

# CELCAT<sup>®</sup> Timetabler Live

## Getting Started Guide

<b>Introduction.....</b>	<b>1</b>
<b>Creating a Timetable .....</b>	<b>2</b>
Timetable Wizard.....	3
SQL Server .....	3
Timetable Name .....	3
Administrator Password .....	3
Week Scheme .....	3
Timetable Periods .....	4
Logging In .....	5
Navigating Within Timetabler Live.....	5
Riband .....	5
Navigation Panel .....	5
Side Bar.....	5
Drag and Drop.....	6
Riband Space Saving.....	6
User Accounts .....	6
Roles .....	7
Timetable Defaults.....	8
<b>Using Timetabler Live .....</b>	<b>9</b>
<b>Resources.....</b>	<b>10</b>
Navigation Panel.....	12
<b>Classifications .....</b>	<b>13</b>
<b>Events .....</b>	<b>15</b>
Viewing Weeks .....	15
Annotations .....	16
Event Summary.....	16
Event Window.....	17
Adding an Event.....	18
<b>Advisers .....</b>	<b>21</b>
<b>Clash Checking.....</b>	<b>25</b>
Dynamic Clash Checking .....	25
Clash Checking Wizard .....	26
<b>Usage Chart.....</b>	<b>28</b>
<b>Timetable Grid Printing.....</b>	<b>29</b>
<b>Companion Products .....</b>	<b>30</b>
<b>Technical Support &amp; Installation Services.....</b>	<b>31</b>

# Introduction

Welcome to CELCAT *Timetabler 7* – specialised software used to develop, maintain and publish teaching timetables. This brief guide shows you how to start using *Timetabler*, and assumes that the software is already installed. The guidance is generally in the form of a series of instructions that can be used to complete a common task, and you should modify the directions to suit your specific requirements.

This guide is not a comprehensive description of all *Timetabler* features; for this you should consult the on-line help.

If you need to install and configure *Timetabler* software, please refer to the *Installation Guide*

Remember, if you need further help with any of the functions in *Timetabler*, please use the built in help facility (there is a **Help** button or menu item associated with most forms).

The next section describes how to create a new timetable database.

## Creating a Timetable

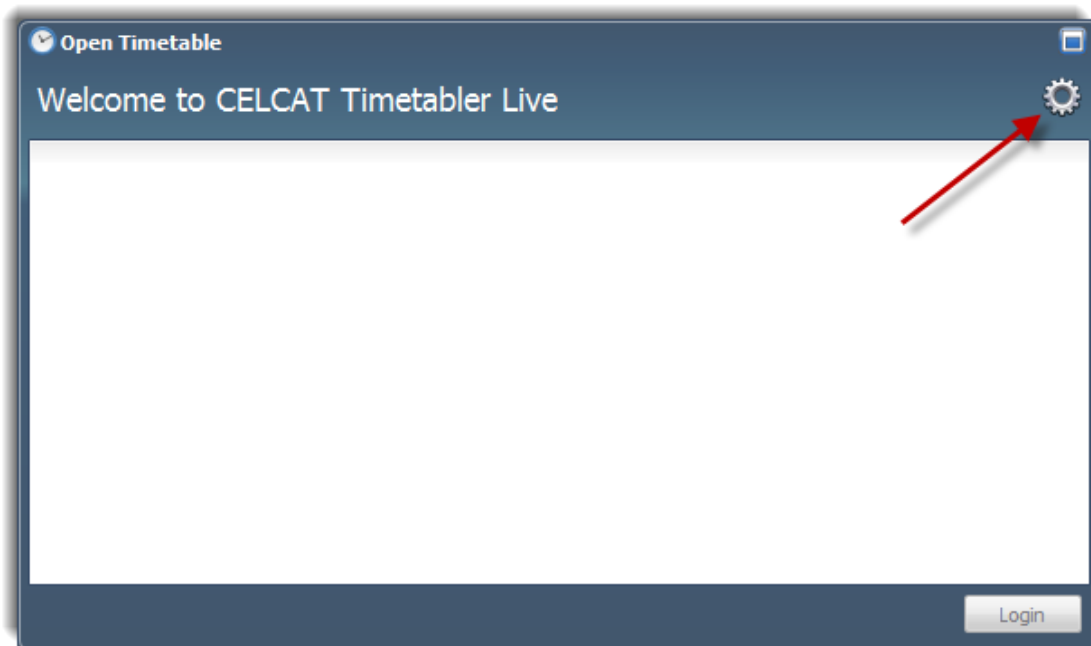
To begin we must first enable 'Web based Administration' which allows access to the management features within *Timetabler Live*

To do this, you need to open the Web Service Configuration Tool (CTWebConfig.exe) from the install directory that was specified when *Timetabler Live* was installed, typically:

C:\Program Files\CELCAT\Timetabler\Web

Once open, you need to check the 'Enable web based administration option' and then enter a secure password. This is the password that will be used via the browser to enter the Management functions area of *Timetabler Live*. Click Apply and then launch the browser using the URL created as part of the *Timetabler Live* installation.

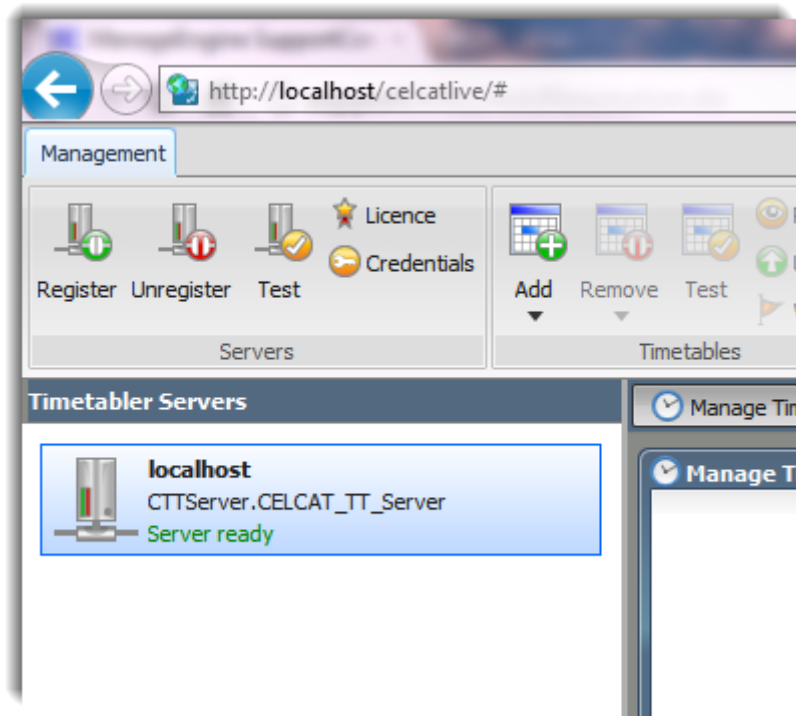
Once the *Timetabler Live* page is loaded in the browser the following screen is displayed. Click the Cog icon and then enter the password specified earlier.



The management area of *Timetabler Live* is used for a variety of functions. This *Getting Started Guide* covers the main options used when creating a new timetable.

The *Network* node in the left hand panel represents your network, with a single *Timetabler Server* registered (called "localhost" in the illustration).

If all is well, you should see "Server ready" as shown below:



**Server Ready**

Click the **Add** button to display the Timetable Wizard.

## Timetable Wizard

The *Timetable Wizard* prompts for basic timetable configuration data in order to create a timetable database.

### SQL Server

Enter the name of your SQL Server (the name of the machine on which your SQL Server database software is installed), and the name you would like to give your database. If you are using an SQL Instance then you will need to enter this into the location as well (e.g. server\instancename)

The database name is subject to the usual database naming conventions of your SQL Server, and although the name is not generally seen by end users of the timetable, you should select a descriptive designation (e.g. "CELCAT\_2011").

### Timetable Name

Give your timetable a descriptive name.

You can store up to a year's worth of timetable data in each timetable database, so it is common practice to include an indication of the academic year when naming your timetable, e.g. "Mercia College 2010/11".

### Administrator Password

Enter a secure password for the CELCAT Administrator account and then confirm the password in the next box

Click Next to continue with the timetable setup

### Week Scheme

Double-click in Week 1 under Start date and choose the start date of your timetable. On the right hand side select the Follow on button to fill in the rest of the weeks for you.

Enter appropriate values for number of weeks.

Click next to continue with the timetable setup.

### Timetable Periods

You must specify the period times and number of periods for your timetable by clicking on each time period. You can specify a start time of 9:00 and end time of 10:00 and then click follow on which will then auto-fill the rest of the period times using this pattern.

A typical teaching timetable may be configured as follows:

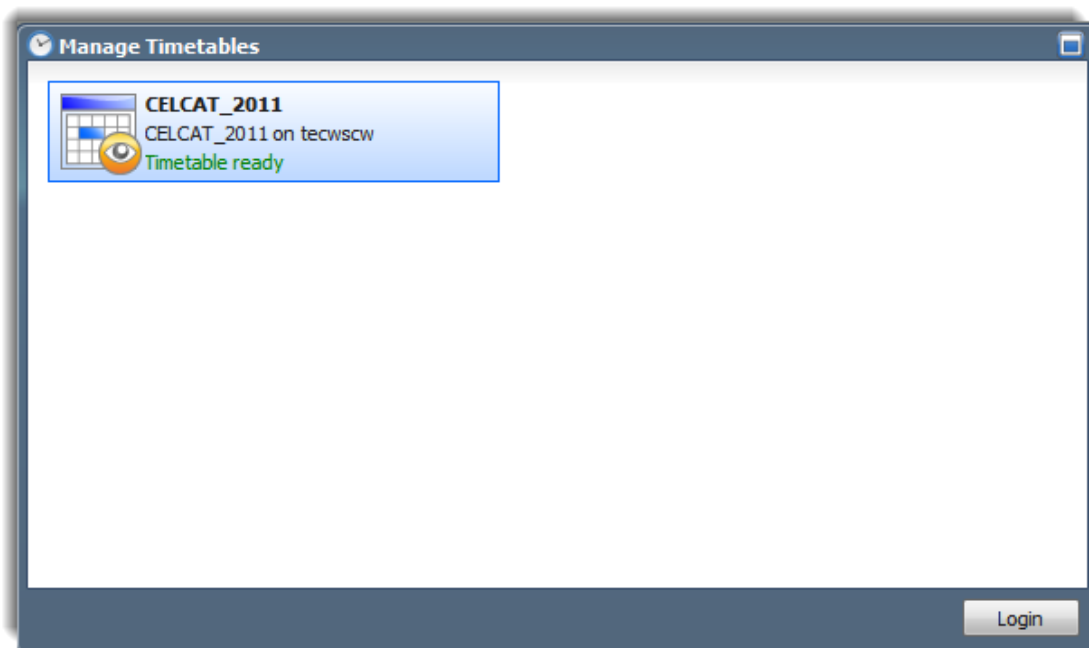
- 9 hourly periods starting at 9:00 am
- 52 weeks starting on the first Monday in October

If you are implementing *Timetabler* across a number of departments, you should probably create a single timetable database to cover all (since some resources are probably shared between them). In these circumstances, it is important to configure the timetable to accommodate the needs of all departments involved.

