PRO USER GUIDE

Pro empowers instructors, staff, and administrators to gain valuable insights into student order fulfillment metrics for their courses/divisions.

LOGIN / ACCESS

To login, go to **www.slingshotedu.com/admin-login** and select your affiliated institution. Each user is set up with a login using their institutional email address. Choose the **"Forgot Password"** option which will prompt an email with a link to login and set up a password for future use. Any questions about the login process can be directed to the Slingshot account manager or campus store manager for your institution.

By default, all instructors have access to all students and courses/sections that they have or are currently teaching. Administrators typically have full access to all courses/sections and student details within a specific division. Permission levels are tailored individually and can be adjusted by the Slingshot account manager.
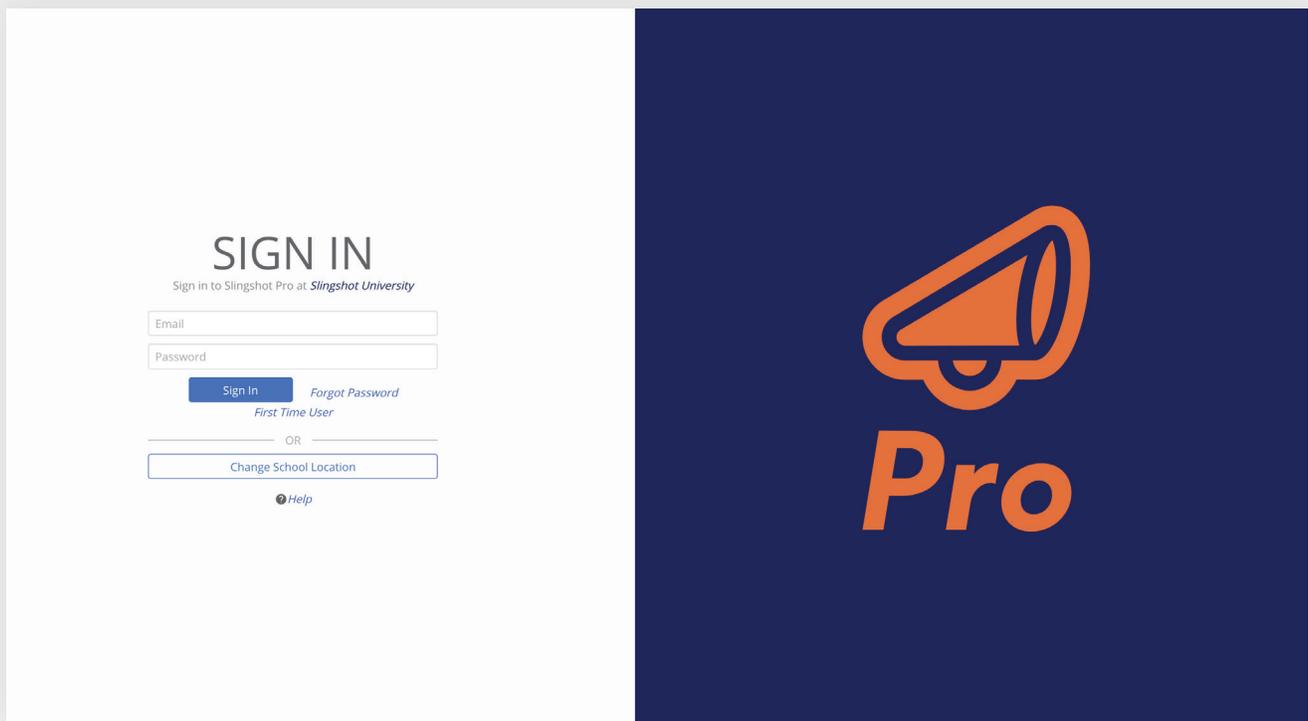
DASHBOARD

Dashboards display high-level data points for all the sections/courses a user has access to. Tool tips offer detailed descriptions of each of the charts displayed on this page. If a user has access to multiple divisions, multiple tabs will display across the top of the page organizing the charts by division. Most of these metrics are updated in live-time so users can always be in the know.
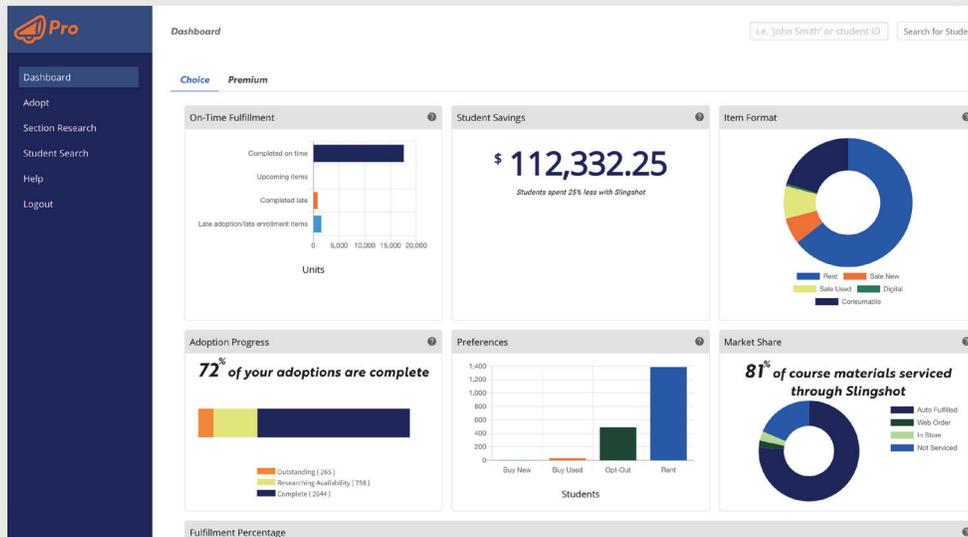
STUDENT SEARCH

When looking for course material fulfillment details for a specific student, use the student search function. This page offers the ability to search by name, email, or student ID number. This is an inclusive search that will include anything that even partially matches the search criteria entered. If there is only one result that matches the search, the user will be taken to the resulting student details automatically. Student search is also always available in the top right corner of the screen.

