

Q & A from Recent Regional Meetings in Regions 10, 7, 5 and 2

The following frequent questions came up at regional meetings. Here are these troubleshooting ideas, navigational steps and resources to help workers address these frequently-asked questions. Additional Q & A's will be published in the future.

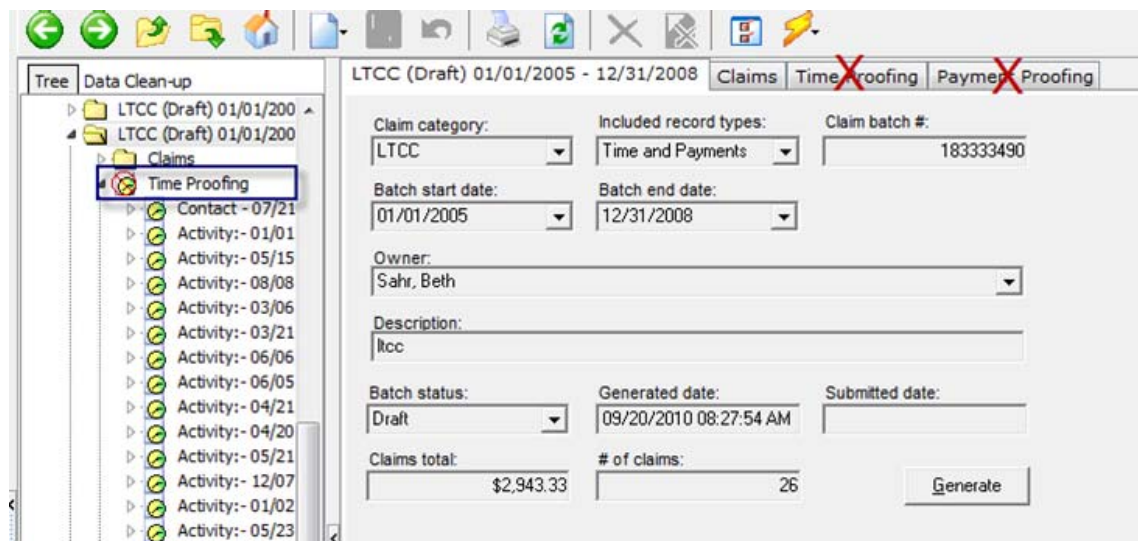
Question 1: Why are we receiving errors when viewing Claiming/Time Proofing? Why is the Tree View disappearing?

Asked:

- Errors are received and/or the tree view seems to disappear when viewing Time Proofing messages. Even when moving the slider bars, the Tree View will not pull up.
- SSIS locks up.
- Workers cannot 'x out' of the batch or SSIS.
 - Must Ctrl+Alt+Delete to end task and start over. The local agency was deleting batches and regenerating batches as a workaround.

Answered:

We recommend accessing proofing from the Tree View, not from the Time Proofing and/or Payment Proofing tabs.



Question 2: Why are Documents popping up in a random PDF screen? When is it going to be fixed?

Asked:

Why do documents continue to pop up in the wrong place? Workers have to click on blank SSIS tab in the toolbar to get into the note/document...or, if the blue E is visible, workers can click on that (if the random document window isn't in the way).

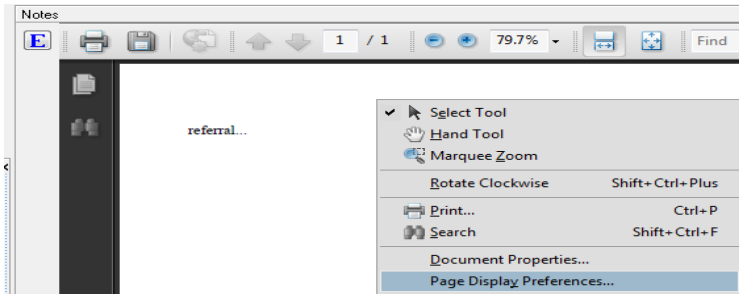
Answered:


Workers can correct this problem now. Two things are known to fix this problem.

