



# ProjectWise Frequently Asked Questions

March 2020

**Question 1:** How will I know if I am connected to the network?

Answer 1: Go to file explorer and see if your network drives are connected. If your network drives are not showing or if there is a red line through the server icon you are not connected to the server.

**Question 2:** When I take home a laptop or desktop, will ProjectWise work?

Answer 2: Yes, both laptops and desktops can use the ProjectWise Launcher which making it possible for people to log into ProjectWise and see data sources (see documentation on the ProjectWise Launching tool). Use the ProjectWise Launcher when switching locations (i.e.: from an ODOT location to home or home to an ODOT office location).

**Question 3:** Why don't the data sources appear even after using the ProjectWise Launcher?

Answer 3: When the network is busy you may not see data sources. In these cases, close ProjectWise then wait 5-10 minutes to see if the data sources appear. If the data sources do not appear then reboot or log off your system. If you continue to experience connection issues please call the ODOT Computer Support desk or call the ProjectWise Admin.

**Question 4:** When the ProjectWise login screen appears what user name and password do I use?

Answer 4: First, make sure you are accessing the correct data source. In most cases, this will be PW\_ODOT\_PROD. Second, login using your network username and password (i.e. ODOT\hwymABC).

**Question 5:** How do I drag/drop a document after using the ProjectWise Launcher (orange icon)?

Answer 5: Close ProjectWise and re-open by selecting the ProjectWise Explorer Icon (Green).

**Question 6:** Should I export a managed copy of the document when working remotely?

Answer 6: Either way. This option can be used when you know that you will be working offline for an extended period of time. When using this function, make sure that you periodically update the server copy.

**Question 7:** Do I need to prepare my MicroStation/InRoads files before working remotely?

Answer 7: MicroStation/InRoads must have the application resources copied locally in order to operate efficiently. This must be done prior to working from home, please refer to recommendations from EAST.