



PhotoLynx® TrackLynx® User's Manual

TrackLynx® is a customer service application for ImageMatch® users to manage re-orders and track jobs. Users can search for specific subjects within all ImageMatch® jobs. Then edit and modify data, add Action Items, and open subjects and jobs directly in ImageMatch®. TrackLynx® allows you to edit packages and print multiple subject orders directly to RipLynx!®.

PhotoLynx® Mission Statement

PhotoLynx®, Inc. strives to keep abreast of the latest hardware and software technology while continuing to support existing standards. PhotoLynx® places the highest value on supporting and serving our clients. PhotoLynx® seeks to align itself with businesses providing hardware, software and services that will benefit our clients in the photographic industry.



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Getting Started

TrackLynx[®] was designed initially as a customer service application for PhotoLynx[®] ImageMatch[®] users. As a TrackLynx[®] user, you are able to combine and search for subjects within all of the ImageMatch[®] jobs, edit or flag subjects within those jobs as well as search, edit/modify, add Action Items for subjects, open subject/jobs directly in ImageMatch[®], download web orders, add/edit packages, process entire workflow based reports, track subjects and/or jobs and print subject orders directly to RipLynx![®].

System Requirements

Minimum

- Intel Celeron or AMD Duron processor @ 1.5 GHz
- Microsoft Windows 7
- 1GB of RAM
- 4 GB of available hard-disk space
- Color monitor with 8 million (16-bit) or greater video card
- Monitor resolution of 1024×768 or greater
- CD-ROM drive

Recommended

- Intel Pentium 4 or AMD Athlon XP processor @ 3.0 + GHz; Duo or Quad core for faster rendering
- Microsoft Windows 7, Windows 8
- 32 or 64 bit
- 4-8 GB recommended
- 160 GB of available hard-disk space
- Color monitor with 16 million (32-bit) or greater video card w/64 MB of RAM
- Monitor resolution of 1024×768 or greater
- CD-R / CD-RW, DVD-R drive
- Fast Connection to the Internet (including e-mail)



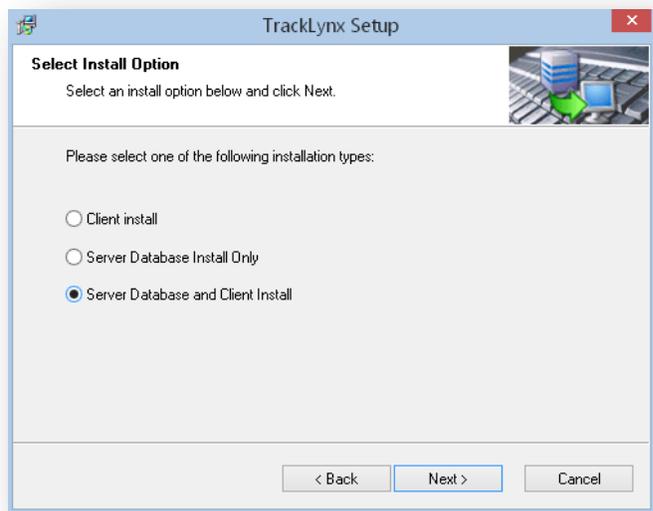


Instructions for Installing/Activating Software

It is recommended that you install the Server first. TrackLynx[®] was designed to be used in a server to client environment. Before installing TrackLynx[®], choose your computer that will act as the server. This computer should stay on 24/7 and should allow network access to the other computers on the network that will be used as your client computers.

Server Install and Setup

1. You should receive an email from the PhotoLynx[®] Tech Support Team listing one main install link and four upgrade links. Click on these links to download
2. Right-click on the tracklynx.setup.exe installer and choose *Run as Administrator*
3. Choose *Server Database and Client Install* and press *Next*
4. Follow the install prompts
5. Once finished installing, right-click on your first upgrade link and choose *Run as Administrator*
6. Follow the install prompts
7. Follow steps 5 & 6 through each of your upgrade links
Note: *Be sure to run these upgrade links in order*
8. Right click on the TrackLynx[®] icon on your desktop
9. Select *Properties*
10. Under your *Compatibility* tab, check off *Run this program as an administrator*
11. Click *Apply* then *OK*



To Activate:

1. You should have received an Activation File from your PhotoLynx[®] Tech Support team. Save this file someplace on your computer that is easy to remember. **For Example:** *Your Desktop*
2. Open TrackLynx[®]
3. A window will display showing your activation status and the time left on your activation
4. Press the *Load Activation File* link
5. Browse out and select the Activation File you received and press *Open*
6. Verify that your expiration date is correct and close the activation window
Note: *You can check your activation status under Help>Activation*



Set Up Your Server Station

When you open TrackLynx[®], you will see a log in screen prompting for a username and password:

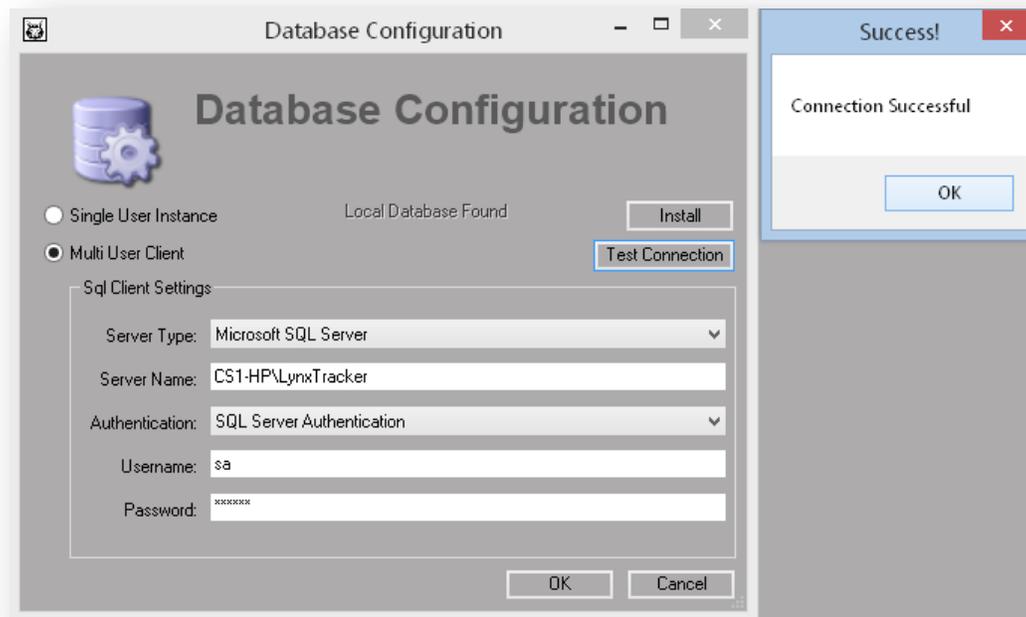
Log In

1. For your username, type *admin*
2. There is no password, just press *Login*

Connecting the Database

Once logged in, your first step to setting up your Server station is to connect your database. To do this:

1. Once logged in, click on the paw print in the top left hand corner of your screen and go to *File>Database*
2. Once your *Database Configuration* is open, be sure *Multi User Client* is selected
3. Your *Server Type* should automatically be pointed at the *Microsoft SQL Server*
4. Your *Server Name* should be *YourComputerName\LynxTracker*
For Example: *My computer name is CS1-HP, so my Server Name is CS1-HP\LynxTracker*
5. Your *Authentication* should be *SQL Server Authentication*
6. Your *Username* is: *sa*
7. Your *Password* is: please
8. Once all set up, press the *Test Connection* button to ensure successful connection. You will get a pop-up saying *Connection Successful*. If not, repeat steps 1-9 and try again
9. Press *OK* to close the *Database Configuration*. You will get a notification saying that TrackLynx[®] will be restarted. Press *OK*