N.B. *Timetabler* does not restrict you to scheduling events that start and end on the period boundaries, but you cannot create events that start before the first period in the day or that end after the end of the last period.

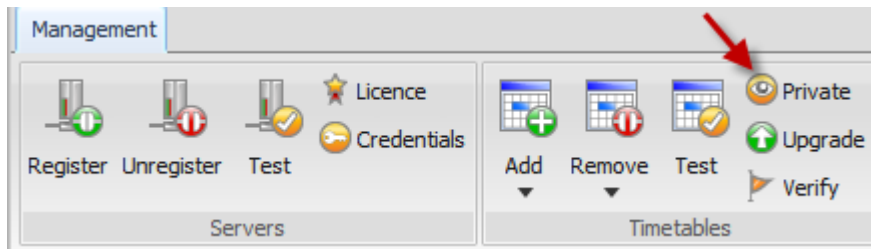
Click Finish to complete the timetable wizard.

When you have completed the Timetable Wizard, your timetable is automatically registered with the *Timetabler* Server and appears under the server node in the Administrator window as shown below:



### *Manage Timetables*

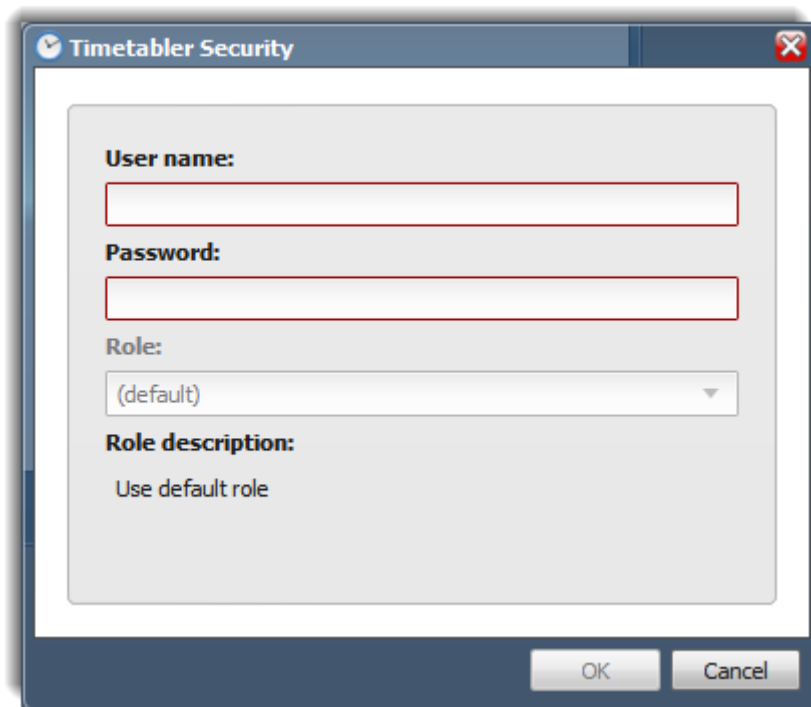
Note that new timetables are always created as private timetables. To make the timetable public, click on the timetable and then click on Private on the Management Riband as shown below:



*Public Timetable*

## Logging In

The first thing you need to do to begin timetabling is to log into the newly created timetable. To do this, double-click the new timetable and then enter the administrator password that was set during the timetable configuration. The default administrator user account name is 'administrator'



*Login Window*

## Navigating Within Timetabler Live

### Riband

The Riband is displayed across the top of the browser and contains a variety of features used within day-to-day timetabling.

### Navigation Panel

The Navigation Panel is used to create new records in *Timetabler Live*. The records created here include Resources, Classifications and Management Utilities (such as roles and user accounts). Any unused tabs can be turned off within User>Preferences, under the Navigation Panel section. You can also adjust the size of the Navigation Panel icons within the same location.

### Side Bar

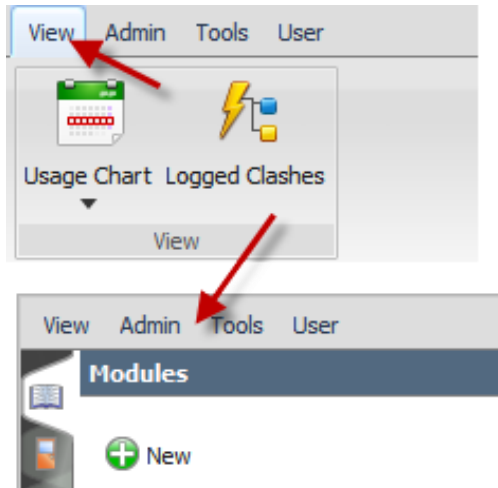
The Side Bar sits next to the Navigation Panel and gives quick access to resources, classifications and management utilities.

## Drag and Drop

Most areas within *Timetabler* Live use a drag and drop system to allocate items to another record. We will be looking at this in more detail later in this guide.

## Riband Space Saving

The Riband menus can be minimised and maximised by double-clicking on any of the Riband tabs.



*Riband Space Saving*

## User Accounts

To add a normal account that you can use during regular timetabling activity:

In the *Users Tab* in the Navigation Panel, click the **Add** button.

Enter a *User name* and create a password for the account.

Click the **Tick** button to save the record (ignoring the warning about no default role).

The screenshot shows a web application window titled "[New User] - Users". It has three tabs: "Details", "Password", and "Roles". The "Details" tab is selected and contains the following fields and options:

- User name:** A text input field.
- Staff:** A dropdown menu with a person icon.
- Student:** A dropdown menu with a person icon.
- Department:** A dropdown menu with a building icon.
- NT user name:** A text input field.
- Email:** A text input field.
- Active:** A checked checkbox.
- Receives room booking request e-mails:** An unchecked checkbox.
- Rooming administrator:** An unchecked checkbox.

### ***New User***

On the *Users Page*, the *Active* checkbox is used to specify whether an account is in use or redundant. This is commonly used to disable an account when a member of staff leaves work. Note that you can associate a *Timetabler* user with an *NT user name* or specify that authentication should be performed by an LDAP server (or Active Directory). These methods can simplify the logging in process for users (see on-line help for more information).

### **Roles**

*Timetabler* uses role-based security. Each user account is assigned to one or more roles, and when the user logs in via their account they can choose a role that is appropriate for the task in hand. For example, a user may have an administrative role and a more restrictive role for day-to-day timetabling duties.

In the *Roles Tab* within the Navigation Panel, click the **Roles** button.

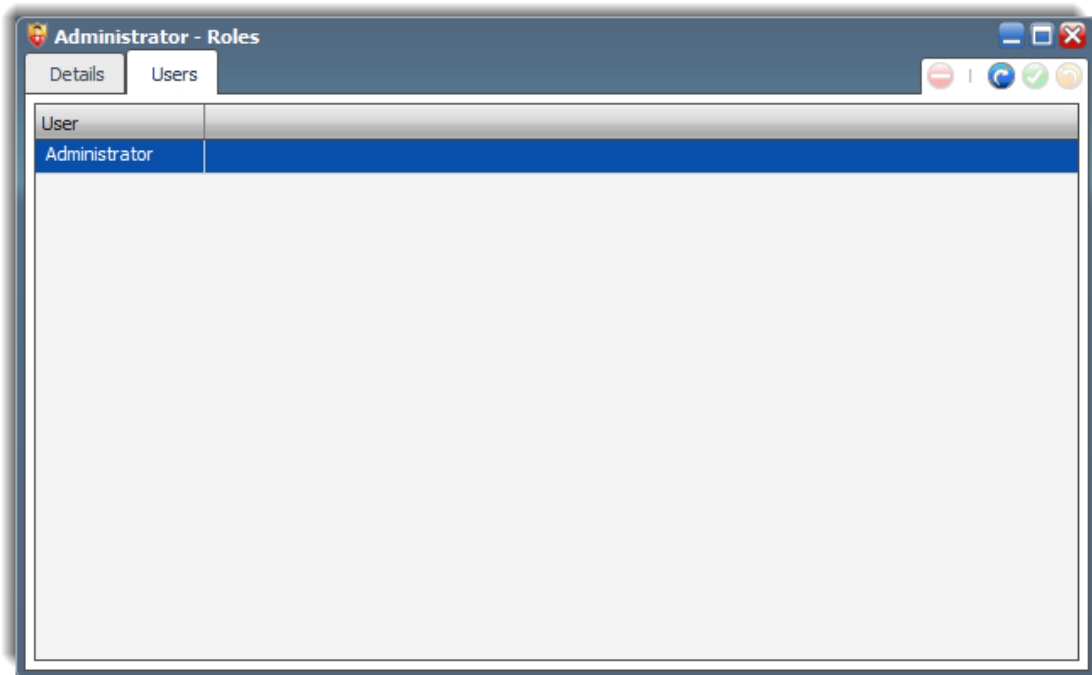
Click the **Add** button to add a new role for the user account.

