

FAQ – eQAP

Q: What are the minimum computer requirements to utilize the website?

- 500 Mhz Pentium II or AMD Athlon processor (1 Ghz or greater preferred)
- 128MB memory (256MB or greater preferred)
- Windows 98 SE, Windows 2000, or Windows XP (Windows 2000 or Windows XP preferred)
- Internet Explorer 6.0 with current updates
- Internet connection of at least 56K (Broadband preferred)
- Screen settings at minimum 800 x 600 resolution (1024 x 768 preferred)

Q: What do I need to be able to view my reports?

To view your monthly report you need Adobe Reader, version 4 or higher. The Adobe Reader may be downloaded for free from www.Adobe.com.

Q: How do I add additional or missing analytes?

1. Click the “New Lots” link.
2. Select your current lot numbers from the list of available lots. You may either:
 - Scroll through the list.
 - Filter the list by selecting the QC product from the pull-down menu.
 - Type in the lot number and click the “Search” button.
3. Click the checkbox that corresponds to the lot number(s) that you are using.
4. Select the analytes from the list in the upper right-hand corner by either:
 - Holding down the mouse while selecting.
 - Holding down the <Ctrl> (control) key while you select each analyte.
5. Click the “Update” button located directly to the right of the analytes list.
6. Close the “New Lots” window.
7. The new lots and/or analytes should be at the bottom of the “Data Entry” screen.

Q: I added new lot numbers or analytes but they didn’t show up on the data entry screen.

Follow the steps listed above to add additional lot numbers or analytes. The new information will be added to the bottom of the “Data Entry” screen, below all of the other information.

Q: I went into the “Data Entry” screen to enter my data and the screen was blank. There was only a message that said, “No Templates found! Add a new Lot.”

The lots that you entered data for last month may have expired. The system will not display expired lot numbers. Follow the steps listed above to add new lots.

Q: I added new lots or analytes and then logged off the Statistics website. When I go back onto the site, the information I added is not there anymore.

When you log onto the website, the analytes and lots that were last used come up on the Data Entry screen. If analytes or lots were added but not used to save data, they will not automatically come up at the next login. The additional information will have to be added again via the “New Lots” link. Once data has been saved for the new analytes or lot numbers, they will automatically be displayed on the “Data Entry” screen the next time you log onto the website.

Q: I tried to add my raw data samples and a dialog box popped up saying that I had to download a program.

To use the Raw Data feature you must install the Active X Raw Data Control. This is a one-time download that takes a few seconds to install. This was done to improve performance and speed and will not adversely affect your system.

Q: I’ve downloaded the Active X Raw Data Control but the raw data entry grid does not display.

Make sure that Active X is enabled in your Internet Explorer browser settings under Internet Options/ Security Settings/Custom Level.

Check with your IT department to ensure they allow Active-X controls on the network.

Q: I’m able to login and select my instrument, but I get a blank page when I try to access the data entry grid.

Make sure you are running the appropriate version of Internet Explorer. If technical support can’t duplicate the issue on their end you may want to try using a different PC in your facility. If the same thing occurs on that PC, see if you can duplicate the issue on a PC outside of your facility’s network. If the issue is isolated to the your facility’s network, call your IT department.

Q: I keep receiving a “Session Expired” error when I try to enter my data.

There is a security feature built into the site that will automatically expire the session if there has been a long period of inactivity on the page.

If it happens regularly without any extended period of inactivity, contact your IT department to see if there is an issue at your end.