

9. TROUBLESHOOTING

CONTACT INFORMATION

Need help with logging into InfoNet, finding a record, printing a report, or navigating through the system? For assistance with the technical elements of InfoNet, please contact:

TECHNOLOGY, SYSTEM USE AND NAVIGATION QUESTIONS:

Nicky Gleason
Office of Crime Victims Advocacy
E-mail: nicky.gleason@commerce.wa.gov
Phone: (360) 725-2887

PROGRAM AND POLICY QUESTIONS

Need help with service definitions, identifying which choice to select from a pull-down menu, whether a client counts as a DV Shelter client, or understanding your cost allocation of staff member's time? Please contact the appropriate program contact for policy questions about InfoNet:

DV EMERGENCY SHELTER FUNDS

Susan Hannibal
DSHS Children's Administration
E-Mail: hsus300@dshs.wa.gov
Phone: (206) 923-4910

DV MARGINALIZED SERVICES

Maureen Kelly
DSHS Children's Administration
E-mail: kelm300@dshs.wa.gov
Phone: (360) 902-7901

SEXUAL ASSAULT, VICTIMS OF CRIME, STOP GRANT, AND DVLA

Please contact your program coordinator at
Office of Crime Victims Advocacy
E-mail: ocva@cted.wa.gov
Phone: 1-866-857-9889

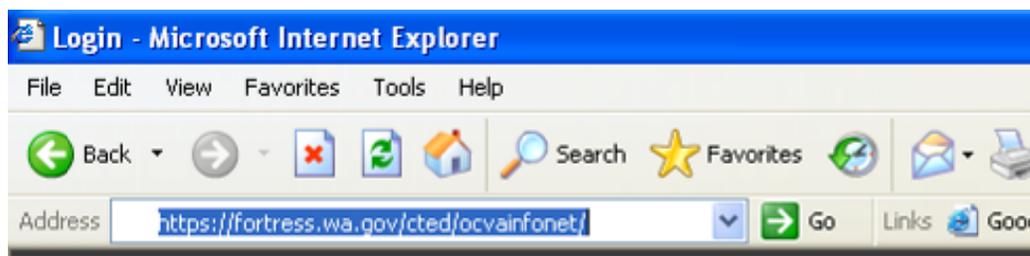
I CAN'T LOG INTO INFONET

If you have received your User Name and Password via e-mail from Nicky Gleason, first double check to make sure you are entering the information correctly. If you have misplaced or lost your User ID and Password information, please e-mail nicky.gleason@commerce.wa.gov and she can resend your information to your e-mail address. For security purposes, password information will not be given out over the telephone.

If you have your User ID and Password and they do not appear to be working, try the following troubleshooting tips:

FINDING THE INFONET WEBSITE

The InfoNet website is <https://fortress.wa.gov/cted/ocvainfonet>. This was sent in a link format with your confirmation e-mail, and most people will be able to click on the link and be taken directly to the InfoNet site. If your e-mail program/browser does not allow you to click on the link, try copying and pasting the link directly into the address bar of your browser, like so:

