.

4 Choose a **Role**, for example **Office Administrator** or **Service Staff**.

5. For office roles, choose the **Department**. For **Service Staff**, also choose the window. System and IT admins have no department.

6. Tap **Add**.

7. To change a user, open the actions menu (⋮) and choose **Edit**. Leave the password empty to keep it.

8. To stop an account for now, turn off its status switch.

> ⚠ **Warning** **Delete** removes the account for good. Its tickets and sessions are kept.

If something goes wrong

- **No windows to choose**: the window list shows "— No windows configured for this office —". Add stations for that office first.

5 Set up academic years

Add school years and semesters with their start and end dates.

What this is for

Academic Years lists school years and semesters with their active dates.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. In the left menu, open **Academics** and tap **Academic Years**.
2. Tap **New Academic Year**.
3. Fill in **Name**, **Semester**, **Start Date** and **End Date**. All are required.
4. Tap **Add**.

> ⚠ **Warning** Deleting asks you to type the name in **Type name here** to confirm.

6 Set up subjects

Add the subjects used in EZQueue.

What this is for

Subjects lists subjects. The page describes it as the place to manage subjects and link them to programs.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. In the left menu, open **Academics** and tap **Subjects**.
2. Tap **New Subject**.
3. Fill in **Subject Code** and **Subject Name**. Both are required.
4. Tap **Add**.

> **Tip** Use **Search Subjects** and the **Program** filter to find a subject.

> **Warning** Deleting asks you to type the name in **Type name here** to confirm.

7 Set up colleges

Add the colleges that students choose when they get a ticket.

What this is for

Colleges & Faculties lists colleges and their codes.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. In the left menu, open **Academics** and tap **Colleges**.
2. Tap **New College**.
3. Fill in **College Code** and **College Name**. Location, description and dean details are optional.
4. Tap **Add**.

> ⚠ **Warning** Deleting asks you to type the name in **Type name here** to confirm.

> 💡 **Tip** A college that was turned off can be turned on again with **Reactivate College**.

8 Set up programs

Add degree programs and their majors.

What this is for

Programs & Degrees lists the courses students choose on the kiosk and remote portal.

Before you start

- The college exists (see **Set up colleges**).

Steps

1. In the left menu, open **Academics** and tap **Programs**.
2. Tap **New Course**.
3. Fill in **Course Code** and **Course Name**.
4. Optional: type the majors in **Majors / Specializations**, separated by commas, and choose the **College Assignment**.
5. Tap **Add**.

> ⚠ **Warning** Deleting asks you to type the name in **Type name here** to confirm.

9 Look up tickets in all offices

Search the ticket history of every office and export it.

What this is for

The **Global Queue Ledger** is the ticket history of all offices.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. Tap **Queue Ledger** in the left menu.
2. Type a ticket number or name in **Search ticket or name…**.
3. To narrow the list, use the filters, for example **Office**, **Status** or **Service**.
4. Tap a ticket to see its details.
5. Tap **Export**. A preview opens, where you can download it as a PDF or print it.

If something goes wrong

- **The list is empty**: tap **Reset Filters**.

10 Find a client's records

Look up a client's details and their ticket history.

What this is for

Client Profile Archive keeps client records, IDs and ticket history.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. Tap **Client Archive** in the left menu.
2. Type a name or ID in **Search name or ID…**. You can also filter by **Role**, **College** or **Course**.
3. Tap a client to open **Client Profile & Ticket History**.

If something goes wrong

- **"No Client Profiles Found"**: check the spelling, or tap **Reset Filters**.

11 Check the system logs

See actions, sign-ins and security events across the system.

What this is for

System Logs is the record of actions, sign-ins and security events in all offices.

Before you start

- You are signed in as a system admin or IT admin.

Steps

1. Tap **Activity Logs** in the left menu.
2. Type in **Search**, or filter by **Office**, **User** or **Action**.
3. Tap **Reset Filters** to see everything again.

12 Read notifications

See system alerts and announcements.

What this is for

Notifications collects system alerts, operational broadcasts and queue announcements.

Steps

1. Tap **Notifications** in the left menu.
2. Read the list. Use the filters to narrow it, and **Reset Filters** to clear them.
3. To remove a notification from the list, tap **Dismiss**.

13 Make a system-wide report

Create traffic, service or staff reports for all offices or one office.

What this is for

System-Wide Reports sums up work across offices.

Before you start

- **System Reports** is in your left menu only when **Enable System Reports View** is on in **System Settings** > **Beta Features**.

Steps

1. Tap **System Reports** in the left menu.
2. Choose a **Report Type**: **Queue Traffic Report**, **Service Report** or **Staff Performance**.
3. To see one office, choose it in **Filter by Office**.
4. Tap **Export**. The Document Builder opens, where you set up and save the report.

14 Send reports by email on a schedule

Set up reports that EZQueue makes and emails by itself.

What this is for

Automated Report Schedules emails reports at set times.

Before you start

- **Scheduled Reports** is in your left menu only when **Enable System Reports View** is on.

