

Troubleshooting

Support tips to help ELICI users

After three attempted unsuccessful logins, you may get locked out. It will unlock the next morning, or you will have contact Shan or Brian to unlock the user the same day.

Only log into one instance of ELICI at a time. ELICI can be open on two different browsers at the same time; however, you can overwrite the data when you upload.

	Issue	Troubleshoot by:
1	ELICI is kicking me out as soon as I log in.	Try clearing the browsing history. Ensure you only have one session open on the browser.
2	The provider is no longer on the home screen.	Did it get moved off the device? Look in the Add an Existing Review to this Device for that Review ID#.
3	I can't respond to a locked question.	You must use the green filter to select a staff person then proceed.
4	I can't find the staff person in the green filter.	You must add them if they aren't in the system using the orange Manage Role Type Place button.
5	I can't get back to the main checklist, I'm stuck on an individual staff member.	You must clear the filter by clicking on the green filter button and selecting clear filter in the top left.

	Issue	Troubleshoot by:
6	I can't upload the checklist	Ensure you have a secure Wi-Fi connection.
7	I can't see all the questions; I'm only seeing unmet/flagged items.	User the Filter Items in the top darker blue bar and select All Items to return the main checklist.
8	Each time I select a flag, I get a pop-up box.	Go to the cog/widget in the top right-hand corner and select preferences. Select "Do not show a pop-up when clicking this flag".
9	The post-screener can't see the screeners' answers.	The screener's checklist needs to be uploaded to the DHS server. Once that is complete, the post screener will have to retrieve the checklist on the home screen.
10	I can't log in; the page seems frozen.	<p>Check to see if you have a pop-up blocker set. You should see a red warning symbol at the far-right side of the URL bar (it can be small). When you click it, select always allow this site or turn off the blocker.</p> <p>When you switch browsers, this may have to be done with each browser.</p>
11	On the Home screen, why can't I see the options under the Review Actions drop-down?	The provider checklist you are working on should be highlighted in gray. Once it is, you will see all the options.