Click on the text "Role name" to display a pick-list of existing roles.

Select a role and click **OK** button.

Click the **Tick** button to save the record

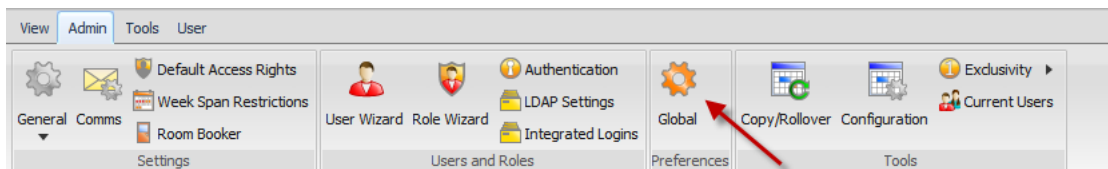
If the timetable is newly-created, there will only be one existing role – called "Administrator". In a working timetable you should establish additional roles that prevent users from viewing or modifying certain aspects of your timetable data. See the on-line help for further information.



*Assignment of User Role*

## Timetable Defaults

If you are logged in to *Timetabler* Live as an administrator user, you can set various Global Preferences via the Global Button shown below. This can be used to specify week schemes, user-defined terminology and to enforce timetable-wide preference (Global Preferences). These features are described in the on-line help.



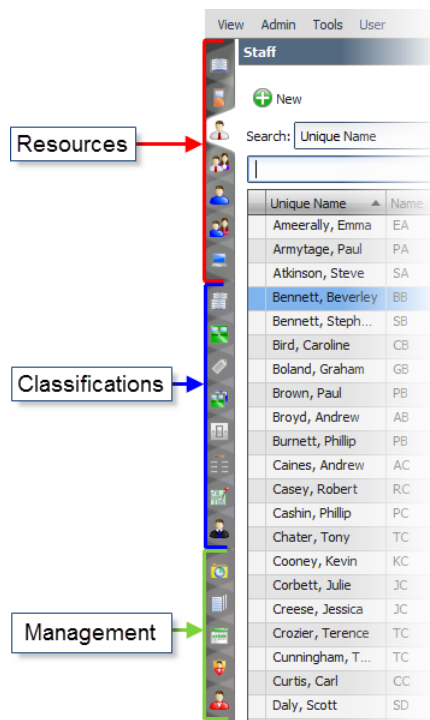
*Global Defaults*

The next section describes how to add resources and classifications to your timetable.

# Using Timetabler Live

Login to *Timetabler Live*

The main window is shown below. *Timetabler Live* uses a Navigation Pane and Riband within the browser to display the users *Workspace*. Within the Navigation Panel are Resources, Classifications and Management Utilities.



**Main Window**

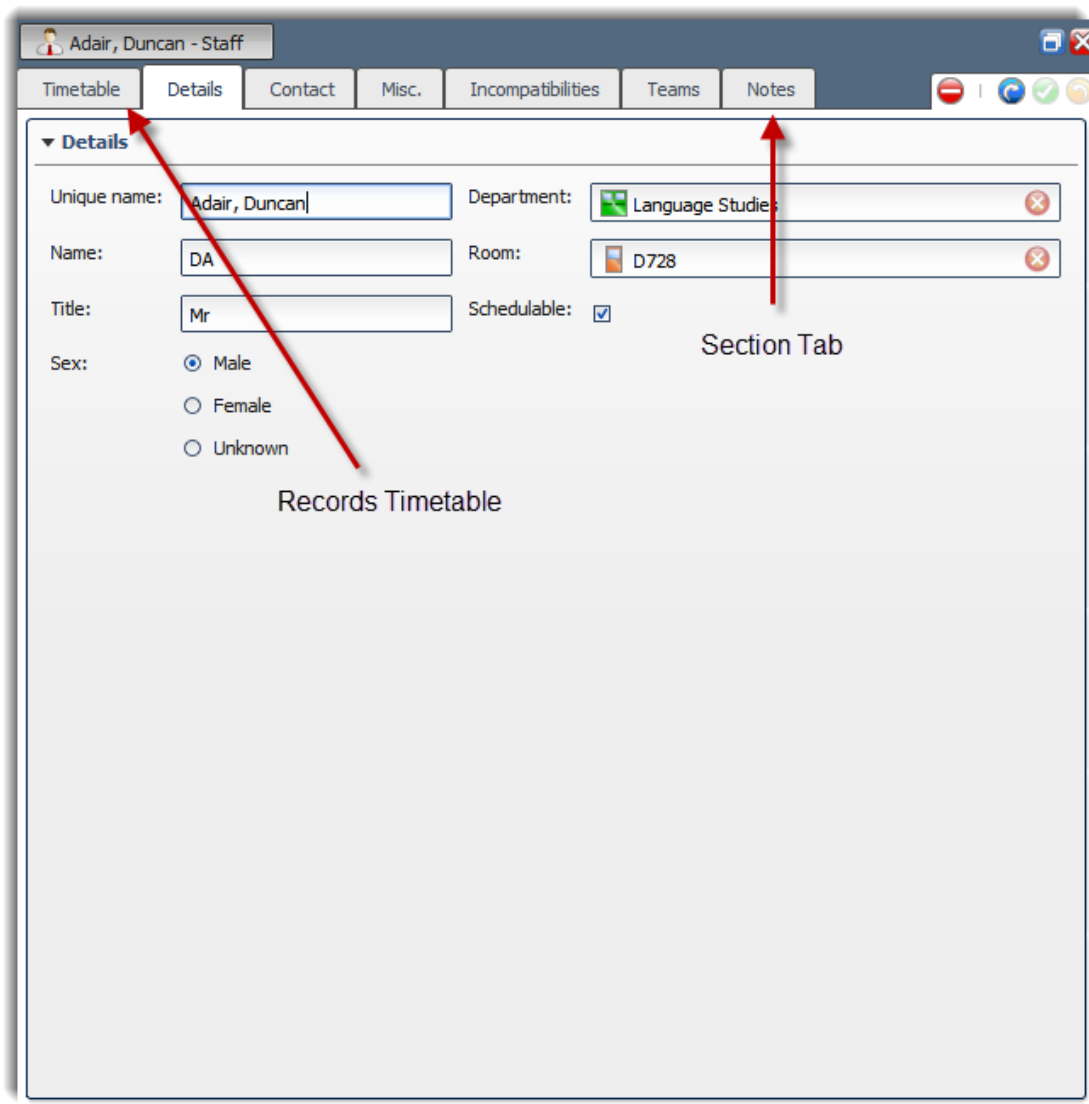
## Resources

*Timetabler* can store details of seven types of resource: Modules, Groups, Students, Rooms, Staff, Teams and Equipment. Resources are special in that they can be allocated to events and participate in clash checking. The work of maintaining resources and events, and publishing timetables is done in the *Timetabler* Client software.

The following instructions apply to staff records, but a similar procedure can be followed for all resource types.

Select the **Staff** tab in the Side Bar to show a list of staff records which will be displayed in the navigation panel. You can then load the staff record by double-clicking on the record or clicking on the green arrow that appears whilst hovering.

If you are using a newly created timetable, the window will be blank. Click New to create a new staff record.



**Staff Record Window**

*Record* windows are used extensively in *Timetabler* to insert, delete and edit timetable resources, classifications and events, and to examine statistics. They are referred to as *Record* windows because they display information pertaining to a specific record in the timetable database.

Most *Record* pages have *Section Tabs* that group together related fields within a record. For example, the staff record window (as shown above) has separate sections for contact details, team membership, etc.

Enter a name in the *Name* field.

*Timetabler* uses two ‘name’ fields for each resource, labelled *Name* and *Unique name*. The *Name* field is normally used for a descriptive title of the resource and the *Unique name* field for a more terse designation such as a code. However, it is for you to decide how best to use these fields. Bear in mind that the *Name* field does not have to contain a value nor does it have to contain a unique value, whereas the *Unique name* must have a unique value. Notice that the *Unique name* field is filled in automatically as you type in the *Name*. The *Unique name* can subsequently be changed if you wish.

Enter a *Title* and click on the *Male* or *Female* button.

Click the **Tick** button to save the record.

Open the *Contact* tab.

The screenshot shows a web application window titled 'Staff Contact Tab'. At the top, there are several tabs: 'Timetable', 'Details', 'Contact', 'Misc.', 'Incompatibilities', 'Teams', and 'Notes'. The 'Contact' tab is selected. Below the tabs, there are three main sections:

- Address:** Contains five input fields labeled 'Line 1', 'Line 2', 'Line 3', 'Line 4', and 'Postcode'.
- Telephone:** Contains four input fields labeled 'Mobile', 'Home', 'Fax', and 'Office'.
- Other:** Contains three input fields: 'Email' (with the value 'd.adair@mailinator.com'), 'Web', and 'Profile' (with the value 'AdairD').