Steps

1. Tap **Scheduled Reports** in the left menu.
2. Tap **Create Schedule**.
3. Choose the **Format**, the **Reports to Include** and the **Date Range Filter**.
4. Set when it runs. The time box uses the form "minute hour day month weekday", for example **0 9 * * 1**.
5. Type the email addresses that get the report.
6. Tap **Create Schedule**.
7. In the list, the actions menu has **Run Now**, **Preview PDF Report**, **Edit** and **Delete**.

15 Read the system-wide analytics

See charts of all offices, staff and peak hours.

What this is for

System-Wide Analytics shows campus-wide queue charts and office insights.

Before you start

- **System Analytics** is in your left menu only when **Enable Analytics Dashboard** is on in **System Settings** > **Beta Features**.

Steps

1. Tap **System Analytics** in the left menu.
2. Scroll through the charts, for example **Office Performance Heatmap**, **Peak Hour Heatmap** and **SLA Compliance**.
3. To change how often the page updates, choose a **Refresh Interval**.
4. To save office numbers, use **Export Office Performance**.

16 Read the forecasts

See predicted ticket numbers, busy days and unusual patterns.

What this is for

Predictive Forecasting shows traffic forecasts and staffing suggestions made by machine learning.

Before you start

- **Forecasting** is in your left menu only when **Enable Machine Learning Forecasting** is on in **System Settings** > **Beta Features**.

Steps

1. Tap **Forecasting** in the left menu.
2. Choose an **Office** and the number of **Forecast Days**.
3. Read the boxes: **Total Predicted Tickets**, **Peak Day**, **Anomalies Detected** and **High Priority Actions**.
4. Scroll to **Demand Forecast**, **Anomaly Detection** and **Recommendations**.

17 Change system settings

Open or close the system, turn features on or off, and set queue rules for everyone.

What this is for

System Configuration controls EZQueue for every office.

Before you start

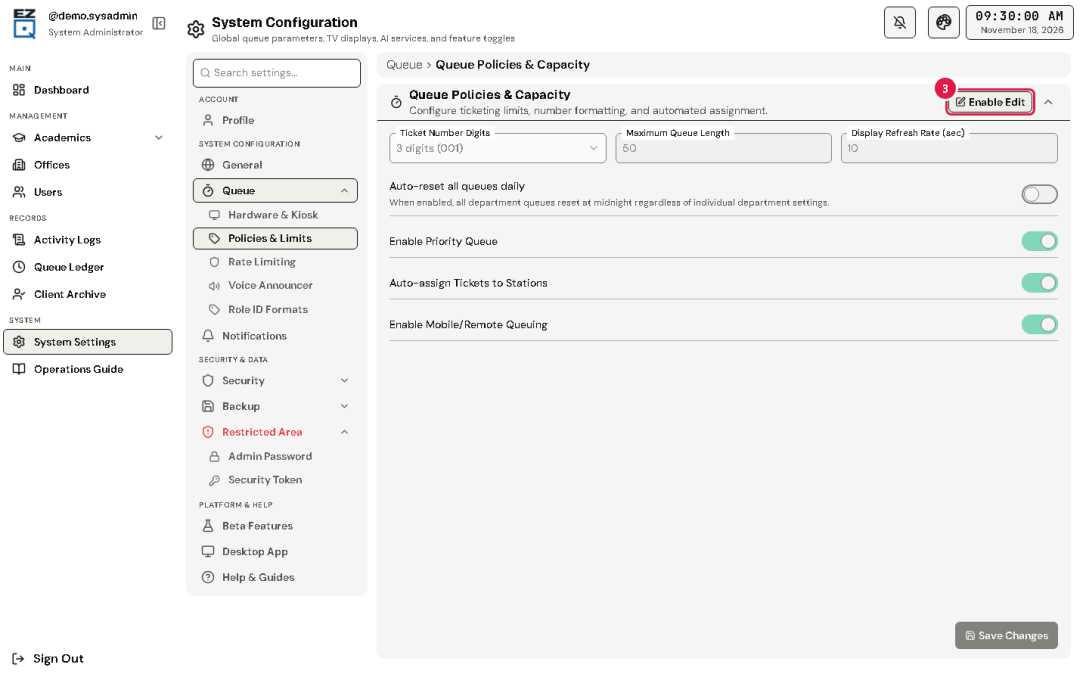
- You are signed in as a system admin or IT admin.

Steps

1. Tap **System Settings** in the left menu. **System Configuration** opens.

2. In the list on the left, tap a section. For example, under **Queue**, tap **Policies & Limits**.

3. Tap **Enable Edit**, change the values, then tap the save button at the bottom of the section.



4 Settings you may need:

- **Queue** > **Hardware & Kiosk** (**Operational Status & Hardware**): **System Status** and **Kiosk Active**. When the system is closed or under maintenance, kiosks and the remote portal show a message and give no tickets.
- **Queue** > **Policies & Limits** (**Queue Policies & Capacity**): **Enable Mobile/Remote Queuing** (getting tickets by phone) and **Enable Priority Queue**.
- **Beta Features**: **Enable Analytics Dashboard**, **Enable System Reports View** and **Enable Machine Learning Forecasting**. Each adds its page to the menu.

> **Tip** Other sections include **Rate Limiting & Abuse Prevention**, **Voice Announcer (Kokoro TTS)** and **Security Settings**.