

Active Quest Users:

For those of you with a limited number of licenses, you may wonder who is currently signed on to your system. To see a list, click Menu, Help, Active Users.

If you have your own server for Quest, you will only see your jurisdiction. However, if G&W hosts your Quest on their server, you will see a list from all jurisdictions. You can click on the column header "Jurisdiction" to sort the users by jurisdiction, so you can easily find yours.

Active QUEST Users
concurrent sessions

Sel	Name	Jurisdiction	Start date	IP	Requests	Response
<input type="checkbox"/>	Logan Sorrells	SUMNER	12/13/2017 8:08:29 AM	170.142.177.89	557	0.0538
<input type="checkbox"/>	Karlene Thompson	SUMNER	12/13/2017 2:37:55 PM	96.60.28.158	2	0.0095
<input checked="" type="checkbox"/>	Caitlin Suddarth	SUMNER	12/13/2017 1:17:33 PM	74.223.160.242	20	0.1449
<input type="checkbox"/>	Maggie Riley	SUMNER	12/13/2017 1:59:58 PM	170.142.177.90	219	0.0521

If someone accidentally closed Quest without properly signing off and you want to end their session, you can click the Select box before their name, then click the DELETE button. This will end their session and free up their license.

The envelope before their name allows you to send them a quest message.

If you click on their name you are taken to their PERSON DETAIL screen. If you move your mouse over their name you will see information about that person, including their User ID, Authority Group and Agency.

The Start date is the date and time they logged into the system. If you move your mouse over the eyeglasses in this column you will see more details about their signon plus the date and time of their last request. A request is made any time you click a button or link in Quest, such as Update or Submit. Basically any time your screen refreshes itself.













<input type="checkbox"/>	Karlene Thompson	SUMNER	12/13/2017 2:37:55 PM	96.60.28.158	4	0.0173
<input type="checkbox"/>	Katllynn Wellman	DCS			335	0.045
<input type="checkbox"/>	Janet Wyse	TIPTON			150	0.0482
Total active users: 43					7891	0.0565

HTTP session creation: 12/13/2017 2:37:46 PM
 GAW session signon: 12/13/2017 2:37:55 PM
 Last request: 12/13/2017 2:47:56 PM

The IP column is information about the computer each person is logging into the system from. An IP address is a unique string of numbers that identifies a computer. For example, Logan & Maggie both are using a computer with an IP address of 170.142.177.89 and 90, which would indicate to me they are at the office using a local network server to get to Quest.

Karlene has an IP address of 96.60.28.158 which indicates an internet connection from Cornersville, TN. Catilin has an IP address of 74.223.160.242 which indicates an internet connection from Lithonia Georgia.

You can look up each IP address to see where the computer that is accessing your system is located.

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The Requests column indicates how many requests this person has made since they logged into the system. Remember a request is any time they click on a button or link. In this example, Karlene has made 2 compared to Logan's 557. Logan appears to be working way harder than Karlene.

The Response column indicates a person's average response time over the number of requests that they've made. This is in seconds. Many times, your internet connection affects this response time.