

## Questions from BillTracker Users

Q: How do I log in to BillTracker?

A: Users can log in to BillTracker at [www.billtracker.com](http://www.billtracker.com). There is a log-in link in the upper left corner of the page.

Q: I can't log in. What can I do?

A: Make sure you are typing your user name and password exactly as your agency BillTracker administrator submitted it. Your user name is generally your email address. If you have forgotten your password, select "Forgot Your Password?" and a new password will be emailed to you.

Q: How do I change my password?

A: Select "Update Password" under the "Your Account" tab on the blue navigation bar. Passwords may be any combination of letters or numbers, but must be at least six characters.

Q: What is an agency BillTracker administrator?

A: This is the person at an agency who has the highest level of BillTracker rights, can set up user logins and access levels, set agency-level email notification rules, and is the agency's primary contact for BillTracker.

Q: How do I use the Tracking Wizard?

A: Select Tracking Wizard under the Tools menu. If you wish to track a bill, selecting "track" will include the bill in tracked legislation, add the bill to all calendars and reports, and provides hearing notices if requested. If you "Monitor Only," the bill will be included on the calendar and notifications will be sent, but it will not be included in any reports. "Email Hearing Info" will email hearing notices to the selected Bill Managers. "Text Message Hearing Info" will send a text message notice if a bill is posted for a hearing within 8 hours of the hearing. Text messages will not be sent for all bill hearings.

Q: How do I select a Bill Manager?

A: To select a Bill Manager, put a check mark in the box next to the Bill Manager's name. BillTracker requires a minimum of one Bill Manager for every bill and there is no maximum number.

Q: How do I set a Lead Manager?

A: To designate a lead, select the name of the Bill Manager from the drop-down. Once set, the name of the lead manager will be highlighted on any reports or summaries related to the bill.

Q: How do I route a bill for analysis?

A: The person who needs to review the bill has to be added as a "client reviewer" by your agency BillTracker administrator. Once added, click the "send now" button next to the name of the reviewer.

Q: How do I add notes to the bill?

A: Type any notes into the notes field. Any notes entered in the bill tracking wizard will be applied to all divisions within your agency. To create notes specific to a single division, go to the bill detail page. After saving the bill and exiting the wizard, you can access the bill detail page by clicking on the link to the bill number.

Q: How current is BillTracker information?

A: BillTracker receives most of its information from OLIS (Oregon Legislative Information System) and refreshes every five minutes. Bills and amendments are uploaded once per day.

Q: How far back does BillTracker information go?

A: BillTracker "went live" just prior to the 2007 Legislative session and contains all bills introduced in the Oregon State Legislature from that point forward. Due to the six-year State Archives' retention schedule for documents related to legislation, only attachments uploaded by agencies onto LINUS from 2010 forward are scheduled for migration to BillTracker.

Q: Will future enhancements be made to BillTracker? Who will decide these enhancements?

A: A steering committee comprised of participating agency delegates meets between legislative sessions. This group is charged with prioritizing enhancement requests and changes to BillTracker. Unless changes are critical to the functionality of the system, requests received during a legislative session are held until the session ends. To submit an enhancement suggestion, send an email to BillTracker Support. Include "Suggested Enhancement" in your subject line.

Q: Some people in my agency have access to BillTracker. How do I obtain access?

A: Employees who access BillTracker are typically heavily involved in the legislative process. If you believe your position warrants access, please ask your manager for email approval and forward that to your agency BillTracker administrator who can then grant access.

Q: I'm not receiving notifications from BillTracker even though I'm set up to receive them. How do I fix this?

A: Many agencies include their agency acronym in their email addresses ([jane.doe@odot.state.or.us](mailto:jane.doe@odot.state.or.us)), which can sometimes cause issues for BillTracker. Ask your system administrator to remove the acronym from your email address in both your BillTracker profile and any saved reports that are automatically generated and sent to you. If this does not resolve the issue, please contact your agency's I.T. department as there may be a filter preventing the emails from reaching you.

Q: I have another question. Who do I contact?

A: Please contact your agency BillTracker administrator. If your administrator can't answer your question, they may contact BillTracker Support.