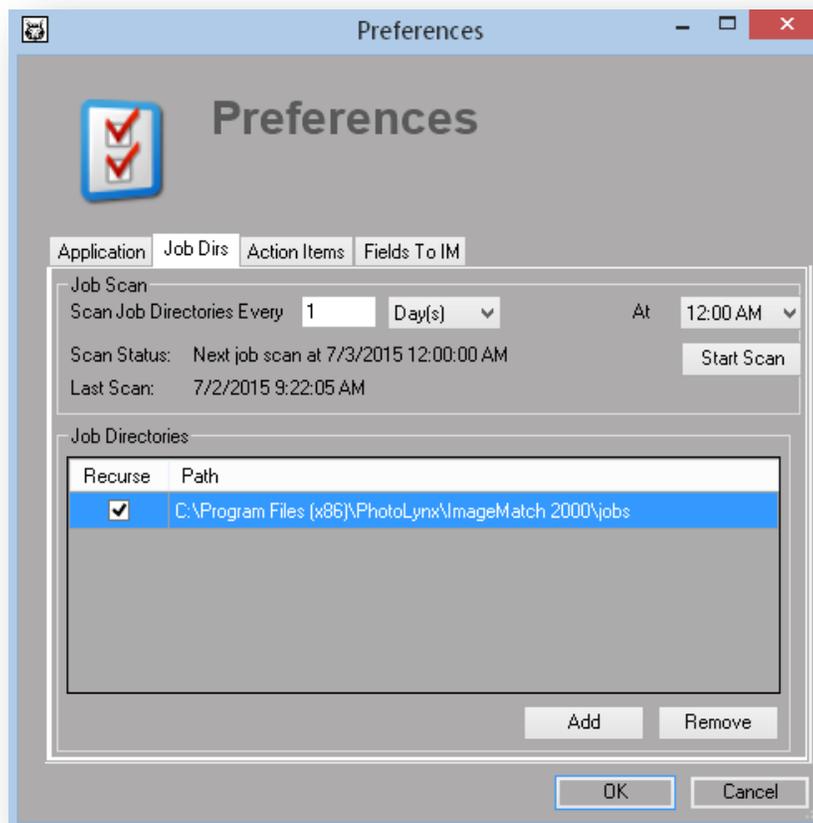
Scanning for Jobs

Once your database is set up, you can now scan for jobs inside of TrackLynx[®]. To do this:

1. Open TrackLynx[®] and [log in](#)
2. Once logged in, click on the paw print in the top left hand corner of your screen and go to *File>Preferences* and select the *Job Dirs* tab
3. Select how often and at what time you would like TrackLynx[®] to automatically scan for new jobs
4. Below the *Job Directories* box, press the *Add* button and browse out to the location where your ImageMatch[®] jobs (.mdb files) are saved

Note: *If you have your jobs in multiple locations, continue to press the Add button and add all the locations until you see everything listed*

5. Press the *Start Scan* button and allow it enough to time finish scanning all of your jobs

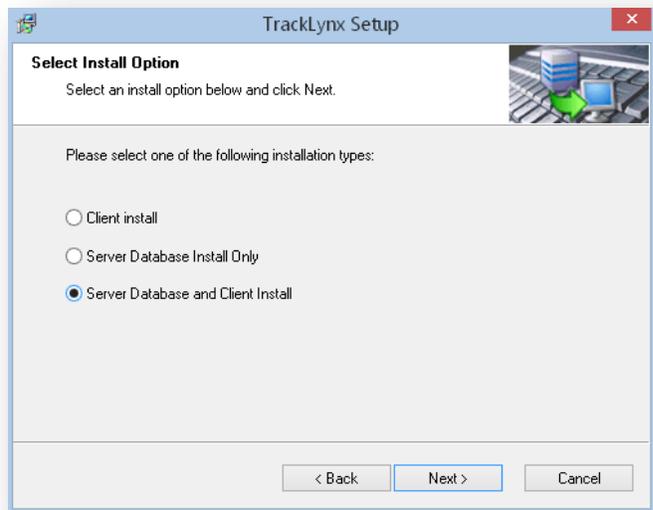




Client Install and Setup

Once you have your server machine set up, you can now install client stations that can communicate directly with the server station. Be sure that all of your machines have the same network access and have full rights to communicate with each other. To set up your client stations:

1. You should receive an email from the PhotoLynx® Tech Support Team listing one main install link and four upgrade links. Click on these links to download
2. Right-click on the tracklynx.setup.exe installer and choose *Run as Administrator*
3. Choose *Server Database and Client Install* and press *Next*
4. Follow the install prompts
5. Once finished installing, right-click on your first upgrade link and choose *Run as Administrator*
6. Follow the install prompts
7. Follow steps 5 & 6 through each of your upgrade links
Note: *Be sure to run these upgrade links in order*
8. Right click on the TrackLynx® icon on your desktop
9. Select *Properties*
10. Under your *Compatibility* tab, check off *Run this program as an administrator*
11. Click *Apply* then *OK*



To Activate:

1. You should have received an Activation File from your PhotoLynx® Tech Support team. Save this file someplace on your computer that is easy to remember. **For Example:** *Your Desktop*
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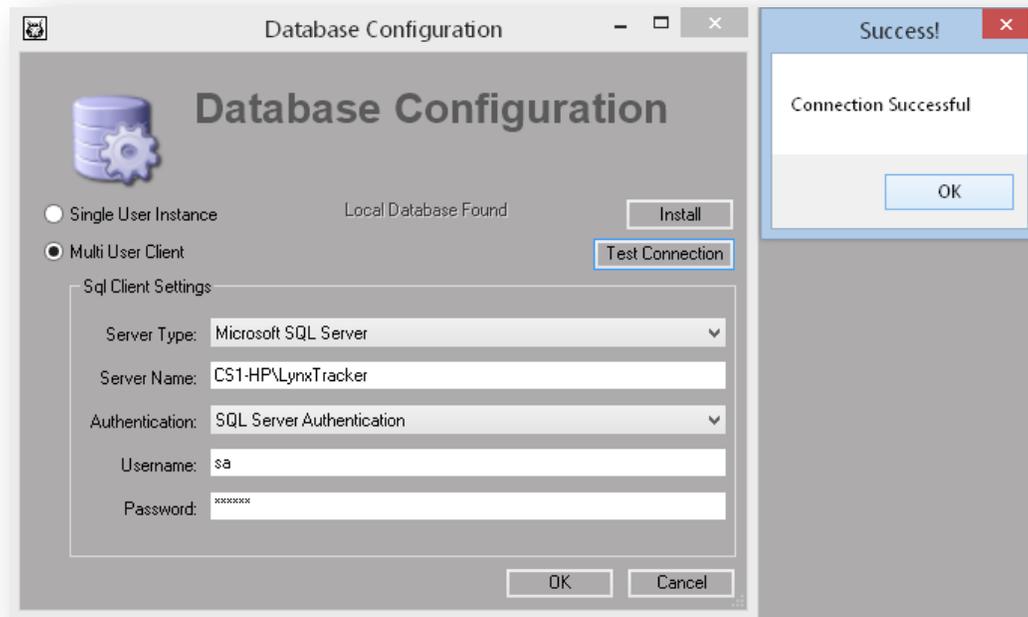
Log In

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For Example: My Server computer name listed previously is *CS1-HP*, so my *Server Name* is *CS1-HP\LynxTracker*
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6. Your *Username* is: *sa*
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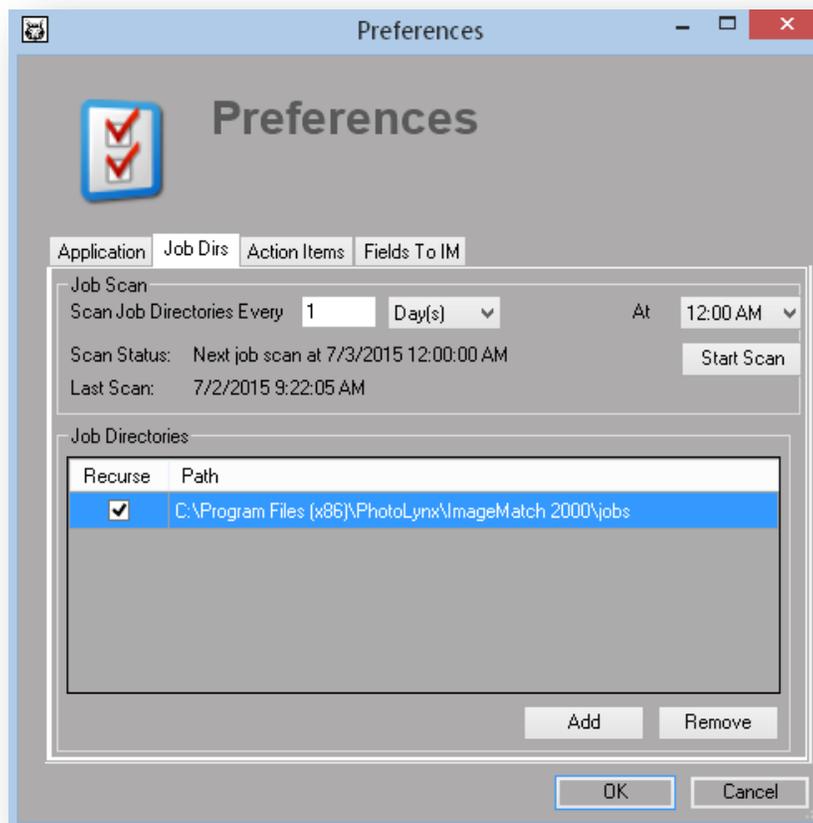
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4. Below the *Job Directories* box, press the *Add* button and browse out to the location where your ImageMatch[®] jobs (.mdb files) are saved

