

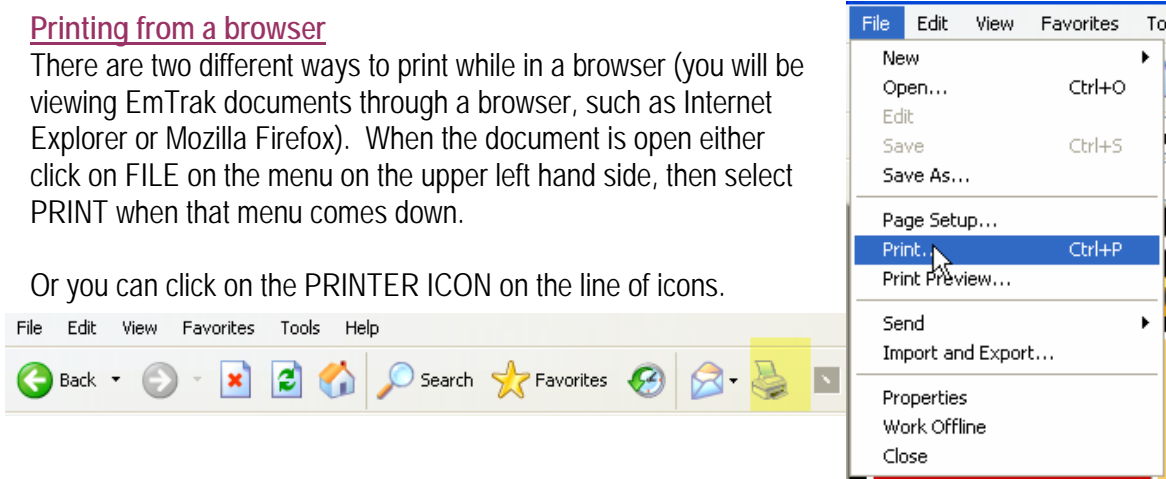
TIPS AND COMMON ERRORS

Tips

Printing from a browser

There are two different ways to print while in a browser (you will be viewing EmTrak documents through a browser, such as Internet Explorer or Mozilla Firefox). When the document is open either click on FILE on the menu on the upper left hand side, then select PRINT when that menu comes down.

Or you can click on the PRINTER ICON on the line of icons.



Using Multiple Browser Windows

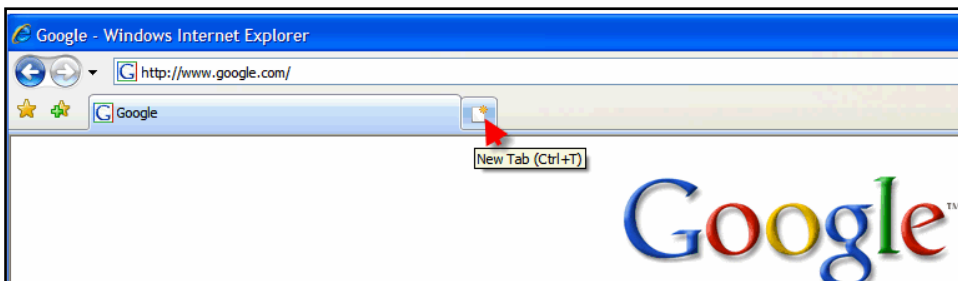
This is likely to be most valuable if you were trying to recreate a job description based on an old one or if you wanted to view last year's annual review while you create this year's. It would be nice to be able to have two browser windows open and easy to change from one to the other. Both Internet Explorer and Mozilla have programs where your internet browser can have multiple windows open and you can tab from each.

Internet Explorer

To get the latest version of Internet Explorer 7.0, go to <http://www.microsoft.com/windows/ie/downloads/default.msp>