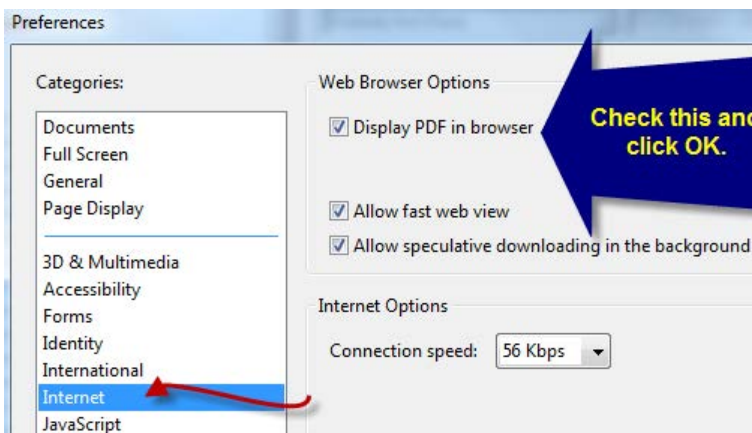
The first item involves the workstation having Adobe X installed as the Adobe Reader. SSIS does not work well with Adobe X; many counties had to revert to Adobe 9. Contact your local agency IT if a worker or mentor is unable to complete this action. Another solution is to uninstall Adobe X and reinstall Adobe 9. It is ok to update this to Adobe 9.4.6; we at SSIS found this works as well.

Secondly, this problem has been related to a setting on Adobe preferences. There are a couple of ways to fix this as well.

- 1) Right-click on the PDF popped up document and select **Page Display Preferences**.



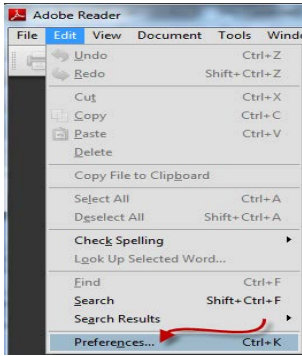
- 2) On the Preferences screen, select the Category of **Internet**.
- 3) Once the Category of Internet is selected, the right side of the screen displays a Web Browser Options section with a check box for **Display PDF in browser**. Workstations experiencing difficulty display this box as unchecked.
- 4) Check the **Display PDF in browser** box.
- 5) Click **OK**.
- 6) Click the **Refresh** button  on the SSIS application toolbar to see the change in settings applied.



Or, correct it before opening SSIS by following these steps:

- 1) Select Windows **Start** menu.
- 2) Select **Adobe Reader** from the Programs menu.
- 3) Select **Edit** menu.

4) Select **Preferences**.



5) Select **Internet**.

6) Check **Display PDF in browser**.

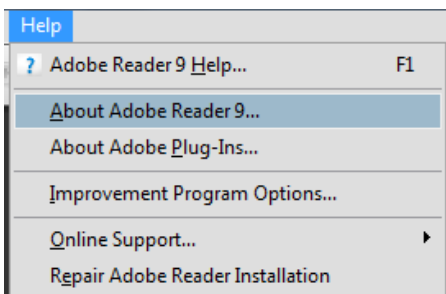
7) Click **OK**.

To see what version of Adobe Reader is installed on an individual worker's workstation and determine if it is necessary to change versions:

1) From the Windows Start menu, select **Adobe Reader**.

2) Select **Help** menu.

3) Select **About Adobe Reader....**



4) View Adobe version.



Note: If the setting in Adobe is changed before opening SSIS, then the next time a worker opens a document in Chronology it should behave.

Warning: This is an Adobe setting – so changing it will change how PDF's display on the workstation for all PDF's. Workers can change the setting to work best for them both within SSIS and outside of SSIS.

Question 3: Why does a gray PDF print/page viewer toolbar appear on the screen when attempting to view a document? How do we remove it?

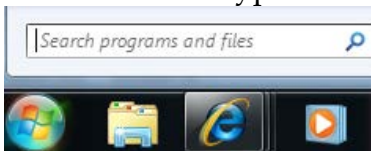


Asked: How do they remove the PDF tool bar that displays in notes and documents?

Answered: This behavior only occurs if workstations have Adobe X installed. It is related to the PDF viewer/Adobe Reader for that version only. SSIS recommends reverting to Adobe 9. *See directions above.*

If the local agency chooses to keep Adobe X, workers can do two things to resolve this issue:

- A) In the short-term, press **F8** on the keyboard to “hide” the toolbar when it displays.
- B) To permanently remove the toolbar from displaying in SSIS:
 1. Click **Start** and type *Adobe Reader* in the **Search programs and files** field.

