# 22 Access Info in Data Bases (Outlook, P-Drive, ParkPro, CRM

## How to Get a Manager Check-Off

Demonstrate to the Challenge Center Manager proficient knowledge of the Data Bases Peak Adventures uses. This must be done in the Peak Adventures Office.

## Procedure Details

Outlook:

You should already be familiar with using outlook for your work email and calendar. Peak Adventures uses a Shared Calendar through Outlook that anyone with a “staff” account has access too. This includes Manager, office workers with positional accounts (ex: OTPA’s and the Bike Shop), and part-time employees that are not Sac State students.

The Shared Calendar is where you might find last minute details and your staff for the day. If you do not have access to the Shared Calendar, anyone in the office can assist you and help you get the details you need. If you think you fall into the category of someone who should have access, please let us know and we will put you in touch with ASI IT to assist you with gaining access.

P-Drive:

The P-Drive is the Peak Adventures shared drive. It houses all of our digital documents. A Team Lead will use the P-Drive most often when accessing client folders. As a Team Lead, you will gain READ/WRITE access to the P-Drive, meaning you can create, edit and delete documents. It is important to make sure you are saving documents in the right place, with the correct name. If you are ever in doubt, when using the P-Drive, please ask someone in the office. There may be a way to gain access to the P-Drive from home. If you are interested in this, please let the Challenge Center Manager know to reach out to IT.

ParkPro:

ParkPro is the software that is used at the Front Desk for trip/course registration, equipment rentals, and by the sales team to create contracts. At this time there aren’t any ParkPro tasks that need to be handled by Part-Time Challenge Center Staff.

CRM:

CRM is the software the Sales Team uses to track our clients, their information, past emails, etc. The hope is to one day have CRM fully integrated into our sales process that Team Leads will use this to get all of their client and program information digitally, everywhere. There are still many bugs to work out. At this time there aren’t any CRM tasks that can be done by Team Leads.

\*\*Having access to a Peak Adventures computer comes with responsibility to use it wisely and professionally. When you were hired you signed a document titled “Computer Network and Internet Access Policy”, where in it lists permitted and prohibited use of ASI computers. If you have any questions regarding this form, please see any member of management.