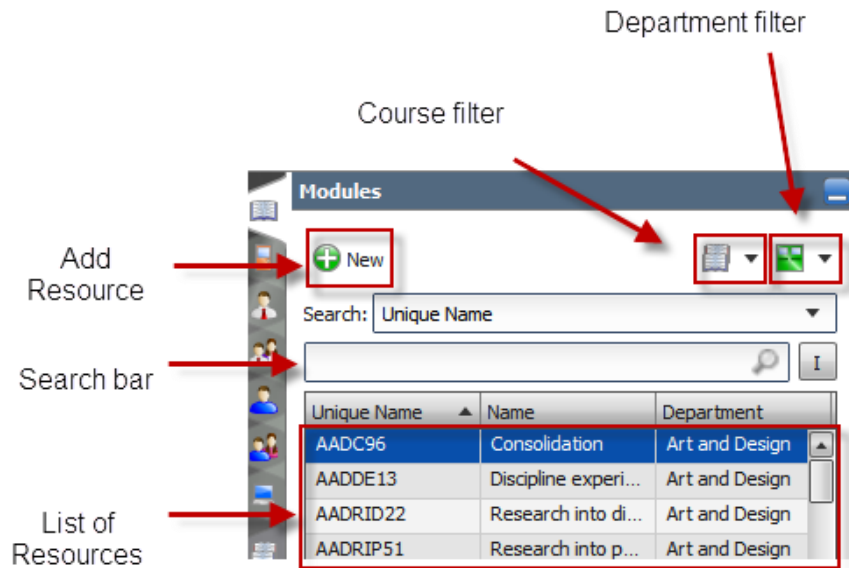
### ***Staff Contact Tab***

In addition to standard contact details, *Timetabler* can store staff homepage and mobile phone data. If the SMS function is enabled by your administrator you can send text messages to staff from the *Contact* tab.

The *Record* windows for other resource types have different *Section Tabs*. For example, the room *Record* window has a section called *Inventory* where you can store details of a room’s fixtures and fittings, and *Layouts* where a room’s possible seating styles and capacities can be recorded.

Other resources can also be accessed via the Side Bar in the same way.

## Navigation Panel



### *Navigation Panel*

The Navigation Panel can be used to quickly locate a record amongst thousands of entries. You can begin typing in the search bar and the 'List of Resources' will be filtered accordingly.

## Classifications

Classifications are similar to resources but cannot be allocated to events; they are simply used to categorise resources and events.

Select the **Departments** tab then click New to create a new department record.

*Department Record Window*

Enter a *Name* and click the *Tick* button to save.

Once you have entered classifications these can be used to categorise resources.

Open a staff *Record*, double-click on the department field and the Departments will be displayed in the Navigation Panel. Simply drag your chosen department across to the department field and then click the *Tick* button to save the changes. To remove the department, click on the cross to clear the current field.

The screenshot shows a software window titled "Adair, Duncan - Staff". The window has a menu bar with "Timetable", "Details", "Contact", "Misc.", "Incompatibilities", "Teams", and "Notes". The "Details" tab is active, showing a form with the following fields:

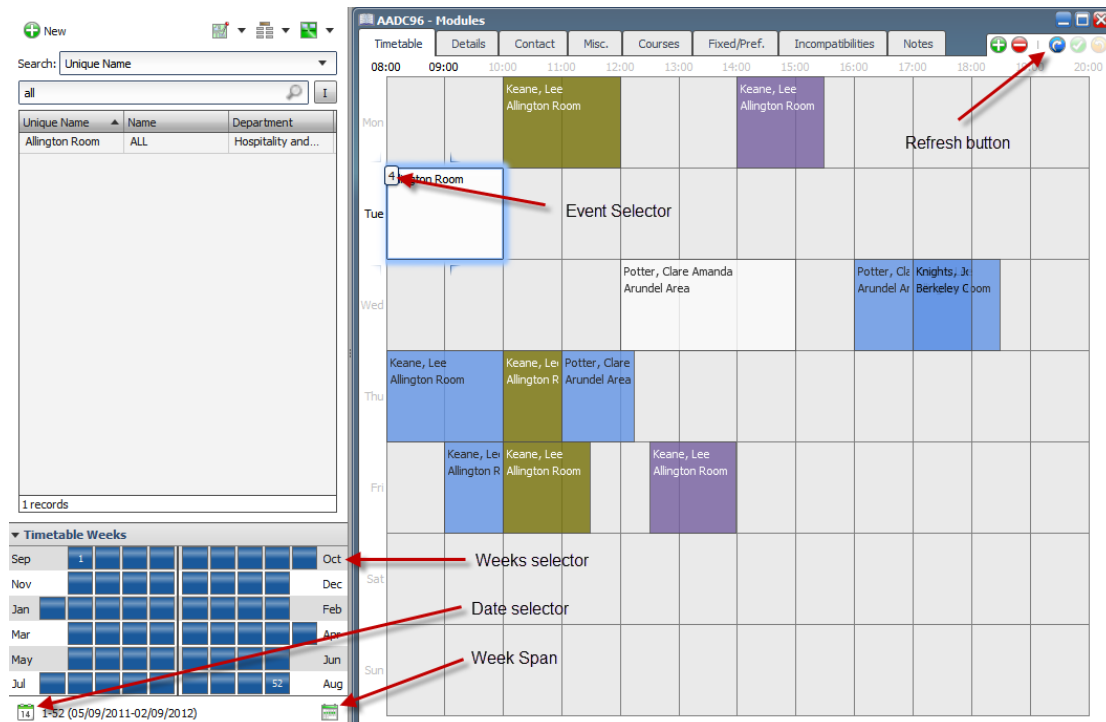
- Unique name: Adair, Duncan
- Name: DA
- Title: Mr
- Sex:  Male,  Female,  Unknown
- Department: Language Studies (indicated by a red arrow)
- Room: D728
- Schedulable:

***Department Field***

## Events

Use the *Record* window *Timetable* page to view and alter events using an intuitive week-style grid.

Open a module *Record* window and click the *Timetable* Tab.

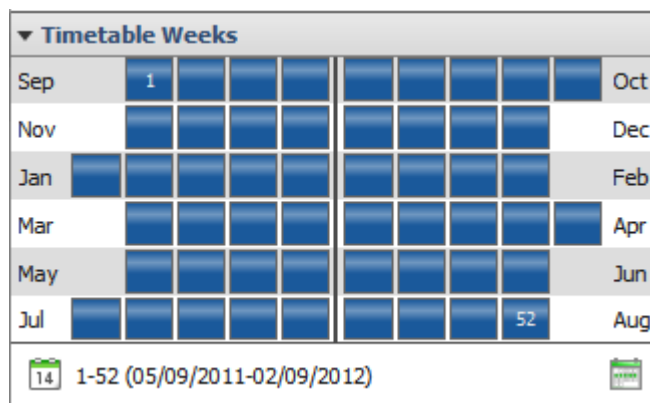


**Module Timetable**

The *Timetable Grid* represents the timetable as a matrix of cells with days on the vertical axis and periods along the horizontal (this orientation can be swapped if you wish). The grid shown above is from an existing timetable that contains many events which are depicted as coloured rectangles on the grid (the colour-coding of events is configurable).

## Viewing Weeks

The *Viewing Weeks* control consists of a series of buttons at the bottom of the Navigation Panel. Each button represents a week in your timetable and can be turned on or off (by clicking) in order to restrict your view of the current timetable to specified weeks. For example if you wanted to examine activity within the first term you might activate only weeks 1-10.



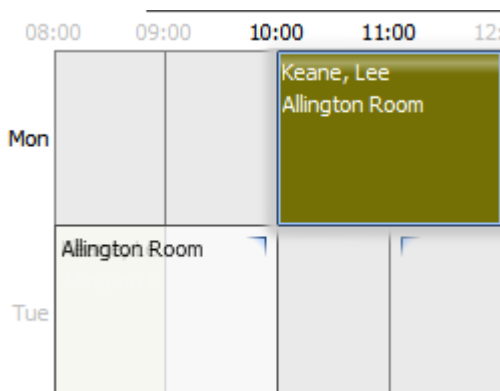
**Viewing Weeks**

Modifying the *Viewing Weeks* does not alter any of your events; it simply modifies your view of the timetable.

If you want to pinpoint a single date in the timetable you can use the Date selector to choose the date you wish to view in your timetable.

**Annotations**

Events in the *Timetable Grid* are annotated – where possible an event’s resources are displayed in the rectangular event block (within the limitations of the available space). For example, the screenshot below shows an event with staff and room annotations.



**Annotations**

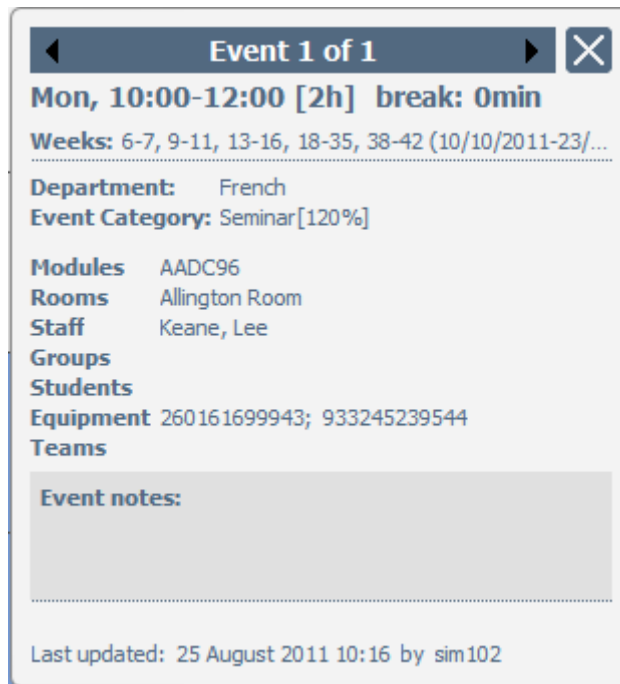
The type of annotations displayed in the *Timetable Grid* is configurable using the **User tab | Preferences** | Timetables, annotations section.

The *Timetable Grid* displays some information about events, but because of the limited space available it cannot present all of the event data. However, you can click on any event in the *Timetable Grid* to display the *Event summary* window, which is used to examine comprehensive information about the current event.

**Event Summary**

The Event Summary displays an overview of the event. It does not allow you to make changes; this is done in the Event Details Panel. To open the Event Summary window, click on an event in the timetable grid.

Note that the event details window must be closed to bring up the Event Summary window.



