ACLReporting Quick Tips

1.	System timing out

In accordance with Department of Health and Human Services guidelines, the ACLReporting system will log out of the system if inactivity for 15 minutes is detected. At 10 minutes inactivity the user will see a warning on the screen. If it is not responded to, the system will log out after 5 additional minutes of inactivity. UPDATE! Look for the NEW "Add Time" button to avoid frustrating unexpected time outs.

2.	Losing entered data

In accordance with Department of Health and Human Services guidelines, the ACLReporting system requires the user SAVE information minimally every 15 minutes. If the user does not save data minimally every 15 minutes, and the system times out, the data entered between Saves will not be retained in the system. NOTE: ACLReporting does NOT save data if you select Next to move screen to screen without selecting Save first. If you are entering data and leave the system for any period of time, it is strongly encouraged that you select Save before leaving the system idle. UPDATE! System prompts will now prompt users to save data when selecting "Next" or "Previous".

3.	Lockouts at log in

ACLReporting has no capacity in the system to generate a lock out regardless of how many times an incorrect username or password is entered. If you believe you are experiencing a lockout after repeated failed attempts to login to the system, ensure you are using the correct user login name- email address of the CIL Director or DSE Administrator (as you designated in Grantsolutions.gov) and the correct case sensitive password. If you are certain the data you enter at login is correct, and you still cannot gain entry into ACLReporting, contact your state project officer.

4.	Blank dashboard after login

When the Registrar logs into ACLReporting for the first time, the dashboard will not be populated with grant information. The Registrar must create user roles for individuals who will be entering, reviewing and submitting data. Once this step is completed, these individuals will have their dashboards populated with the appropriate grant.

5.	Losing the Registrar role

Adding user roles requires the Registrar hold down the CTRL key while selecting users. If the CTRL key is not held down when adding users, you may lose access to the Registrar's role. If this happens, contact your state project officer.