2/25/2016

Envisionware Issues

If the public computers are not able to log into Envisionware, or if once they are logged in, they get kicked out:

Check on the server to make sure that the PC Management Console is open. If it is open, close it and reopen it. Check if the access is available. If you are still having issues, reboot the server and log in as admin. Make sure that the management console is open after rebooting the server.

If this does not resolve the issues Envisionware is experiencing, please contact MCLS staff in the order listed below:

Primary Contact: Margie Verhelst, ILS/IT Specialist

Phone (work): 920-686-3053

Email: [mverhelst@mcls.lib.wi.us](mailto:mverhelst@mcls.lib.wi.us)

Cell: 920-889-4104

Phone (home): 920-458-5279

Second Contact: Becky Scherer, Director

Phone (work): 920-686-3051

Email: [rscherer@mcls.lib.wi.us](mailto:rscherer@mcls.lib.wi.us)

Cell: 920-242-4596

Third Contact: Kate Verhelst, Administrative Assistant

Phone (work): 920-686-3052

Email: [kverhelst@mcls.lib.wi.us](mailto:kverhelst@mcls.lib.wi.us)

Cell: 920-331-0523