**Event Summary Window**

## Event Window

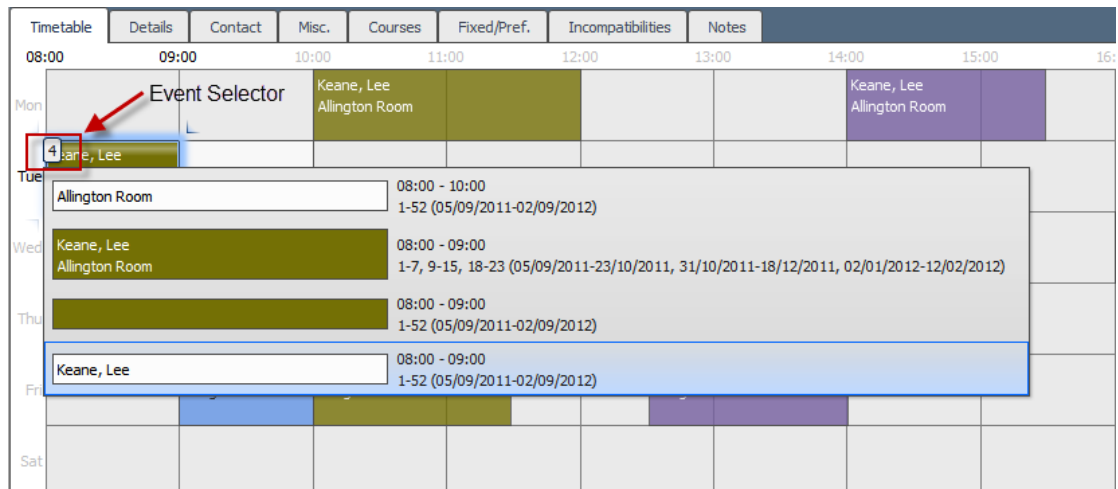


**Event Window**

The *Event* window displays the basic event data.

The *Resource* tab catalogues all of the resources that are allocated to the event, and these can be removed by clicking on the minus icon to the right of the resource. To add a resource to an event double-click the relevant resources tab to display the Navigation Panel and then drag resources to the Event Window.

Where several overlapping events are displayed in a *Timetable Grid*, you can click the *Event Selector* to display a popup list of events as shown below. Select an item from this popup menu to display the event in the *Event* window.




**Using the Event Selector**

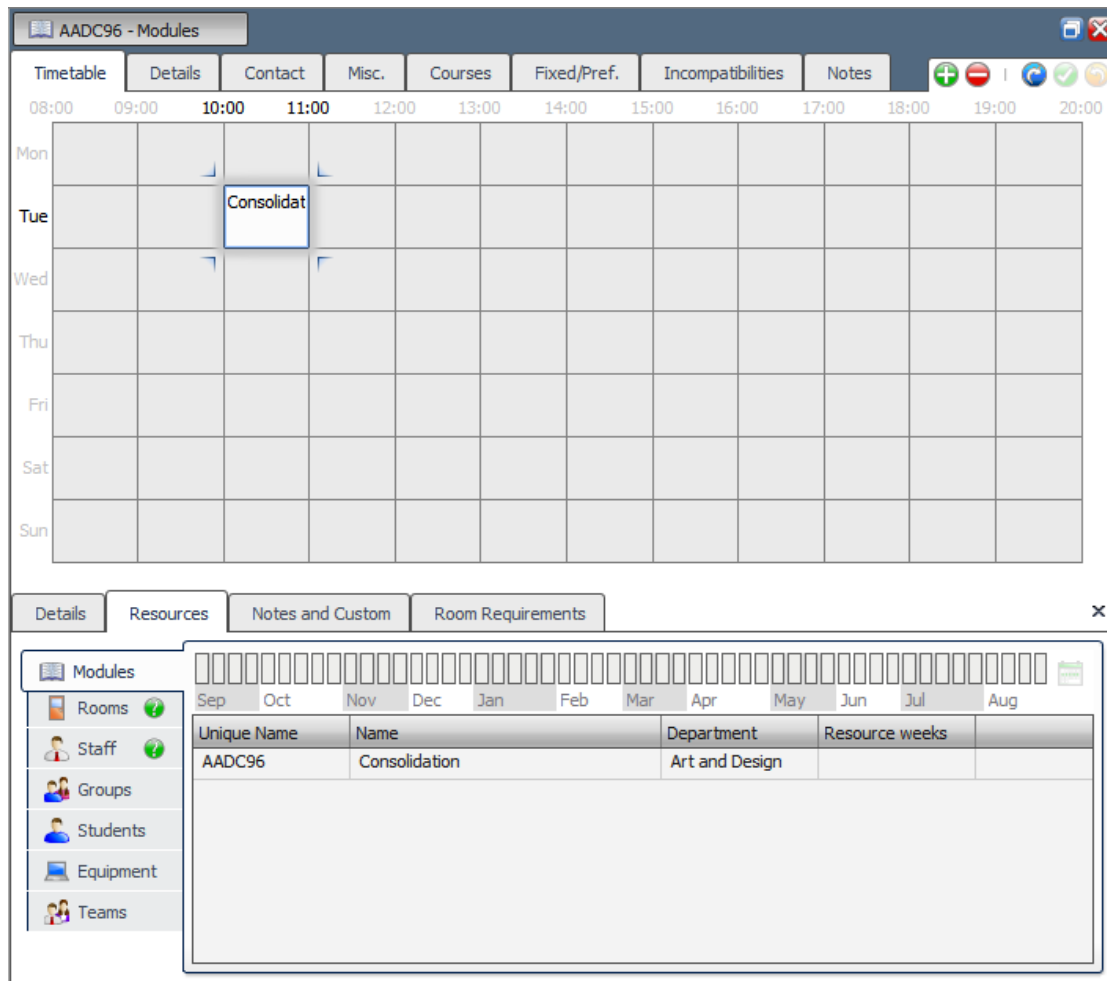
**Adding an Event**

With your module *Timetable Page* displayed, follow these instructions to add a new event:

Select the period cell that begins at 10:00am on Tuesday.

Click on the  icon to create the event, you can then double-click on the event to display the *Event Details* window.

You can also use the Drag and Drop function to create the event in the timetable grid. Simply highlight the resource you want to create an event for and then drag it to the required period on the timetable grid.



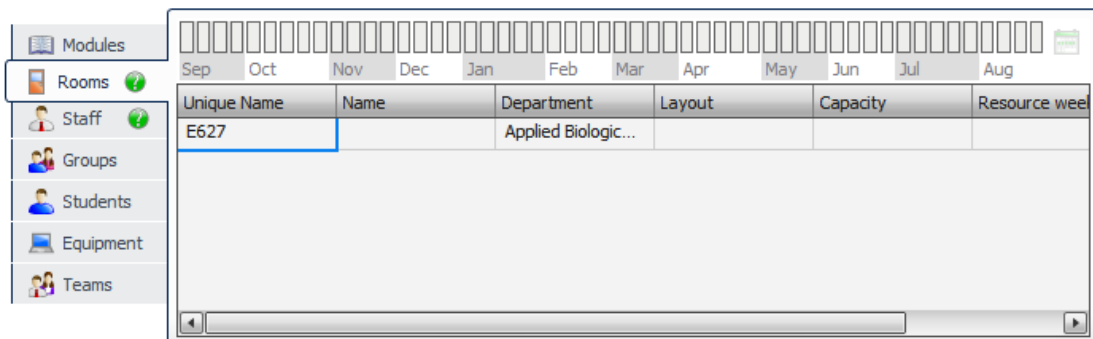
**Adding an Event**

The *Event Details* window displays details of your newly-added event, showing the module in the *Resource List* and the appropriate day, time and weeks. The *Timetable Grid* depicts the event as a white rectangle.

**Allocating Resources**

Add some resources to the event as follows:

Double-click on the **Rooms** tab to display your room list and then drag a room to the resources tab.



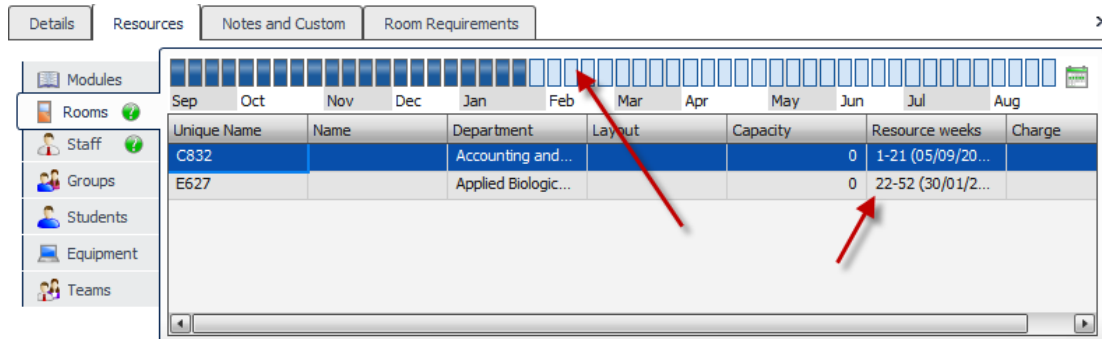
**Resource Management Window**

Repeat this step for another room. You can use Ctrl+Click to select multiple rooms in one go. Once the rooms are assigned, click on the tick at the top right corner of the timetable grid to save the changes.

When resources are selected, they are placed in the *Assignment List*. If you want to remove a resource from an event just click on the minus icon that is displayed when you hover over the resource.

Both of your rooms are assigned to the event in all of its weeks. However, *Timetabler* also allows you to assign resources for a subset of an event's weeks:

Select one of your rooms in the *Assignment List* and modify the room's weeks using the *Weeks Control*.