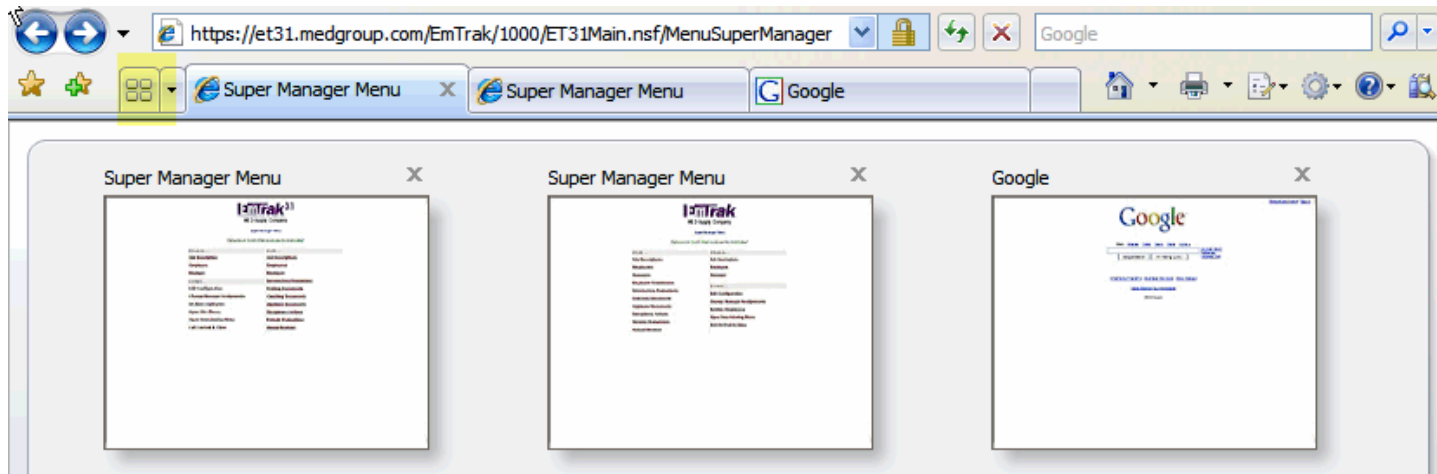
Once the new version is installed, then you will be able to open multiple browsers and click from one to the next.

What is very cool about the newest version is that it allows you to have multiple browsers open and all you need to do is tab from one to the other. Simply click on the NEW TAB button (see below), then you can open an additional browser.



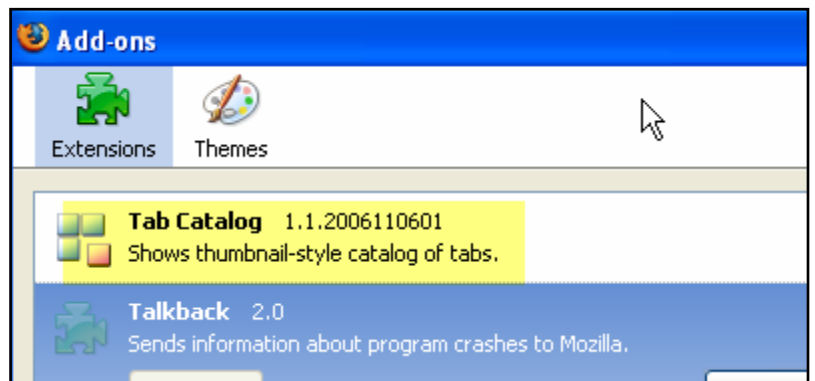
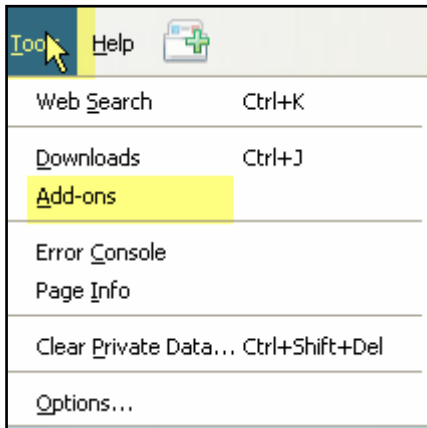


Click on the TABS button  and it shows miniature screen shots of all of your open browsers.



Mozilla Firefox

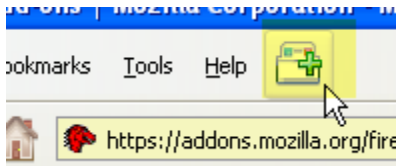
To download the latest version of Firefox by Mozilla, go to <http://www.mozilla.org/download.html> and download Firefox 2.0. Go to <https://addons.mozilla.org/firefox/1937/> to add a software called TAB CATALOG. Once that is downloaded, then click on TOOLS, click on ADD ONS and select TAB CATALOG. Once that is downloaded, then one more step (I understand you don't want any more steps!)