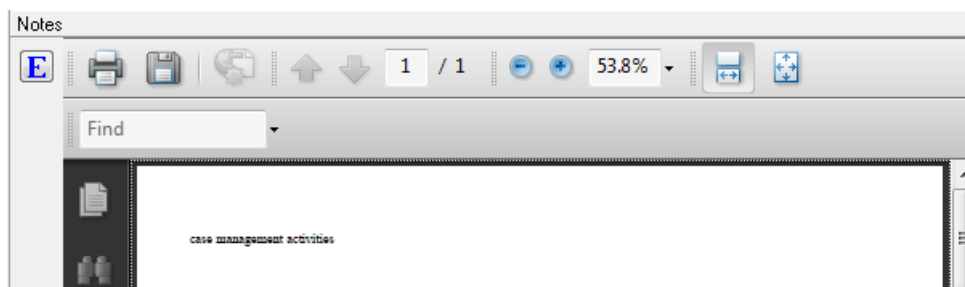


2. After Adobe Reader screen displays, select **Edit** and then **Preferences**.
3. Select **Internet** in the left column.
4. On the right hand side, uncheck **Display in Read Mode by default**.
5. Click **OK**.

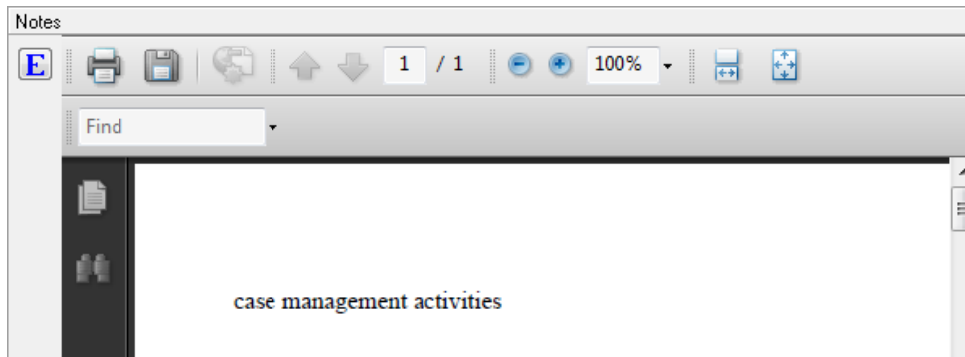
Question 4: The note is too small to read. How do we fix this?

Asked: How do we increase the size of the text in Notes that are now PDF'd?

Before:

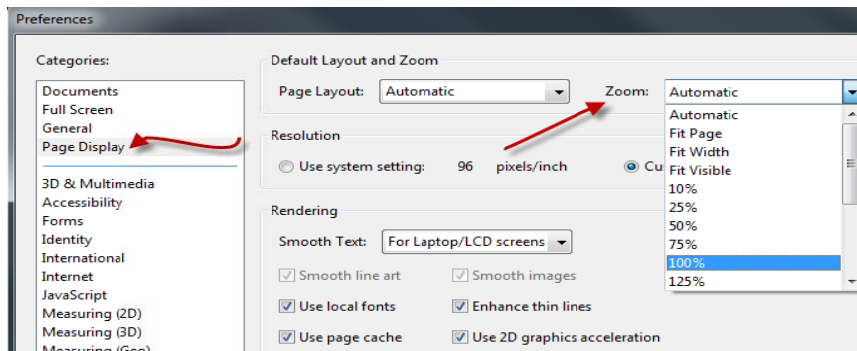


After:

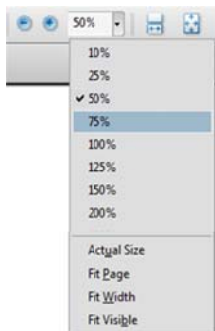


Answered:

1. Open Adobe Reader.
2. Select **Edit** and then **Preferences**.
3. Click on **Page Display** under Categories.
4. Change the **Zoom** setting to 100%.



Or, the worker can change the text size as needed on an individual note:



Question 5: A local agency-created text box expanded by itself and wouldn't let us enter anything. How can this be fixed?

Answered: County document template creators can provide specific information to the SSIS Help Line and get assistance with a local agency template.