Note: *If you have your jobs in multiple locations, continue to press the Add button and add all the locations until you see everything listed*

5. Press the *Start Scan* button and allow it enough to time finish scanning all of your jobs





Adding and Editing Users

By default, your TrackLynx® will be set up with the username of Admin and no password. You have the option to change the log in information as well as set up additional users for TrackLynx®. To do this:

1. Press the *Edit Users* icon on the bottom right of your main TrackLynx® screen
2. Your list of *Users* will be at the top left hand area of your screen. You can *Add, Edit or Delete* any user listed here by highlighting them and pressing the corresponding button
3. The *User Detail* is on the top right hand area of your screen. To change your *Password*, press the *Change* button. You will get a *Change Password* dialogue pop up. Type in your *Current Password* and your *New Password*. Press *OK* to continue
4. When a user first signs on to the software, you can choose which screen they first open up to. Press the drop down next to *Login Page* to make this selection
5. Your *Permissions* are on the bottom right of your screen. Simply check off which rights you wish your user to have, or uncheck if you don't want them to have specific permissions

Users

admin
Yvonne

Add
Edit
Delete

User Detail

User Name:

Full Name: New Password:

Email: Confirm Password:

Groups:

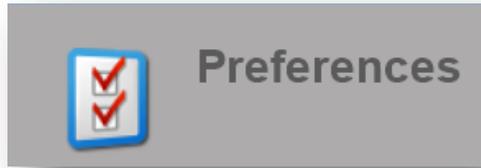
Login Page: Main

- Main
- Reports
- Action Items
- Jobs/Search

Permission	View	Edit
Administrator	<input type="checkbox"/>	<input type="checkbox"/>
Action Items	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jobs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Subjects	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Users	<input type="checkbox"/>	<input type="checkbox"/>
Preferences	<input type="checkbox"/>	<input type="checkbox"/>



Setting Up Preferences

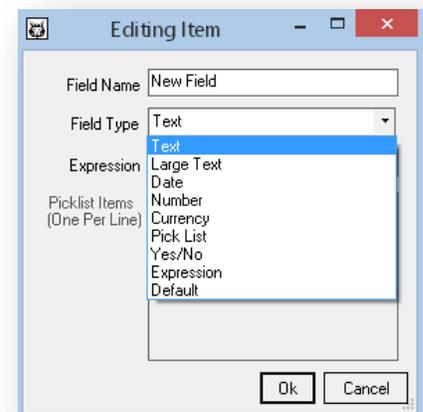


TrackLynx[®] is set up with default *Action Items*. You have the ability to not only add, edit or delete these Action Items, but you can also choose which of these fields you wish to have displayed in your ImageMatch[®] jobs as well. To set these up:

Action Items

To set up the specific *Action Items* to use inside of TrackLynx[®]:

1. Open TrackLynx[®] and [log in](#)
2. Once logged in, click on the paw print in the top left hand corner of your screen and go to *File>Preferences* and select the *Action Items* tab
3. To *Add* a new action item:
 - a. Press the *Add* button
 - b. Type in the *Field Name*
 - c. Select your *Field Type* from the dropdown menu
 - i. *Text* will allow you to add a small amount of text to your Action Item
 - ii. *Large Text* will allow you to add text to your Action item that will require a lot of information (**For Example:** *Notes*)
 - iii. *Date* will allow you to enter a date into your Action Item
 - iv. *Number* will allow you to enter a numerical value into your Action Item
 - v. *Currency* will allow you to enter a currency value into your Action Item
 - vi. *Pick List* will create a drop down list for you to choose from. List the items to be listed in your drop down list in the *Picklist Items* box
 - vii. *Yes/No* will allow you to choose either *Yes* or *No* in your Action Item
 - viii. *Expression* will allow you to quickly identify if the child has a weird expression on their face (**For Example:** *You set up an Expression action item that says “Eyes Closed”*)
4. To *Edit* an existing action item, highlight the action item and press the *Edit* button
5. To *Delete* an existing action item, highlight the action item and press the *Delete* button
6. Once finished, press the *OK* button