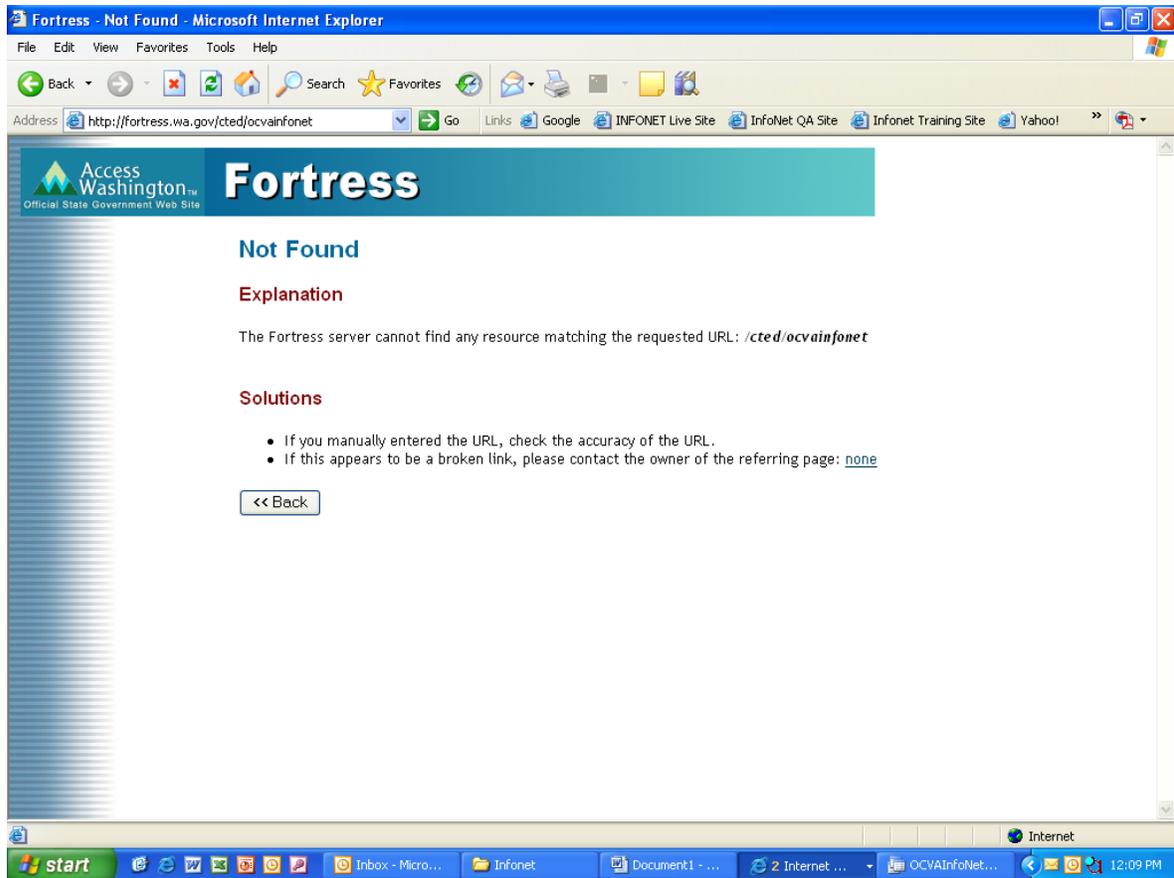


If you receive a message for “results not found” or “Your search did not match any documents,” you may be entering the information into a search engine like Google or Yahoo rather than into the address bar. The address bar is located at the top of your browser.

Please note: InfoNet is taken offline four times a year for maintenance and uploading enhancements and new features. All users are notified via e-mails both the day before and the day of system outage. However, if you have not updated your e-mail address with the InfoNet Administrator, you may not receive these notices, and the outage may appear unexpectedly. Be sure that the InfoNet Administrator has your most up-to-date e-mail so that you can receive these notices and explanations of new InfoNet features and upgrades by e-mail Nicky Gleason at nicky.gleason@commerce.wa.gov.

FORTRESS NOT FOUND

If you manually enter the address and receive the following message:



If you receive the message above, you may have left the “s” out of the first part of the website address. The correct address is exactly as follows:

<https://fortress.wa.gov/cted/ocvainfonet>

If you are still unable to find the website, check to make sure that your computer has internet access and that there is no problem connecting to the internet.

COMMON LOG-IN MISTAKES

Once you have found the InfoNet site, you may still experience some problems logging on. Below are several common problems people encounter when trying to log in to InfoNet:

SELECTING YOUR AGENCY NAME

If you've determined that you are on the correct site (you see many, many agency names listed in the Agency Name box) double check that you are entering your correct Agency Name in that box. Many users forget to select their agency name when entering their User ID and Password.