### Resource Weeks

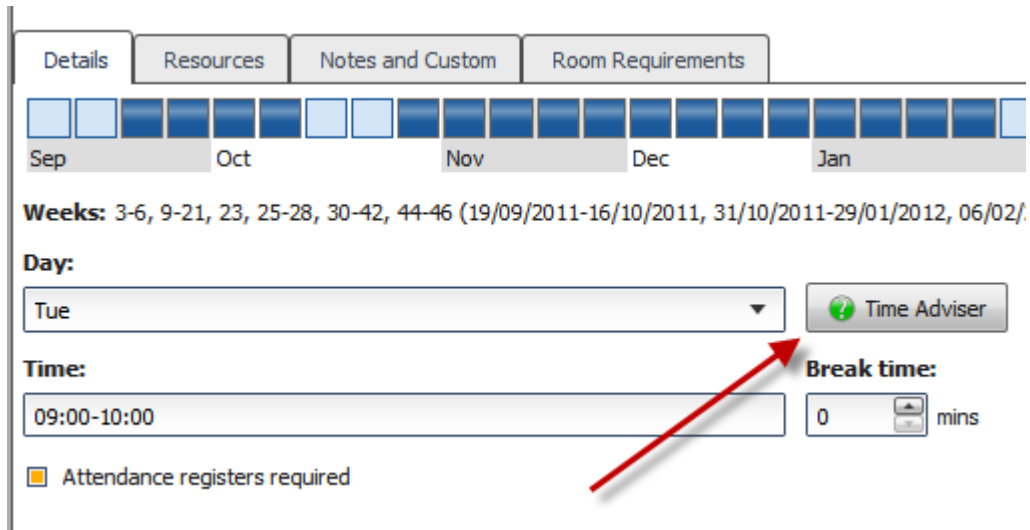
The screenshot above shows the C832 Room assigned in weeks 1-21 and Room E627 in weeks 22-52.

Add any additional resources and then save your changes.

## Advisers

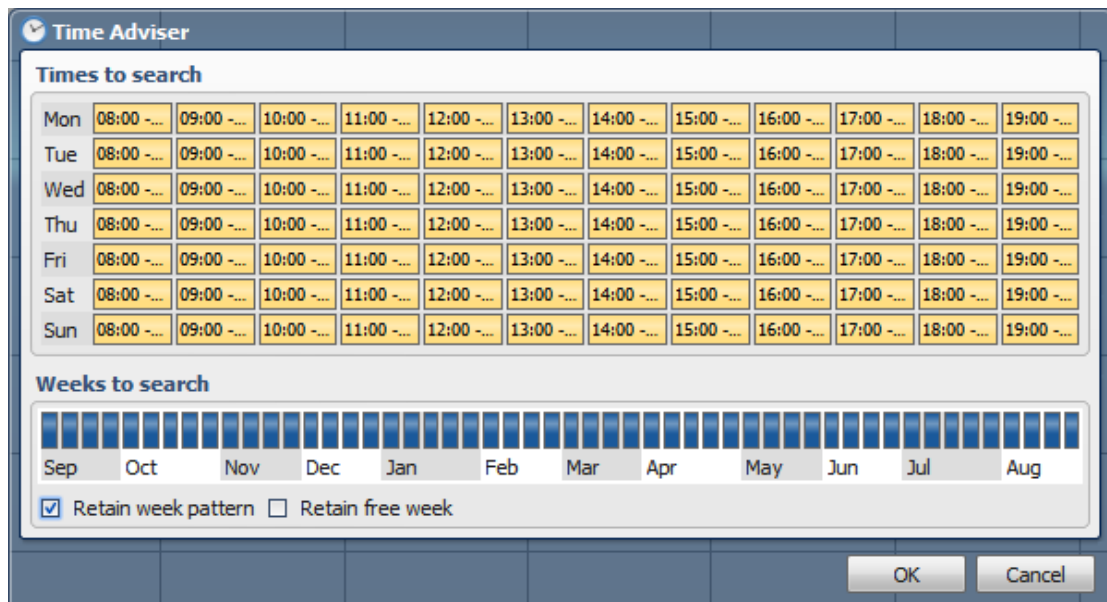
*Timetabler Advisers* are used to seek advice on availability and suitability of resources for selected events. The Advisers can be invoked from multiple locations depending on the function you wish to use.

Times Advisers can be invoked from the Event Details window.



**Time Adviser Button**

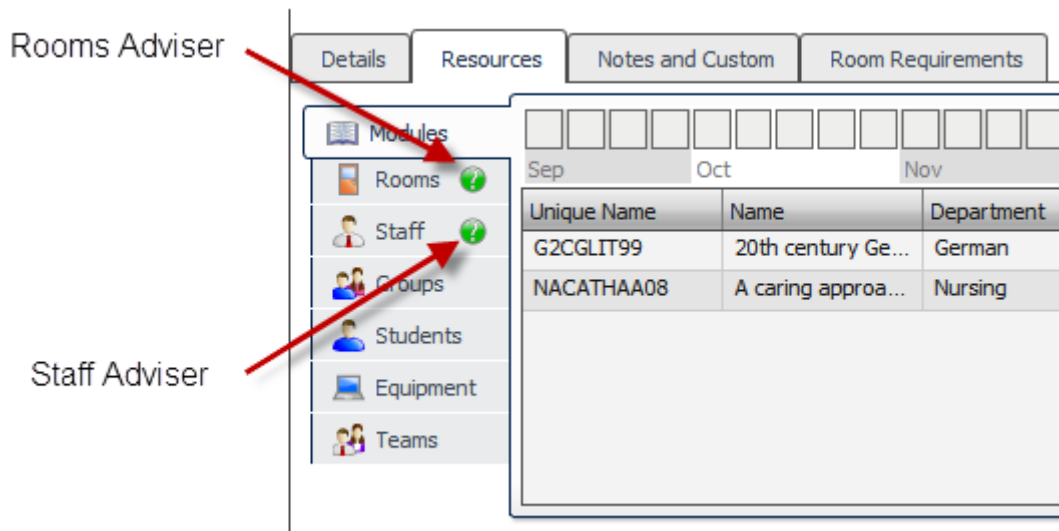
Click the Time Adviser button to display the Time Adviser window as shown below. You can now choose which times you want to enable or disable. You can hold down the mouse button to highlight multiple times to save numerous mouse clicks. Click OK to search for the available times.



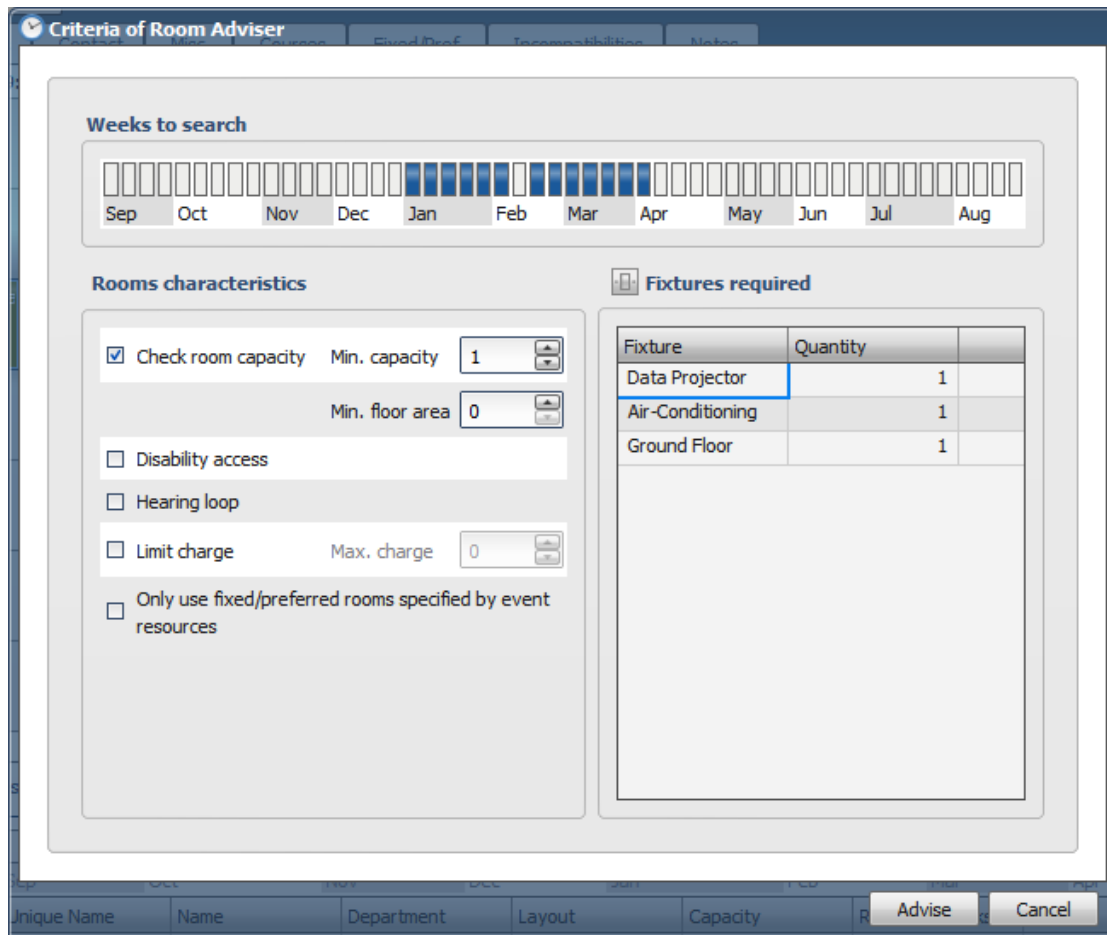
**Time Adviser – Times to Search**

Select the *Staff* tab and click the **Advise** button.

The *Staff Adviser* locates members of staff that meet the search criteria you specify in the Staff characteristics section of the *Adviser* page.



**Room and Staff Advisers**



**Room Adviser**

*Adviser* displays the results of its search in the Navigation Panel as shown below. This will display the available rooms with their available layouts.

