



TRACK 4

SYSTEM ADMINISTRATION ESSENTIALS

Elevate your expertise in system administration and user management with this full-day, in-depth training program. Designed for system administrators, this course will empower you with the knowledge to effectively manage users, troubleshoot common issues, and streamline data processes—all tailored to the unique needs of facilities management professionals.

- **User Roles, Security Filters, and Groups** - Master the intricacies of user security setup within AiM. Explore the essential components of user roles, groups, and permissions, explaining how they impact functionality. Gain practical experience in configuring security filters and handling various user administration scenarios in ReADY. You'll leave with checklists, expert tips, and troubleshooting strategies to ensure robust and seamless security implementation for your institution.
- **WorkDesk and Widgets** - Unlock the full potential of AiM's WorkDesk by learning how to configure and deploy dynamic Dashboard Widgets. You'll discover the best practices for planning and creating new WorkDesk environments, managing user groups, and developing customized widgets to enhance the user experience. By the end, you'll have the skills to tailor dashboards that drive productivity and provide critical insights at a glance.
- **Common Troubleshooting Techniques** - Equip yourself with essential troubleshooting skills for the most frequently encountered issues in AiM and ReADY. From diagnosing system settings to resolving email configuration problems, this session will arm you with practical solutions for maintaining smooth operations. Learn how to pinpoint the root causes of common issues, implement quick fixes, and minimize system downtime for your team.
- **Bulk Data Loading and Management** - Take control of your data with comprehensive training on bulk loading and updates. Whether you're managing assets or space data, we will walk you through efficient data handling using tools such as AssetSync and SpaceSync, as well as Standard Data Connectors (SDCs) and Automated Business Processes (ABPs). Learn strategies for data migration, updating records, and selecting the right tool based on your specific needs, ensuring your data processes are accurate and streamlined.

COURSE HIGHLIGHTS