SECTION RESEARCH

To view fulfillment data at the catalog (term/course/section) level, use the fulfillment research function.
To find a specific section or group of sections, use the filters at the top to search by instructor, section start date, division, term, course and/or section.

Results will only populate for the sections to which a user has access. The results display the course/section codes, the term, instructor, start date, total number of students enrolled, and the fulfillment percentage and can be sorted by any of these columns. The fulfillment percentage is a key metric and indicates the number of Slingshot orders that have been completed for students who have opted in to Slingshot's service.

SECTION DETAIL

Click on the blue course/section code link in the **Section Research** to view the details about that specific section.

Each course/section displays three key data points

1. Fulfillment Rate shows the percentage of opted in students who have received their order items vs. those items that are still outstanding for this section.
2. Slingshot Preference shows the type breakdown of all enrolled students' fulfillment preferences, including opt outs.
3. Fulfillment Format shows the breakdown of what type of item was used to fulfill the orders based on preference and availability (Rent, Sale New, Sale Used, Consumable, Digital).

Additionally, the course name, instructor, and start date are displayed in the header. **Section Detail** results will populate general details about all students enrolled in this section. These details include the student name, ID number, Slingshot preference, email address, and a count of pending items yet to be provided automatically. If a student has opted out, the pending items count will be zero (0).

STUDENT DETAIL

Clicking on a student allows you to gain insight into required materials, outstanding rentals, and transaction history for a specific individual based on user permissions.

Required Materials:

This tab will show the status of all required materials for a specific student's enrollment. If there are no current adoptions for that section **"No Required Course Materials"** will display. The following statuses are available:

Upcoming Order | This item is yet to be fulfilled and should arrive prior to the course start date.

Order Created | An order has been created for this item, but has yet to be shipped.

Complete | This item has been fulfilled and is in the customers' possession (or in transit).

Will Not Auto Fulfill | This status indicates that Slingshot may not be providing this item to the student, typically due to an opt out preference.

Returned | This item was a rental that was returned at the end of the rental period.

Refunded | This item was fulfilled but then returned for a refund.

Shipping and fulfillment details are available by selecting the pull down arrow.

OUTSTANDING RENTALS

A list of a student's current **Outstanding Rentals** and corresponding due dates are displayed on this page. If a student would like to return a rental, a prepaid shipping label can be generated for the item. Just select the desired item(s) and click on the **Return Rentals** button in the top right corner of the screen. The **Pending Returns** section displays the details about any rentals in transit. Click on the tracking number to check on the progress of a shipment. Misplaced shipping labels can be reprinted by clicking on **"Print Return Labels."**
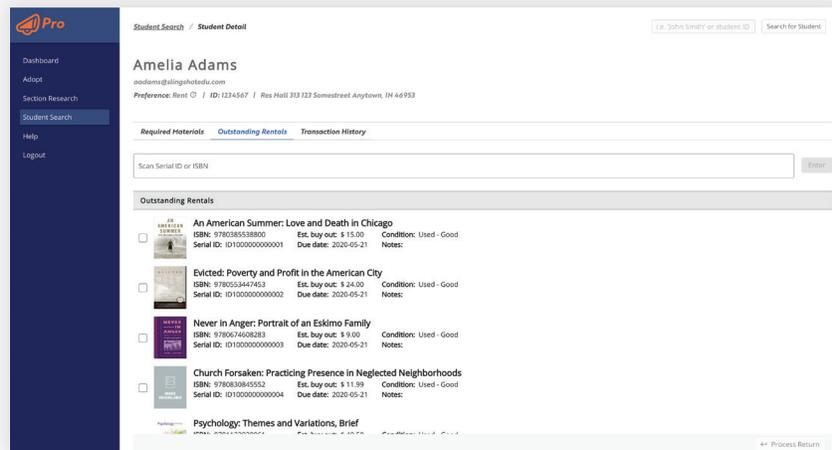
TRANSACTION HISTORY

Administrative users are offered insight into a student's transaction history to verify shipping addresses or billing details. All transactions using that student's account are listed with the most recent at the top. Select the pull down arrow to view itemized details.
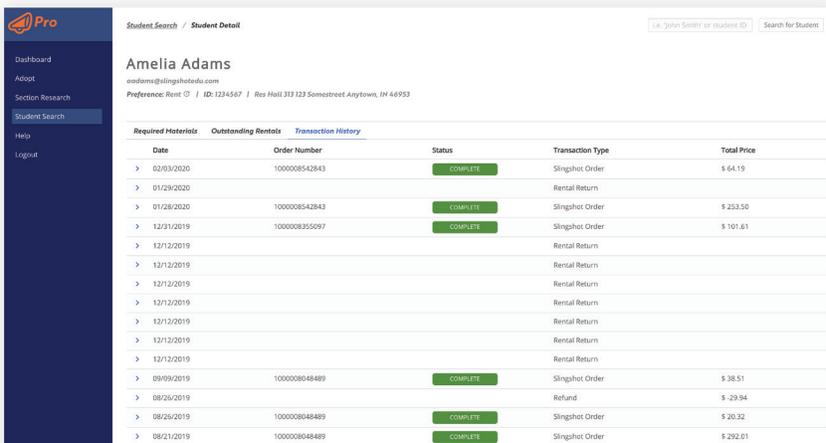
If you have any questions or concerns feel free to reach out to customer support at **www.slingshotedu.com/support**