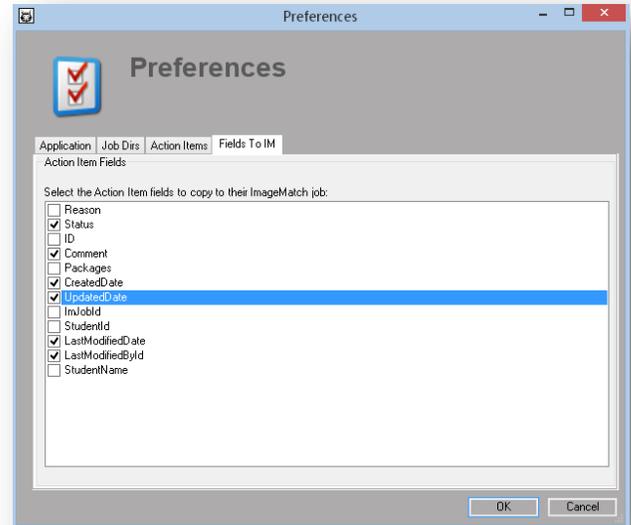




Fields to ImageMatch®

To see your Action Items listed in a field inside of your ImageMatch® job, you first need to specify which Action Items to send over. To do this:

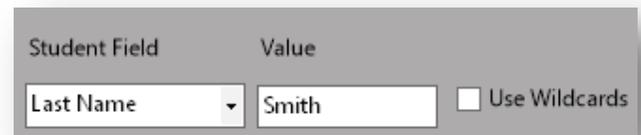
1. Open TrackLynx® and [log in](#)
2. Once logged in, click on the paw print in the top left hand corner of your screen and go to *File>Preferences* and select the *Fields to IM* tab
3. From here, simply check the Action Items you wish to see displayed in your ImageMatch® job
4. If there is an Action Item you do not wish to see, be sure there is no check mark next to it
5. Once finished, press the *OK* button



Subject Search

Searching through all of your subjects in all of your ImageMatch® jobs is now a breeze thanks to TrackLynx®! To do this:

1. Open TrackLynx® and [log in](#)
2. Press the *Jobs/Search* icon from your main screen
Note: *You can also access this feature in your top toolbar*
3. If you know which job the subject is attached to, you can select your indicator under the *Job Field* drop down, and type in the specific information for this job under *Value*
For Example: *JobName: Jones Middle School 2015*
4. You can also search by Student Information. Select the proper field indicator under the *Student Field* dropdown, and type in the specific information for this subject under *Value*
For Example: *Last Name: Smith*
5. If you would like to use a wildcard in your search, check the box for *Use Wildcards*
For Example: *For every student with the last name that starts with SM, you would have your Student Field selected to Last Name, then your Value to SM**
6. Once your information is typed in, press the *Filter* button, or press *Enter* on your keyboard





Search Results

After you have filtered your jobs for specific search information, you will be taken to your *Search Results* screen. Your results will be grouped together underneath the ImageMatch® jobs they were created in.

1. Locate and highlight the correct subject(s) from your search results
Note: *You can highlight more than one field to select several records*
2. To add *Action Items* for your subject, or to edit any of the subject's data, press the *Subject Details* button
3. To open your selected subject(s) in ImageMatch®, press the *Open in ImageMatch®* button

Search Results
Found 28 Student(s) in 11 Job(s)

1 Student(s) in: Green Screen.mdb < jobs < ImageMatch 2000 < PhotoLynx < Program Files (x86) < C:\

SortIndex	MoveIndex	Code	Job Type	Job Number	Sequence Number	Sequence Letter	Criteria	Record Number	First Name	Last Name
6	0								Alajah	Smith

Subject Details/Applying Action Items

After searching for your subject and locating them in your search results, highlight this subject and press the *Subject Details* button to view their record. Here you can edit/update any of their data as well as add any necessary action items. To add an action item:

1. Inside the subject's record in TrackLynx®, press the *Create* button in the bottom right hand corner of the screen
2. Select which action to add to this subject from the *Action* drop down list
3. Select the *Status* of this Action Item
For Example: *If this is a new Action Item, select "New"*
4. If they are ordering a new package, press the *Packages* button and make your package selection
5. List any necessary comments in the *Comments* box
For Example: *"Called in 7-2-2015"*
6. Press the *OK* button
7. To add additional Action Items for this one subject, follow steps 1-6 until all your Action Items are added
8. To *Edit* any Action Items, highlight the Action Item and press the *Edit* button
For Example: *To change the status from "New" to "In Progress"*
9. To *Resolve* any Action Items, highlight the Action Item and press the *Resolve* button

Action Item

Action Item Info

Action: Reprint/Reorder

Status: New

New Packages: 25-1

Created: 7/2/2015 3:45:34 PM

Updated: 1/1/1753 12:00:00 AM

Comments

Mom called in to order reprints on 7-2-2015



Viewing/Resolving Action Items



Action Items

Rather than opening every single ImageMatch[®] job to find the specific child to solve their Action Item, you can simply build one unique ImageMatch[®] job based on the Action Items listed inside of TrackLynx[®]. To do this:

1. Open TrackLynx[®] and [log in](#)
2. Press the *Action Items* icon from your main screen

Note: You can also access this feature in your top toolbar

View Only Open Items

3. To see any *unresolved* Action Items, check off *View Only Open Action Items*
4. From here, you have the ability to *Filter* your action items based on specific data. Select your main field from the drop down and the corresponding data in the search field. Press *Filter* when done

For Example: Status – New

Status Filter

5. Highlight all of the Action Items you wish to work on in ImageMatch[®] and press the *View in ImageMatch[®]* button

Note: Hold *Shift* to select a group, or hold *CTRL* to select multiple individuals

View in ImageMat

6. Go about completing your ImageMatch[®] job as you normally would

Note: TrackLynx[®] will create a new *.mdb* file for your selected subject(s)

7. Once back in TrackLynx[®], you can change the status of your Action Item by highlighting it and pressing the *View* button. This will bring up your subject's record. Highlight the action item within their record and press *Edit*

View

8. To *Resolve* any Action Items, highlight the subject(s) you wish to resolve and press the *Resolve* button

Resolve

9. To *Delete* any Action Items, highlight the subject(s) you wish to delete and press the *Delete* button

Delete

Action Items
4 Action Item(s)

View Only Open Items

Status Filter

ID	Reason	Comment	Packages	CreatedDate	UpdatedDate	Status	ImJobId	StudentId	LastModifiedDate	LastModifiedById	StudentName
18	New Order - W...	YW Barkcim m...	24,AE-1	5/27/2015 4:05 ...	5/27/2015 4:05 ...	New	50	28			Jones, Barkcim
20	Need ID Card	Called in 7-2-20...		7/2/2015 3:45 PM	7/2/2015 3:45 PM	New	52	6			Smith, Alajah
21	Reprint/Reorder	Mom called in t...	25-1	7/2/2015 3:45 PM	7/2/2015 3:56 PM	New	52	6			Smith, Alajah
23	BadPhoto			7/6/2015 3:19 PM	7/6/2015 3:19 PM	New	50	25			Johnson, Sci Nay



Reports

TrackLynx[®] has two different ways it can run reports. These are:

From Your Main Screen

1. Open TrackLynx[®] and [log in](#)
2. Press the *Reports* icon from your main screen
Note: *You can also access this feature in your top toolbar*
3. Select which report you would like to run
4. To filter or sort your report a specific way, press the *Setup* button
5. Press the *View/Print* button to preview your report and print

Within Your Job/Search

1. Open TrackLynx[®] and [log in](#)
2. Press the *Jobs/Search* icon from your main screen
Note: *You can also access this feature in your top toolbar*
3. Press the *Reports* button on the bottom left hand corner of your screen
Note: *This will open all of your reports listed in ImageMatch[®]*
4. Specify how you would like to filter and or sort your report
5. Press *OK* to preview your report and print

<p>Last Reports Used</p> <p>Action Item Summary</p> <p>Action Item Production Sheet</p>	<p>Choose a Report from the List</p> <p>Action Item Reports (2)</p> <p>Action Item Production Sheet</p> <p>Action Item Summary</p>
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<p>Image Match Not Photographed Listing Report</p> <p>Report Subject Orders Listing by Grade</p> <p>Report Subject Orders Listing by Grade No Financials</p> <p>Report Subject Orders Listing by Grade and Online Order Info</p>	<p>50</p> <p>50</p> <p>Reports</p>
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