Table of Errors and FAQ

Error Messages	
"No role has been assigned or you are not a system user!"	Make sure you have entered the username correctly. If you still receive this error message contact your PC to have your username reset.
"Incorrect Password!"	Make sure you have entered your password correctly. If you still receive this error message contact your PC to have your password reset.
"Chosen day should be greater than or equal to implementation date!"	You have chosen a day before the implementation of the PIP. If the implementation date is incorrect please contact your PC to have it updated.
"Please finish PIP for the monthx-20xx!"	You will need to go back to month in question and ensure all data has been entered correctly and then click "Finish for the Month".

Q. I was given a temporary password for me to access my account. Can I change my password at anytime?

A. Yes, you may change your password at anytime. Once you've logged in click on "Change Password" in the upper right of your screen.

Q. I entered data for a day and then select another day and the data for the previous day is missing?

A. Remember to click save each day after you enter your comments and data.

Short cut tip
You can first enter all days you have data and then put the data in for each day and then hit save. If this was done for months at a time click save and then click "Finished for the Month".

Q. I entered in a wrong data for a day.

A. If you entered an incorrect data for a day you do have the option to delete the record. You can find the delete button on the right of the screen. You may delete data records up until you've clicked "Finished for the Month"

Q. How do I print the PIP for my home records?

A. Make sure that you have Acrobat Reader installed. If needed download here http://get.adobe.com/reader/

At the bottom of the PIP Tracking Page you will see:
"Print PIP" this will print the monthly PIP with the data entered.
"Print Blank PIP" this will print a blank PIP you can use to manually track data.

Q. Can I delete data from a month that I've "Finished"?

A. Once you've clicked "Finished for the Month" you will no longer be able to edit or delete any data. This is to ensure that the data can be calculated for the Provider Status Review.

Q. How do I view past months of data or days missed?

A. In the "Add PIP Tracking" page scroll down to where you enter data. There you can select past month/year you want to view and click "refresh"

Q. What if my question is not listed?

A. Please contact your Program Coordinator with any questions or concerns.