SELECTING THE CORRECT PROGRAM TYPE

Not every user is authorized for every program type. In the e-mail that you received your User Name and Password, you will see which program types your account is authorized for. If you try to use your User ID and Password for another program type, you cannot log on. If you need to upgrade your account to include additional program types, contact Nicky at nicky.gleason@commerce.wa.gov and she can set this up for you.

ENTER YOUR USER ID AND PASSWORD IN THE CORRECT ORDER

Some users have accidentally entered their password as their User ID and their User ID as their password. If you do this, the system will not let you log in. Double check your original confirmation e-mail to make sure that your user ID and password are correct.

ENTER YOUR PASSWORD IN THE CORRECT CASE

Passwords in InfoNet are case sensitive. This means that if your password is "Safety" with a capital S, and you type in SAFETY or safety or SAFeTy, the system will not let you log on. Double check to make sure that your password is being entered in the correct case, and that your CAPS LOCK key is not on.

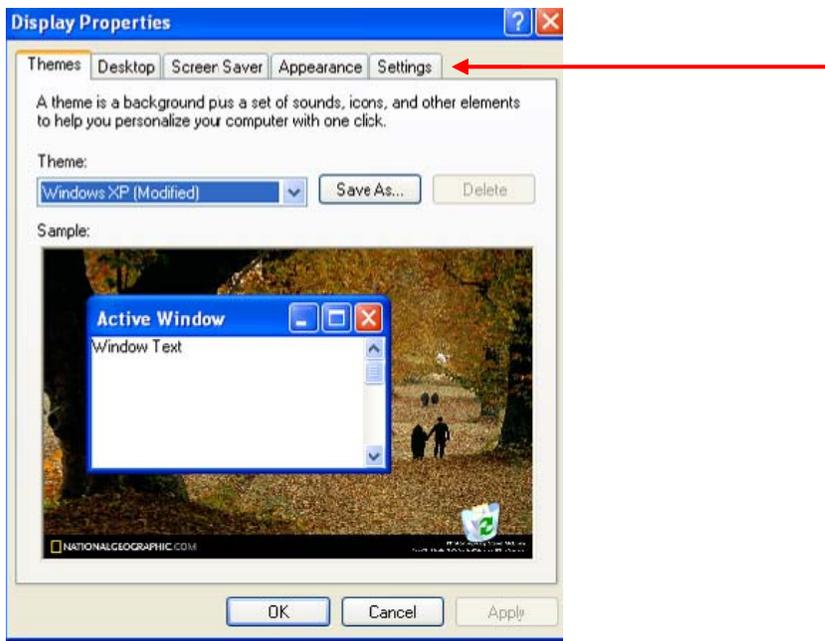
If none of these troubleshooting tips solve your problem, please contact Nicky Gleason at nicky.gleason@commerce.wa.gov or at 360/725.2887 and she will be happy to help you.

TOO MUCH SCROLLING?

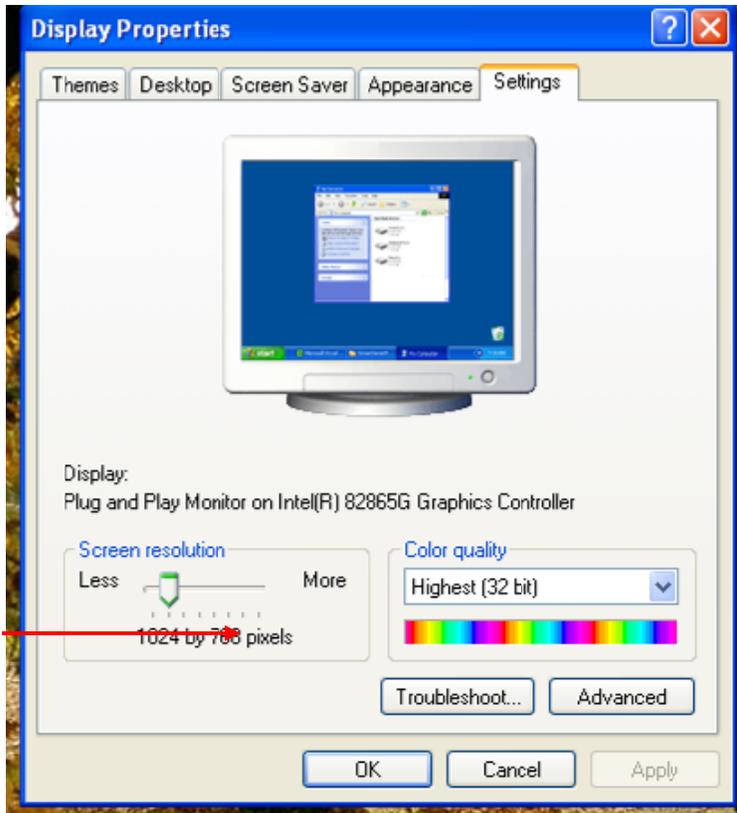
If you have to scroll across the screen to see all of the fields in InfoNet, you may be able to resolve the issue by **adjusting your display resolution**. To do this, close or minimize any open programs, then right click your mouse on your desktop. You should see the following box appear:



Select Properties. The following window appears:



Select the Settings Tab at the top.



On the left hand side of the Settings page, you should see a slider bar for Screen Resolution. Adjust the slider bar by moving it to the right until the resolution is approximately 1024 by 768. (The specific numbers may vary according to your monitor type and dimensions)

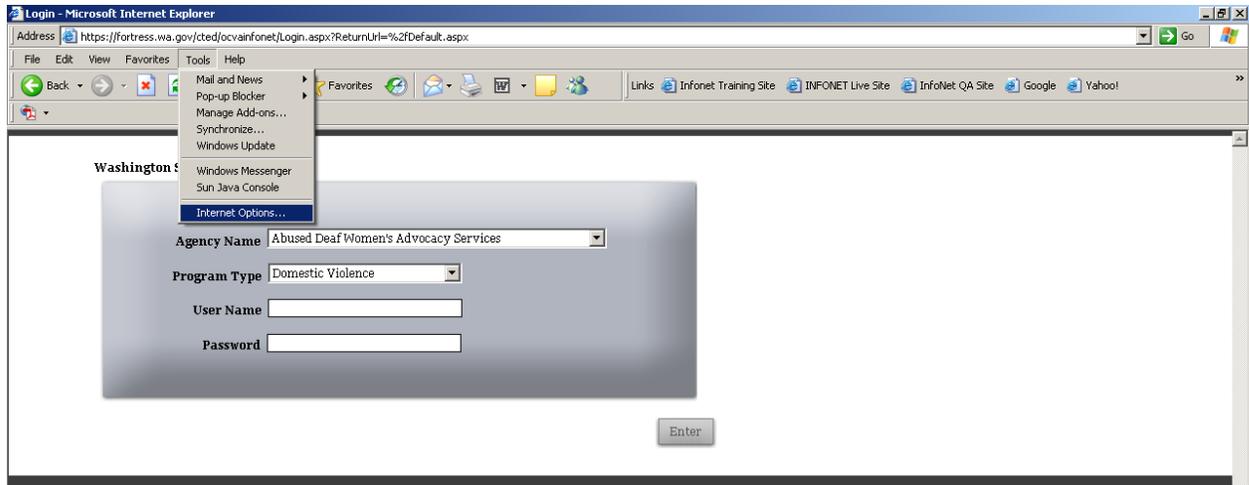
Click Apply to apply the changes. Your monitor may go black for a moment as the changes take effect, and then you will see the following prompt:



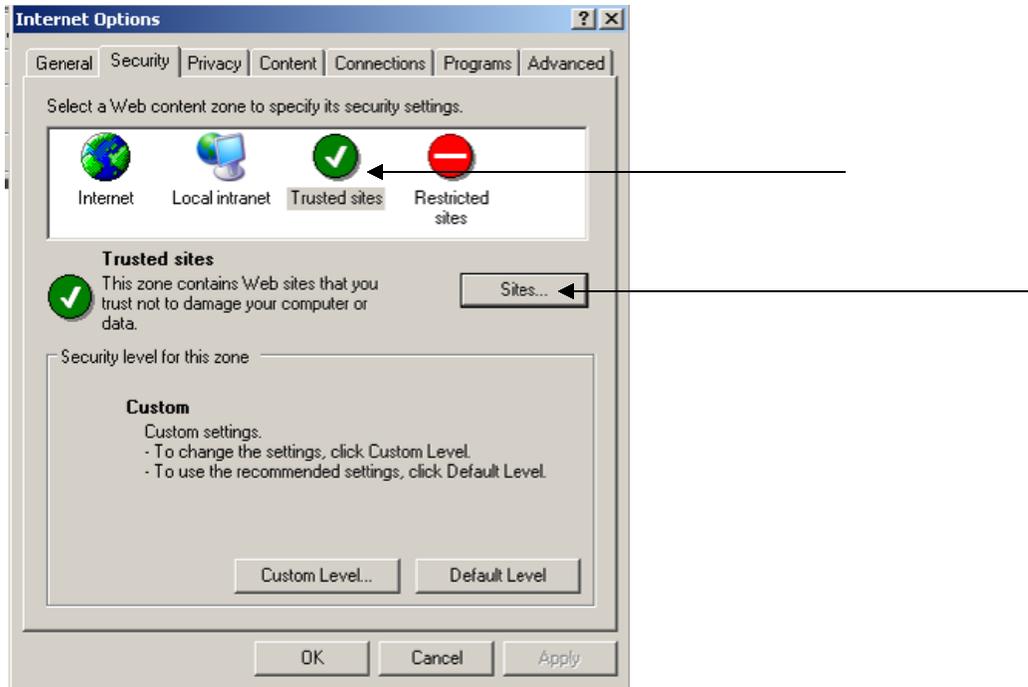
Select Yes to keep the changes. You may go back and undo these changes or adjust them to your preference, at any time.

PREVENTING RUNTIME ERRORS

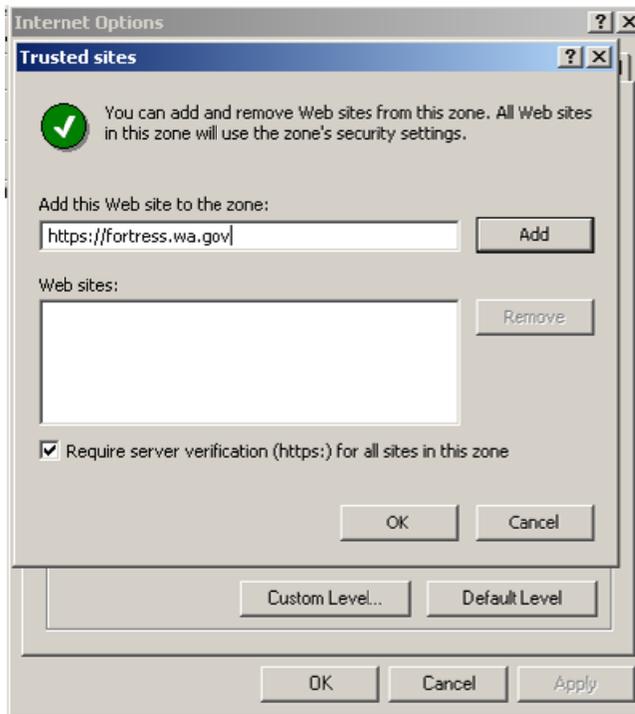
If you receive frequent and unexplained Runtime errors, your internet browser may be blocking some of the script InfoNet uses to do its internal functions. To prevent these errors, you may need to add InfoNet to your browser's list of trusted sites.



Select Tools from the IE menu bar at the top of your screen, then select Internet Options. The Internet Options window will pop up. Select the Security Tab.



(2) Select Trusted Sites and then click the Sites button.



(3) Enter <https://fortress.wa.gov> in the space to “Add web site to this zone” and click the Add button. When you’re done, click OK., and OK to exit.