

**Frequently Asked GENERAL Questions & Answers  
For the Online Web Framework**

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## ***Getting Started***

### **Screen Resolution**

**Q: I've been told that my current screen resolution will not allow me to see all the options an application offers on my screen – some will be (or are) “cut-off”. Why is that and how do I correct it?**

A: We recommend that your screen resolution be set at 1024 x 768 to view all options the application(s) have to offer.

1. To check your resolution setting, from your desktop, right click and select **Properties**.
2. Select **Settings**.
3. Under the **Screen Resolution** section, move the error until it points to 1024 by 768 pixels.
4. Click **Apply** or **OK**. The computer will then give you a preview of the new setting and ask you if you would like to keep the new configuration.
  - a. You must say **YES** in order to save the new setting.

## ***Troubles Getting To the Site***

### **Error Page Display after Clicking on Link to Web Application**

**Q: When I try to go to the site from the my agencies web application startup page, I get a browser error (not the system “time out”) message.**

A. This web application expects your network to allow incoming (“ingress”) and outbound (“egress”) communication through port 9250 for this URL: <http://65.182.98.201:9250>. If your network configuration does not allow that, you will not be able to reach the web application. Contact your web administrator with this information.

## ***Troubles Logging In***

### **Immediate Session Timed Out Page**

**Q: I keep receiving this message upon logging in or just arriving at the site: “As a security precaution, your session expires after a time limit of non-use has been reached. Please close your browser and use the original link you were given to continue”. The “time out” message will immediately appear upon arrival to the site. What’s going on there?**

**A: There are two possibilities.**

**Possibility #1:** You are using an old link or favorite that isn’t currently authorized by the system. Always go to your agency’s web application startup page to select a link. Do NOT save pages to your desktop. These other shortcuts don’t go through the entire authorization process needed to use the application.

**Possibility #2:** Your browser might not be set to “get a new copy” of the web page upon every visit. Consequently, if there are changes to the OCCF Web Applications page, your browser won’t “know” it and will send you to an old link.

1. Choose “**Tools**” either from the menu of the Internet Explorer or click on the word “**Tools**” in your Internet Explorer toolbar.
2. Select **Internet Options**.
3. Under the “Browsing History” section (left), click on the button called “**Settings**”.
4. Ensure that the option for “Every time I visit the web page” is selected.
5. You need to exit your web browser completely and restart it.

## User Name but Won't Accept Password

**Q: When I try to log in to an application, the system will take my user name but will not drop down to the password field. What's going on?**

A: There are several possibilities.

**Possibility #1:** You may have one or more pop-up blockers on. Test your system to see if you have a pop-up blocker turned on by [clicking here](#). Note that you may have a Google toolbar or a third-party add-in that also blocks pop-ups as well.

How to allow this site in Internet Explorer Pop-up Blocker on a Windows XP SP2-based computer:

1. Choose **Tools** either from the menu of the Internet Explorer or click on the word "**Tools**" in your Internet Explorer toolbar.
2. Select **Pop-up Blockers**.
3. Select "Allow pop-ups from this site only".
4. You will then have to exit your web browser completely and restart it.

Alternatively ...

1. Choose **Tools** either from the menu of the Internet Explorer or click on the word "**Tools**" in your Internet Explorer toolbar.
2. Select **Internet Options**.
3. Choose the **Privacy Tab**. If the **Privacy** tab is not available, contact your administrator.
4. In the box that states "Address of web site to allow", type <http://65>
5. You should see a number of web page addresses that start with "65".
6. Choose one that has <http://65.182.98.201> in it by using your down arrow to scroll through the list.
7. Click the "**Add**" button.
8. The entry "65.182.98.201" should appear in the "Allowed Sites" list.
9. Close the dialog box.
10. You may need to exit your web browser completely and restart it.

For the Google Toolbar ...

1. Follow the directions [found here](#):

For Yahoo and other Toolbars...

1. Follow the directions [found here](#):

**Possibility #2:** Scripting may be disabled.

1. Choose "**Tools**" either from the menu of the Internet Explorer or click on the word "**Tools**" in your Internet Explorer toolbar.
2. Select **Internet Options**
3. Select the **Security** tab (top of dialog box).

