Fundamentals for Tiered Administrators

Course Description

Welcome to Fundamentals for Tiered Administrators.

This course introduces you to some of the maintenance duties that can be performed by Tiered Administrators. You explore the Administration Console. You practice creating users, and Address Book entries, and you view Users and Groups through the Status Monitor. Finally, you practice what you have learned in a lab. If you are new to this material, we recommend that you take the lessons in order; however, this is not a requirement.

- You may exit the course and return to where you left off at any time.
- To get credit for completing this course, you must complete each lesson as well as the lab.
- Completing all lessons, and the lab, takes about 30 minutes.#

We encourage you to share ideas and questions with others taking the course by clicking "Course Discussion" on the right. If you'd like to leave feedback during the course, please click "Feedback" in the upper-right corner of the window. You'll also have the opportunity to leave feedback while taking the survey at the end of the course.

Learning Objectives:

By the end of the course, you should be able to:

- Access the Administration Console
- Add, Edit and Delete Users
- Understand Tiered Administration best practices
- Create Users and Address Book entries
- Understand naming conventions
- View Users and Groups
- Know the functionality of Badge and Group Status Monitors

Modules:

1. Introduction to Fundamentals for Tiered Administrators (2:00)

Why have Tiered Administrators? Tiered Admins can help the main system administrators by taking care of one or more tasks. Because Tiered Administrators often work in departments, they can have direct access to users. As a result, they may help meet the needs of users faster, without having to submit a request to system administrators in IT. Tiered Administrators can be liaisons between users and sys admins, acting as the voice of the user.
Length: 00:02:00 minutes
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2. Creating Users for Tiered Administrators (8:30)

As a Tiered Administrator, you fulfill an important function, helping system administrators manage daily tasks. Because you may work in the same department with your users, you are a liaison, and can help be the voice of your users. In this lesson you learn about accessing the Administration Console, and you practice adding, editing and deleting users. **Length:** 00:08:30 minutes

3. Creating Address Book Entries for Tiered Administrators (6:00)

In this lesson you learn about the Address Book. The address book is a convenient way for badge users to contact places and people who are not badge users. You learn about best practices and naming conventions, and you practice creating Address Book entries. **Length:** 00:06:00 minutes

4. Viewing Users and Groups for Tiered Administrators (4:00)

The Status Monitor screen provides pages that display information about badge users, groups, and devices that are assigned to groups. For example, you can find out which users and which members of a group are currently logged in. In this lesson you learn about the Badge Status Monitor and the Group Status Monitor.
Length:00:04:00 minutes

5. Tiered Administrators Lab for Tiered Administrators (10:00)

You have been assigned as a Tiered Administrator for General Hospital during your Vocera deployment. Your department has been given some responsibility for maintaining users and address book entries. **Length:**00:10:00 minutes