Adviser			
Unique name	Layout	Department	
Hurst Room		Applied Biologic...	
Hurst Room	Conference style	Applied Biologic...	
Hurst Room	Exhibition style...	Applied Biologic...	
Hurst Room	Horse Shoe layo...	Applied Biologic...	
Hurst Room	Interview style	Applied Biologic...	
Peveiril Room		Toxicology	
Peveiril Room	Conference style	Toxicology	
Peveiril Room	Meeting style	Toxicology	
Yarmouth Room		Geography	
Yarmouth Room	Conference style	Geography	
Yarmouth Room	Examination style	Geography	
Yarmouth Room	Exhibition style...	Geography	

**Room Adviser Results**

Once the Adviser results screen is displayed you will see *Resource Set* within the Event Details window (shown below). You can then drag the available room to the Resource Set window. If you have a partially available room then you may need to drag multiple rooms to the *Resource Set* window to ensure all event weeks have a room assigned.

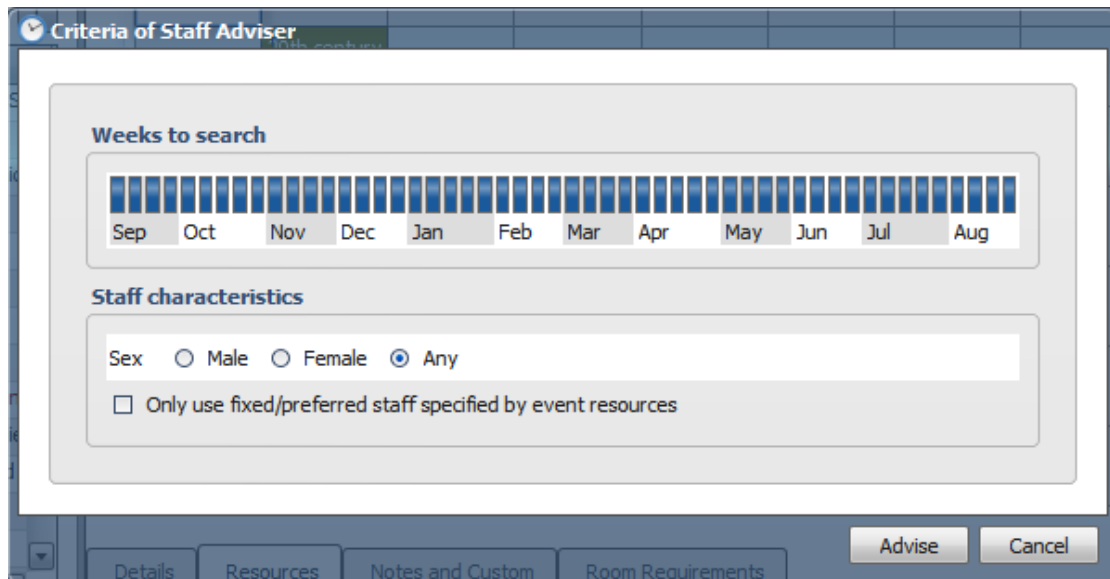
*Note: Fully available rooms are displayed in green whereas partially available rooms are displayed in yellow.*

Details		Notes and Custom		Room Requirements		Resource Set ✖	
Room	Layout						
Yarmouth Room	Interview style	[Progress bar with 1 red block]					
Hurst Room	Conference st...	[Progress bar with 5 yellow blocks]					
Peveiril Room	Conference st...	[Progress bar with 5 yellow blocks]					

**Time Adviser Results**

Finally, click on the tick to save the event.

The *Staff Adviser* uses the same method as the *Room Adviser* but checks for staff availability.



***Staff Adviser Criteria***

Specify your requirements and then click Advise to display available staff in the Navigation Panel. Once again, drag the staff member to the *Resource Set* window and click the tick to save the event.

*Note: Fully available staff are displayed in green whereas partially available staff are displayed in yellow.*

Please consult the on-line help for a description of the search criteria that can be specified in the *Staff*, *Rooms* and *Times Advisers*.

## Clash Checking

*Timetabler* can check for a wide variety of clashes in your timetable, and the clash checking can be performed dynamically (as events are added and modified) or retrospectively. Additionally, clash checks can be performed for individual resource(s), for a timetable, or for event(s).

The following is a list of clash checks that can be performed:

### **Double-Booking**

All resources can be checked to ensure that they are not double-booked.

### **Rooming-Specific**

Assignment of rooms can be checked to ensure that there is adequate seating capacity for events; that the capacity is not excessive; that there is sufficient time to change a room's layout from one style to another; that a room has appropriate fixtures.

### **Sufficient Break Times**

Staff and students can be checked to ensure that they are not involved in teaching continuously without an adequate break (the break time required is user-definable).

### **Sufficient Lunch Time**

Staff and students can be checked to ensure that they have sufficient time free for lunch between specified times in the day (lunch time and free time required are both user-definable).

### **Sufficient Travel Time**

Staff and students and items of equipment can be checked to ensure that there is sufficient time to travel between planned events. (This is only applicable if you have established inter-site travel times.)

### **Targets**

Staff and students can be individually assigned target hours and then *Timetabler* can check that the targets are being met by the planned events.

### **Student/Teacher Ratio**

Checks can be made to ensure that the student/teacher ratio is adequate and not excessive.


### **Miscellaneous**

Checks can be made to ensure that incompatible resources are not assigned at the same time; that staff are given a specified number of free days; that membership of groups does not exceed target size; that events are 'complete'; and that events do not conflict with 'global' events.

## Dynamic Clash Checking

Clash checking parameters can be changed in the *Clash Checking Options* window.

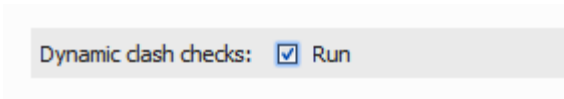
Open the *Clash Checking Options* window using the User>Preferences, Clash Checks section.

The options contained in the pages of this window allow you to tailor the clash checking to suit your requirements. There is a **Cancel** button at the top right corner of each page. You can also revert all options back to default using  at the top right corner of the window.

Examine some of the pages and read the online help to familiarise yourself with some of the options available.

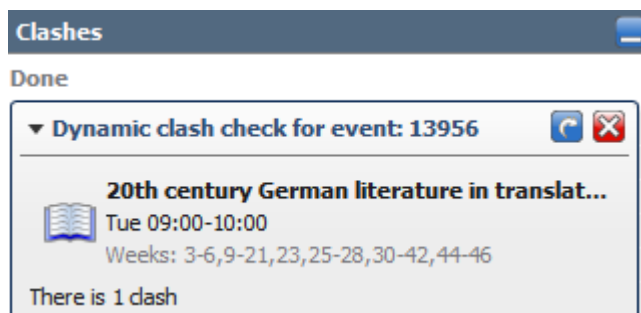
Turn on dynamic clash checking in your timetable as follows:

Select the *Dynamic Checks Page* and turn the *Dynamic clash checks* setting on.



**Dynamic Clash Checks**

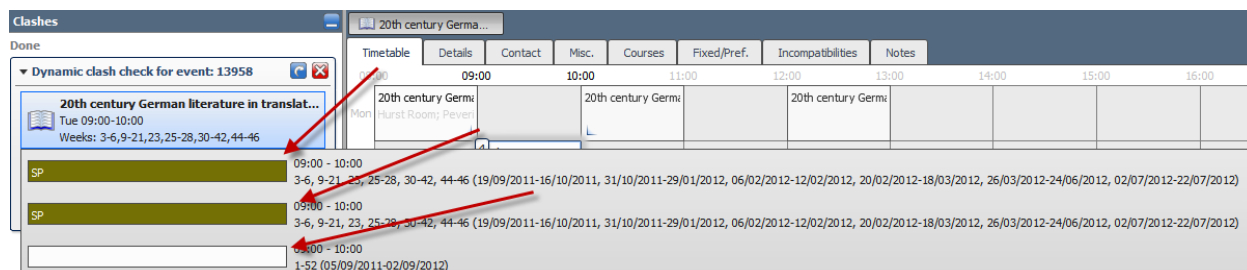
Timetabler will now automatically identify any clashes in your timetable as you insert, remove and modify events. The screenshot below illustrates what happens when we try to assign to an event a room that is already in use.



**Clash Details Window**

Once the Clashes window is displayed, you can double-click on the clash to bring up the event selector which displays what events are clashing.

If you right-click a row in the Clash Details window, Timetabler lists the clashing events which, when selected, can then be displayed in a Timetable Grid.



**Clashing Events Listed**

In the above screenshot, Timetabler shows that the 20th century German literature is double-booked with two other events

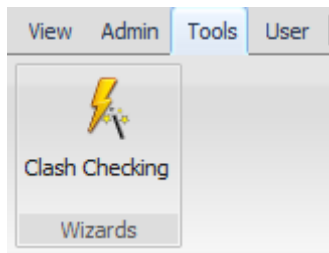
**Clash Checking Wizard**

The Clash Checking Wizard assists you to choose resources and time periods for clash checking. You can select:

- individual resources,
- sets of resources of a given resource type,
- all resources of a given resource type, or
- all resources in the entire database.

You can also select the timescale over which the clash checks should be performed. The timescale can be:

- the entire database period,
- selected weeks - this is useful to avoid checking events that occurred in the past, or to restrict your checks to just events in a particular term, or
- selected days of the week.