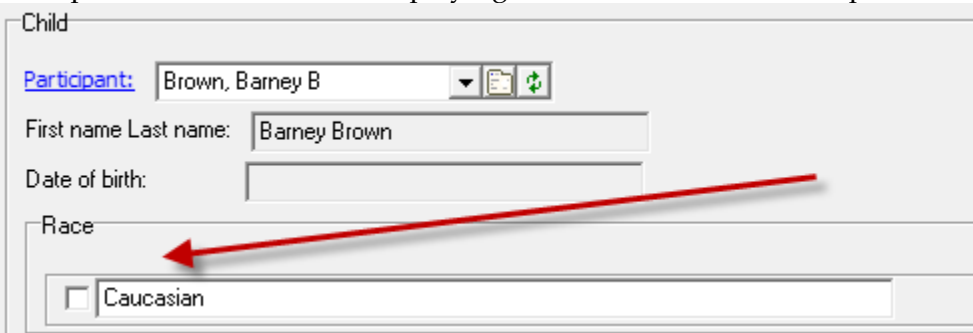
Question 6: Workers are not doing setup before going into the document; they are missing dates/other autofill info. What can be done?

Answered: This is a staff training issue. The Setup screen for Documents and Service Plans plays a critical role in determining which document displays based on questions initiated on the Setup. Data to be included in the document and data about the participants also originate from the Setup screen. Every field indicated on the Setup screen of a particular document and service plan needs to have decisions indicated by the worker prior to completion of the document. Based on these decisions, additional fields may display that also require worker entry. Answering the setup questions should not be considered optional to the document. However, SSIS elected to minimize the impact on the natural workflow process by only requiring a minimum amount of information initially based on each individual document or service plan. This minimum information to view the document and begin text entry is marked by yellow mandatory field indicators such as these:



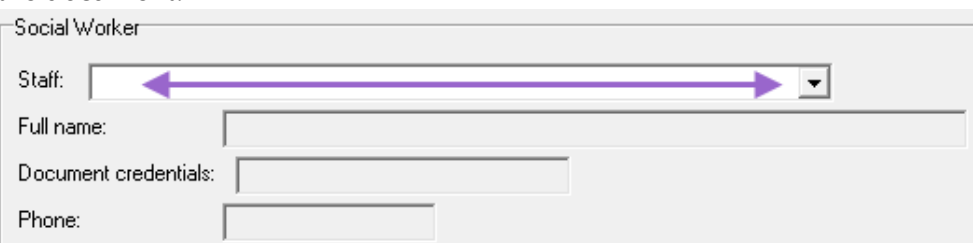
A screenshot of a 'Child' setup form. It contains three input fields: 'Participant:' (a dropdown menu with a yellow warning icon), 'First name Last name:' (a text box with a yellow warning icon), and 'Date of birth:' (a date picker with a yellow warning icon).

Example of additional fields displaying based on selection in Setup fields:



A screenshot of a 'Child' setup form. The 'Participant:' dropdown is selected with 'Brown, Barney B'. Below it, the 'First name Last name:' text box contains 'Barney Brown'. The 'Date of birth:' date picker is empty. A new section titled 'Race' is visible, containing a checkbox labeled 'Caucasian'. A red arrow points from the 'Participant:' dropdown to the 'Race' section.

Example of a field not displaying a mandatory field indicator, but still required for completing the document:



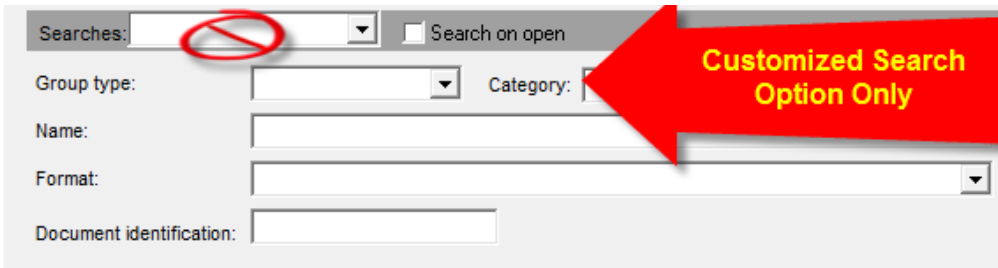
A screenshot of a 'Social Worker' setup form. It contains four input fields: 'Staff:' (a dropdown menu with a purple double-headed arrow), 'Full name:' (a text box), 'Document credentials:' (a text box), and 'Phone:' (a text box).

Encourage workers to complete the Setup screen on Documents and Service Plans prior to opening the document and to review completion yet again prior to finalizing and printing off the document.