4. If you have already made OCCF Web Applications a trusted site, click on the “**Trusted Sites**” icon. If you haven’t, click on the “**Internet**” icon.
  - We would suggest that you make the OCCF Web Applications site a trusted site rather than allowing all sites to have this level of access.
5. Click on the button near the bottom of the dialog called “**Custom level**”.
6. Scroll down near the bottom of the list to the topic called “**Scripting**”.
7. Ensure that the **Active Scripting option** is enabled.
8. Ensure that “**Allow Programmatic clipboard access** is enabled.”

**Possibility #3:** You are not using the Internet Explorer. Internet Explorer v 5.01 or greater is required.

1. Test your system to see if you have a compatible version of the Internet Explorer by [clicking here](#).

### **Forgotten Login Info**

**Q: I’m a Program Manager/Program Administrator and I cannot remember my Login information for an application.**

A: They will respond within 24 hours of your request. You may contact Web Support by clicking on the mail icon at the top right of the login page for assistance. This will contain the email address to your support group.

Steps ...

1. You may follow the web link to the web application you need.
2. On the main screen you will see a toolbar in the upper right-hand corner.
3. Click on the “mail” icon.
4. Click on the “**Send**” link.
5. Type your message as needed.
6. Be sure to identify yourself with contact information so that the Web Support Team can call back and verify who you are.

**Q: I’m a User and I cannot remember my Login information for an application.**

A: Your Program Manager, Program Administrator, or Supervisor has the ability to modify and view all of the profiles in his/her section (Program or County Office). They have access to your login information via the Profile Manager and can give you that information.

If they are not available, you may contact Web Support using the following steps:

1. You may follow the web link to the web application you need (OCCF or JCP).
2. On the main screen you will see a toolbar in the upper right-hand corner.
3. Click on the “mail” icon.
4. Click on the “**Send**” link.
5. Type your message as needed.
  - a. Be sure to identify yourself with contact information so that the Web Support Team can call back and verify who you are.

## ***Managing Logins***

### **Creating a Login**

**Q: Please advise me on how to create a login for an application.**

A: Management with Power User level rights can create new profiles (logins) for the system. They will not be able to activate those requests, however. Web Support will activate those users after verifying the user and then authorize appropriate tools for that new user. Additional information on creating a profile can be found here:

<http://65.182.98.201:9250/2h2/help/OCCF/maintenance.htm>

1. Have a Program Manager, Program Administrator, or Supervisor log into the system.
2. Select the **Profile Manager** and Add a new record. When entering the required information in the profile, make sure that all fields have something entered into them.
  - a. Note the field help for further reference.
  - b. Items in green, you can modify. Items in blue are locked for you level of security.
  - c. If you do not have the information for a specific field, put a ‘zero’ in the field.
  - d. You may leave the “**Termination\_Date**” field blank.
  - e. Click the **Save** button.
  - f. You should return to a list of current users in your Section (Program or County office). The profile you just entered will not appear here until it is activated by Web Support.

## Password Expiration

**Q: When I log into an application, it tells me that my password has expired. How do I change my password?**

A: Password changes are set to occur every 6 months. This is a data security requirement requested of State agencies. When your password expires, your login is NOT disabled, but a notification to change your password will appear with each successful login. For further reference:

[http://65.182.98.201:9250/2h2/help/OCCF/maintenance.htm#Modifying\\_Staff\\_Profiles](http://65.182.98.201:9250/2h2/help/OCCF/maintenance.htm#Modifying_Staff_Profiles)

1. When you receive the notification that your password has expired, click on the 'Close' button on the top left corner of that notification box to close it.
  - a. Your main tools page will appear.
2. From there, select the tool called the **Profile Manager**. You will then select your profile (your login) from within that list by clicking on the radio button on the left of each record.
3. Press the Modify button.
4. When your profile loads, scroll down to the password field, make the necessary changes.
  - a. Wait until the "Ready!" message appears in red.
5. Click on the "Save" button to save the profile.