**Clash Checking Wizard Button**

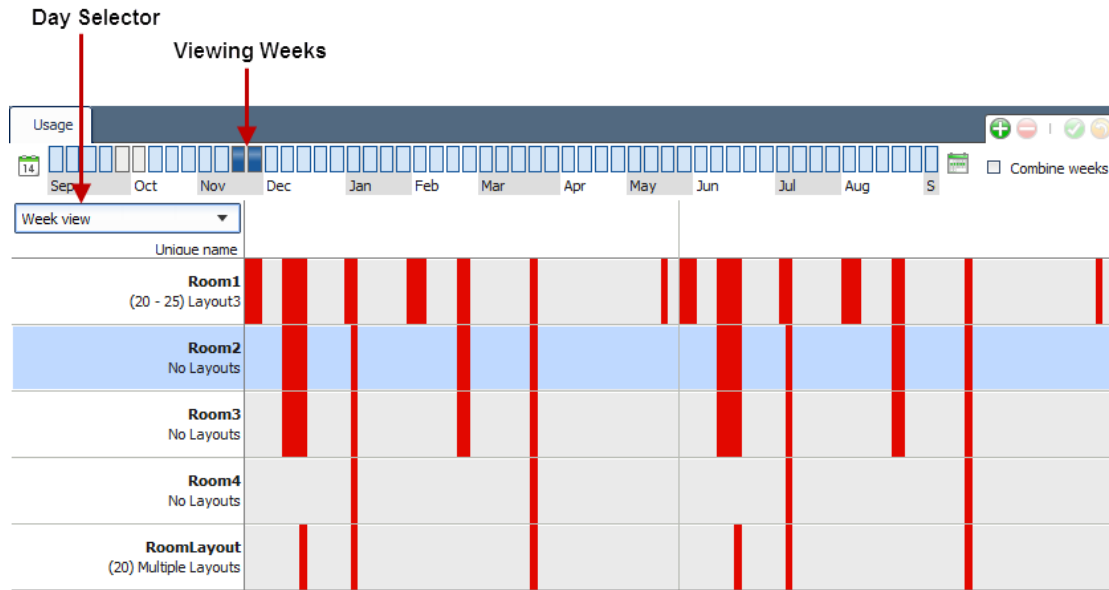
Use the **Tools | Clash Checking** menu item to invoke the *Clash Checking Wizard*. Once you have opened the *Clash Checking Wizard* you will be taken through various steps to specify your clash checking criteria, which will include:

- selecting the resource type you wish to clash check
- selecting which resources of your previously specified resource type you would like to clash check
- selecting the time period in which you wish to clash check the resources.
- choosing which events, if any, you want to exclude from your clash check e.g. *events modified by another user*

# Usage Chart

The *Usage Chart* is used to quickly examine resource availability at specified times in your timetable. It displays events in a somewhat different format from that of the *Timetable Grid*, and for multiple resources at once.

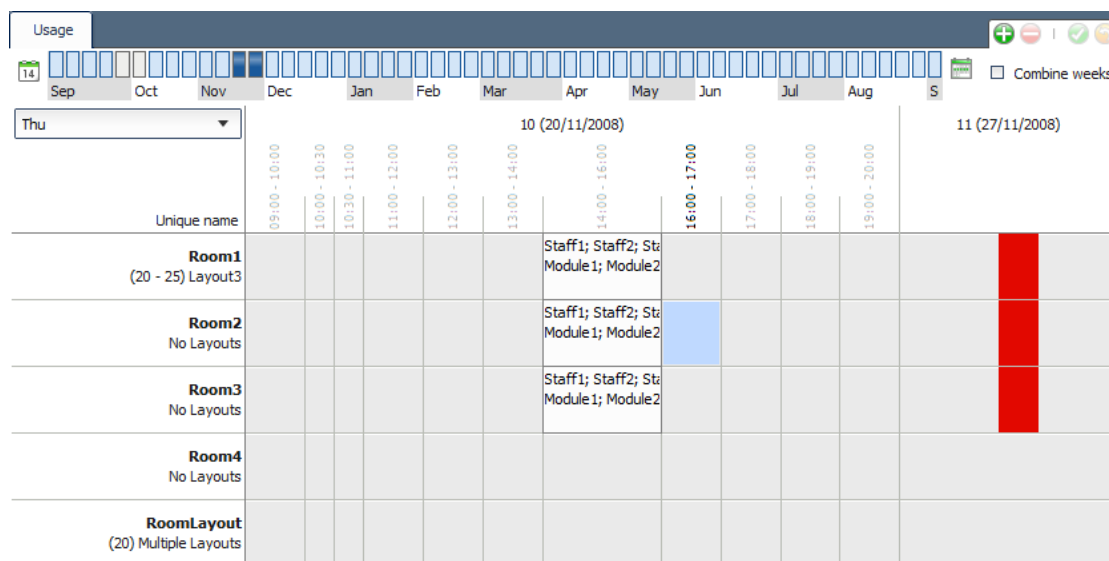
The usage chart for a set of rooms is shown below:



**Usage Chart**

Event details can be displayed by clicking inside different days, weeks, periods depending on which type of view you have selected. You can also access the resource records pages by double-clicking on their name.

In CELCAT *Timetabler Live*, you can edit events when viewing event details by double-clicking on the event.



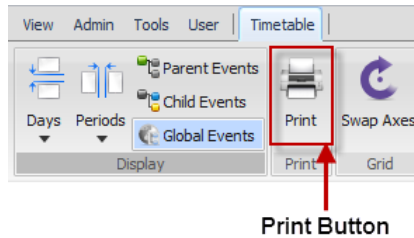
**Usage Chart Showing Events**

# Timetable Grid Printing

CELCAT Timetabler Live is able to print timetable grids.

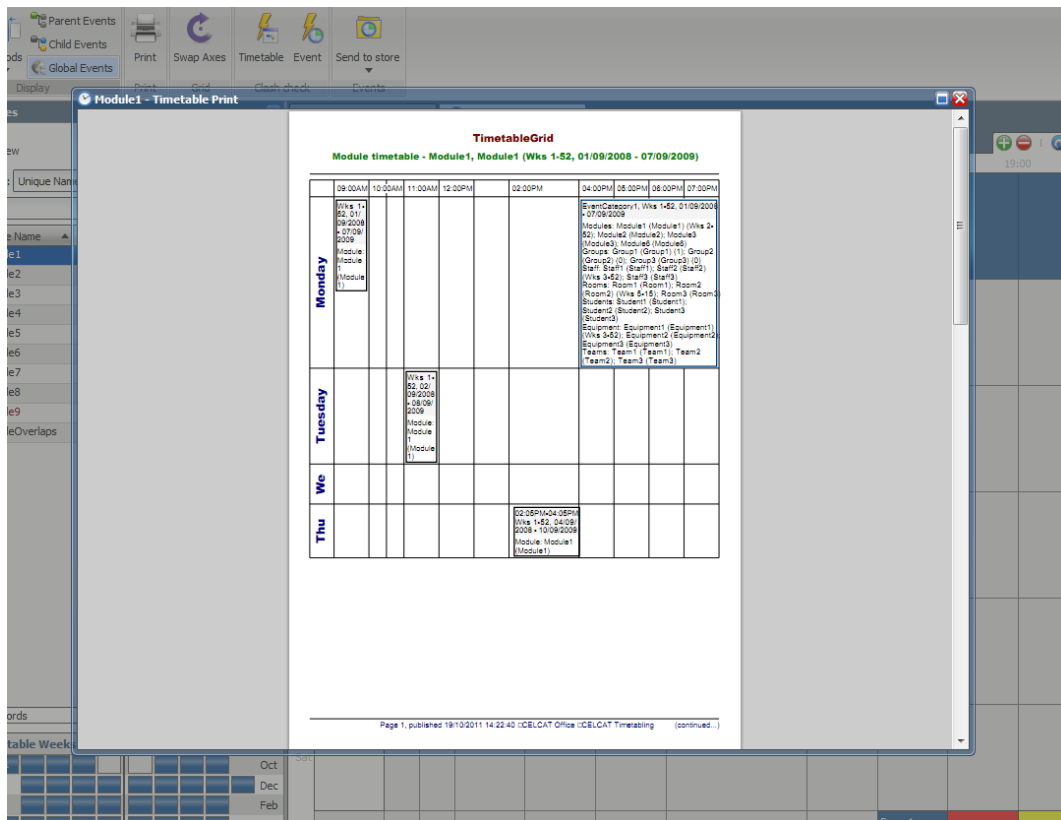
To print the timetable grid:

- Navigate to the relevant resource
- View the resources timetable and select the weeks you wish to print
- Access the timetable riband and click the Print button
- Print the resulting PDF



**Print Button**

To alter your printing setup for CELCAT Timetabler Live, you must do so in CELCAT Timetabler Client, by first creating your setup and then saving the setup simply as 'Live'



**Grid Timetable Print Preview**

## Companion Products

*Timetabler* has several companion products that offer additional functionality. These are described briefly below:

### Attendance

CELCAT *Timetabler* Attendance is a system for recording student attendance at classes. It is fully integrated with *Timetabler* software. There is a stand-alone Windows® application, a web application serviced by the *Timetabler* Web Server, and several other methods of attendance recording.

### Client

The main Windows® client software is used to construct, maintain and print timetables, and is usually made available (with appropriate access restrictions) to departmental timetablers, room-booking personnel and other administrative staff.

### Administrator

CELCAT *Timetabler* Administrator is used to administer access rights, common settings etc in an environment where the timetable is shared by a number of users. It is an essential component of the *Timetabler* software and should be installed on at least one server or workstation computer on your network. *Timetabler* Administrator should be accessible by privileged users only as it can be used to make extensive changes to the timetabling system.

### Automation

CELCAT *Timetabler* Automation comprises *Timetabler*'s automated scheduling engine and all of the supporting mechanisms within the *Timetabler* Client software for storing and manipulating constraints, goals etc.

### Auto Calendar

The AutoCal Service is used in conjunction with *Timetabler* software to update staff and student Microsoft® Exchange calendars. The service performs periodic checks on timetable data and communicates with your Exchange Server in order to synchronize calendars.

### Web Publisher

*Timetabler* Web Publisher is used to publish timetables to an intranet or to the web in Adobe® Acrobat® PDF format. It is essentially an alternative to printing and distributing timetables on paper.

### Notification Service

The Notification Service is used in conjunction with CELCAT *Timetabler* software to notify staff and students of changes to their timetables, poor student attendance, etc. The service performs periodic checks on timetable data to determine when an important change has been made and then notifies relevant staff and/or students using email or SMS (text messaging).

## Technical Support & Installation Services

We are here to help! If you need any assistance during the installation of the *Timetabler* software, or would like us to commission the software for you, please call us on 024 7646 3489 between 9am and 5pm Monday to Friday. Alternatively, email our technical support team at [tech@celcat.com](mailto:tech@celcat.com)

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