Question 7: Why are data fields/date pickers housed only in the setup portion of a document?

Answered: It would require complicated programming to create a date picker within a state or local document template; it is not an option.

Question 8: Search document function is being used incorrectly – searching from very top box. This does not work and can cause documents created from this search to disappear.



The screenshot shows a search interface with several fields: 'Searches:' (a dropdown menu circled in red with a red 'X' over it), 'Search on open' (a checkbox), 'Group type:' (a dropdown menu), 'Category:' (a dropdown menu), 'Name:' (a text input field), 'Format:' (a dropdown menu), and 'Document identification:' (a text input field). A red arrow points from the text 'Customized Search Option Only' to the 'Searches:' dropdown.

Answered: This is a staff training issue. The customized Searches option has been available for many years. Individual users can set up their own frequently-used searches, e.g., a county has several local agency templates developed for Adult Mental Health Commitments. A fast and easy way to locate them in the Document Template Search is for a worker to search for these documents, then save it as a customized search. When returning to Document Search for the same purpose, they can just select the prepared search they named “Adult Mental Health Commitments” in the Searches box.

If workers are *losing* the list of documents available on the Template Search, they can click the Clear



Two buttons are shown: a grey 'Search' button and a blue 'Clear' button.

button at any time.

Question 9: Font sizes differ within documents; it looks unprofessional when printed.

Answered: The default font style and size in documents and throughout SSIS is Times New Roman, 12 point. It is possible for workers to change the font style and size in text entry boxes and in input fields that display in documents. Typically, this occurs when workers have copied text from outside of the document they are working on and pasted into this document.

If workers see different font styles and sizes in the pre-loaded text in state documents, please have the mentor notify the Help Line and provide the name of the document and screenshots for viewing. If it is occurring in local agency documents, the document template creator has the ability to set one font style/type size in the entire document.


Question 10: Why are we unable to single space if using bullets?

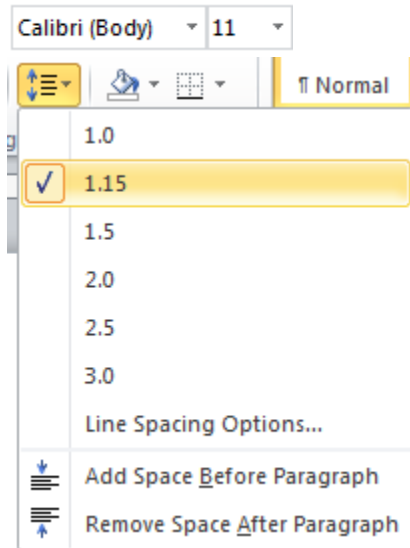
Answered: Here is a link to SSIS Version 11.4.1.31 Known Defects (November 29, 2011):
http://www.dhs.state.mn.us/main/groups/agencywide/documents/pub/dhs16_165448.PDF
The following information is on page 3 of this Known Defects document.

Problem:

Copying from MS Word (or other applications) and pasting the text into SSIS results in double spacing, upside down question marks, wingdings, and other formatting issues. Once this text is pasted into a document or service plan, the worker is unable to edit the text to remove the formatting.

Workarounds:

Double Spacing (including bulleted lists): If copying from a PDF document (anything with a symbol that looks like this in front of the title: ) into SSIS, paste the text into Notepad first to remove unseen formatting, then copy the text and paste it into SSIS. If copying from a Microsoft Word document, check the line spacing setting to ensure that it is set for 1.0 spacing AND remove the space before and after each paragraph. Microsoft Word 2010 defaults all documents to the Calibri font style, 11 point size, with 1.15 line spacing as shown below.



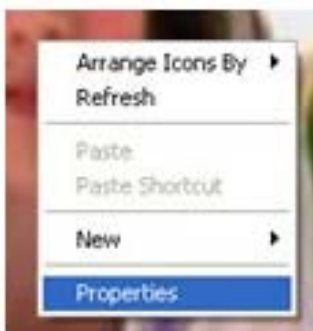
It is difficult to tell at a glance that a Microsoft Word document has this slight variation in line spacing. However, it creates the effect of double spacing in SSIS when text is pasted in.

Question 11: Workers are receiving a lot of access violations. What can be done?