## Profile Deactivation

**Q: How do I deactivate a profile for a staff member who is no longer working for the program?**

A: For further reference:

[http://65.182.98.201:9250/2h2/help/OCCF/maintenance.htm#Modifying\\_Staff\\_Profiles](http://65.182.98.201:9250/2h2/help/OCCF/maintenance.htm#Modifying_Staff_Profiles)

1. Login to the Web Applications Suite.
  - a. Your main tools page will appear.
2. From there, select the tool called the **Profile Manager**. You will then select the profile of the person you want to deactivate from within that list by clicking on the radio button on the left of that record.
3. Press the Modify button.
4. When the profile loads, scroll down to the termination date field and enter a termination date.
5. Change the "Status" field to "Inactive". Click on the "Save" button to save the profile.
6. Web Support will complete the process from there.

## ***Problems While Working Within the Application***

### **Broken Pages / Errors on Page**

**Q: Sometimes I reach a page that I know should be working and now, suddenly, there is an error on it.**

A. Your browser might not be set to “get a new copy” of the web page upon every visit. Consequently, if there are changes to the Web Applications Startup page, your browser won’t “know” it and will send you to an old link. In the vast majority of situations, the web application will not have “broken links”. Instead, there will be an “Under Construction” page. If you do see a “broken page”, please try this first.

1. Choose “**Tools**” either from the menu of the Internet Explorer or click on the word “**Tools**” in your Internet Explorer toolbar.
  - a. If you cannot find the **Tools** menu, your Network Administrator may have to do this task.
2. Select **Internet Options**.
3. Under the “Browsing History” section (left), click on the button called “**Settings**”.
4. Ensure that the option for “Every time I visit the web page” is selected.
5. You need to exit your web browser completely and restart it.

### **Time Out Message**

**Q: Sometimes when I’m working within an application, I receive an error message of “As a security precaution, your session expires after a time limit of non-use....” Why does that occur?**

A: The application you are working in will time out if there is inactivity for a certain period of time (about 40 minutes). It will then require you to exit the web application and restart the program. Some hacking programs monitor unused or inactive connections and attempt to use them to “break into” the application. If you still experience problems after login, let Web Support know. You may contact Web Support using the “email” icon in the toolbar.

## Healthy Start Forms/Templates

**Q: I tried to find a form/template on the website and could not figure out how to do it. Can you refresh my memory on how to do this?**

A: Templates are found on the web site under the **Reports** tool located on the main entry screen of the application.

1. Click once on the **Reports** Tool.
2. Wait for the screen says “**READY**”.
3. Click on the ‘**Add Doc**’ button.
4. A list of categories should come up.
5. Click on the desired category.
6. Select the form you want to view.
7. After the report name appears on the main screen. Click on the “View” button from the toolbar.
  - a. A view dialog should appear that states the system has retrieved a prepared the dialog for viewing.
8. Click on the **View** button there too.
9. View and save as needed.

## No Template Categories Appearing in Reports

**Q: Within the Reports tool or on the main Data Viewer screens, when I click on “Add Doc”, nothing comes up. In the left hand lower corner of the screen a yellow exclamation is appearing. What should I do?**

A: You’re experiencing trouble with not having the Microsoft Active-X Menu Control installed on your computer. This menu control is necessary for the Web Application suite to run correctly.

1. When you first log into the **Reports** tool, you should see either a gold bar at the top or bottom of your screen or a pop-up message asking if you would like to install a new control.
2. In order to use the System, you must click on that link to install the tool.
  - a. This is a signed Active X menu control created by Microsoft.
3. If you do not see the message, you may need an Administrator (that has higher security rights to your computer) to log on to your computer and download the control for you. You must contact your IT department for that.

## Can't Find My Records I Just Entered

**Q: I just entered data records and when I go back to the table to make sure the entries are there, I cannot see them. Why is that?**

A: When you enter a table, you should see five buttons above the table; these are: **First 10, Previous 10, Next 10, Last 10** and **All**. If you have more than 10 records in that table, then you will have to either hit the All button or the Next 10 button to show the next records.