

GUIDE TO USING AND ACCESSING THE FIINPRO-X SYSTEM

1. HUB Library Users/ FOR LEARNERS

Step 1: Register to Use FiinPro-X. Fill out the registration form:
<https://forms.gle/iuhYx3xGbEYQMmSx8>.

Step 2: Contact Library Staff for Access Support

- **In Person:** At the **INFORMATION DESK** on the Ground-Floor of the Library building. Tel: **02838971651**
- **Direct Contact:** Ho Le Anh Tuan, Tel: **0907422522 (Zalo)**.
- **Email:** **library.buh@hub.edu.vn**.

Step 3: Receive Access Information: You'll receive information about the assigned computer number (for direct access) or your account/password for remote login via UltraViewer, provided it's within your registered time slot.

Step 4: Access the System: Go to the **Multimedia Room** on the Mezzanine floor or access it remotely via the UltraViewer software, using the assigned computer number.

Step 5: Conclude Your Session: Once your registration time ends, kindly close all applications, **DO NOT TURN OFF THE COMPUTER**, and notify library staff of your finished use through the contact methods in Step 2.

2. For Staff

Step 1: Circulation Staff at the Information Desk: Staff on duty at the **INFORMATION DESK** are responsible for facilitating access and usage of the FiinPro-X system. Their tasks include:

- **Turning on computers** in the Multimedia Room on the Mezzanine floor.
- Accessing **NetSupport School/UltraViewer** software to control the workstations in the Multimedia Room on the Mezzanine floor.

- Accessing the camera management software for the Multimedia Room to monitor computer usage.

Step 2: Support for FiinPro-X Access: Staff will provide support for FiinPro-X access by:

- Accessing the daily FiinPro-X usage registration list.
- Contacting readers who have overlapping registrations to provide support or adjust schedules.

Step 3: Provide Access Details: Provide information about the assigned computer number to readers (for direct access) or the account/password for remote login via UltraViewer, provided it's within the registered time slot.

Step 4: Assist Users and Receive End-of-Use Notifications: Provide support to users (where applicable) during the access process and use of the FiinPro-X system, and receive notifications when users finish their sessions.

Step 5: Power Down at Closing: Turn off computers, lighting systems, and air conditioning when service hours conclude.