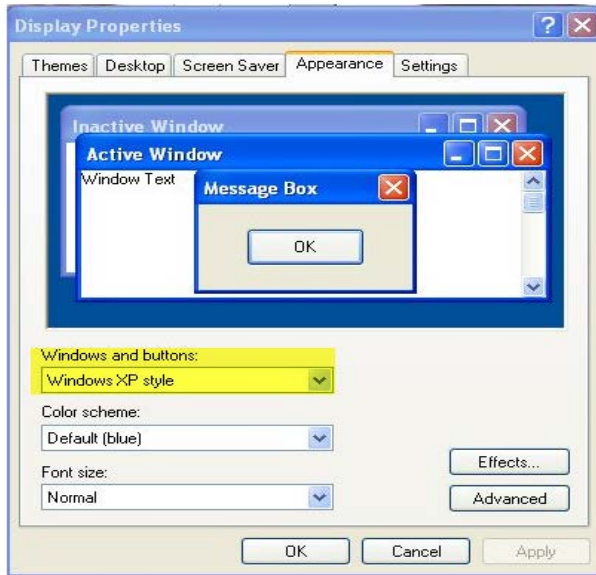
Answered: Access violations that display have been linked to theme settings on workers' workstations. Follow these steps to confirm the following on workstations if access violations display.

(Note that the steps to correct this are different if the workstation has Windows XP versus Windows 7.)

- 1) Have the staff person log out of SSIS, then right-click on the computer desktop. The following window should open on a *Windows XP* O/S (operating system):



- 2) Select the **Properties** option on this window. This opens the Display Properties window.
- 3) Select the **Appearance** tab as shown below.

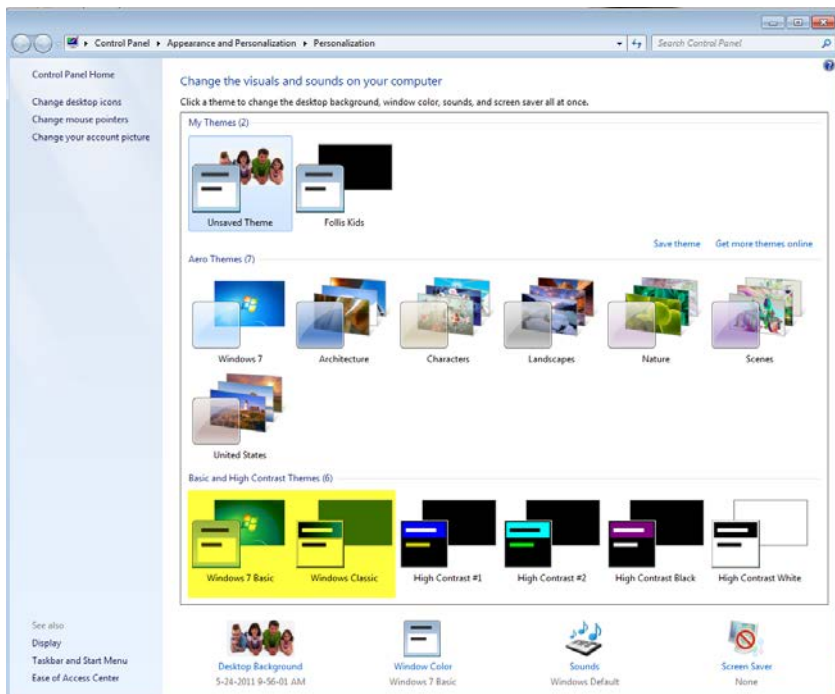


- 4) If the **Windows and buttons** setting field is set to Windows Classic style, change it to **Windows XP**.
- 5) Click the **Apply** button.
- 6) Click **OK**.

The worker can now re-launch SSIS and navigate in the application without receiving access violation errors.

For *Windows 7* O/S:

- 1) Right-click on blank space of the desktop screen and select **Personalize** from the Personalization window.
- 2) Check the **Basic** and **High Contrast** themes to make sure the worker has either Windows 7 Basic or Windows Classic settings (as highlighted in the screen print below).



Question 12: Can agencies receive another copy of the IV-E error reports recently distributed by SSIS to confirm that the errors have all been resolved prior to V12.1 release?

Answered: The IV-E Cleanup Report instructions, which accompanied each agency's report, assured counties and tribes that they could have additional reports. Email a request to: ssisfiscal@state.mn.us. A new report will be generated and forwarded to the agency.

New requests for reports are generated once a week and forwarded to agencies on Thursday or Friday. The reports are sent to the person who requested the new report(s).