Right click on the HOME icon at the top of the page and choose CUSTOMIZE. This screen shows up. Select this button and drag it to the top of the page by the HELP menu item.



Now, when you want to open a new window in Firefox, you click on that button and it will open and automatically tab everything. If you want to see miniatures of all the websites, click on this button on the upper right hand side.



Common Errors

A quick intro. EmTrak is a browser-based application, meaning you access it on-line. (A software downloaded and used on your computer is called a client-based application). Another term you may have heard is ASP (Application Service Provider). That means rather than having to own expensive software and having to manage a server on-site, everything is done and managed through your on-line connection.

Offering EmTrak as a browser based application means you don't have to load any software, updates are automatic, everything is secure and automatically stored on our servers. But, because it is internet based, you may have breaks in your connection and an interruption in service.

Another interesting perspective is this – when you see a document come up in EmTrak, it's easy to assume that it is just like a document you created in Word, for example, a whole product. However, what is really happening every time you pull up a document in EmTrak, such as an Annual Review, is this: numerous agents go to work to pull information from several sources; job descriptions, employee information, coaching tasks, past documents. The document you look at appears static, but it actually is a collection of numerous elements pulled together for you to view and/or print. When changes are made, then numerous agents run again.

That's why what, at times, seems simple is very complex. That said, we have some gifted programmers who are constantly changing, updating and improving EmTrak – their creativity is unmatched.

I get an error stating no Job Description is found for this employee when I try to create a document, though it shows that one is attached.



The cause of this is usually pretty simple. The department a job description is assigned to must match the department an employee is assigned to. If you get this error, do this. First click on the VIEW JOB DESCRIPTIONS and see what department that particular job description is tied to.

Create Job Description

View Job Descriptions

Create Employee

View Pending Documents

Open File Library

Open Interviewing Menu

Exit EmTrak & Close

Driver Tech 1	Drivers	10/26/2006	Active
Driver tech 4	Drivers	12/18/2006	Active
Driver Tech All	Drivers	12/07/2006	Active

Note here that Driver Tech 1 is in the Drivers department (see the second column),

Now, open up the individual employee's page and check the Department they have been placed in. Notice here that Stan was mistakenly put in the Administration department while the Job Title was assigned to Drivers. Either place the job description in Administration, if that is where it belongs, or put Stan in the Drivers department.

[Return to Menu](#)

Employee Name
Stan Musial

Job Title
Driver Tech 1

View Employee Log

Date	Last 5 Log Entries (first 85 characters)

CREATE...	VIEW...
Training Document	Training Documents
Coaching Document	Coaching Documents
Applause Document	Applause Documents
Disciplinary Action	Disciplinary Actions
Periodic Evaluation	Periodic Evaluations
Annual Review Self-Evaluation	Annual Reviews
Annual Review	Introductory Evaluation
Introductory Evaluation	Job Description

Department
Administration

Manager
Steve Olsen

Log in doesn't work

If you have a situation where you are trying to log-in and it doesn't work, try these steps:

1. Double-check and make sure that your log-in info is correct. The super manager in your company has access to double-check that information by clicking on VIEW MANAGERS and by clicking on your name. Your password can also be changed through that process.
2. Note that passwords are case-sensitive, make certain that your CAPS LOCK is not on.
3. If your log-in still doesn't work, contact us immediately. Either call Gary Schwantz at 800.825.5633 or email me at gschwantz@medgroup.com.

Another common challenge with log-ins is misspelled names. It is possible, for example, to misspell a manager's name, but they can log in because their log-in information is actually correct. Once they log-in with that misspelled name, it creates a record. Let's say you notice the misspelling and recreate that manager. Now we have dueling records. Again, simply contact us, it's an easy fix from this end.

I get an error message and am told to contact EmTrak Support

We apologize, but an error has occurred in the EmTrak 3.1 application. Please write down the error information below. Please also include your login name, company name, and the name of the employee whose document you were working on. Then call EmTrak support at (800) 825-5633 for assistance or email gschwantz@medgroup.com.

Agent Name: EMOpen
 Error Text: Object variable not set
 Error Code: 91
 Line Number: 25

[EmTrak 3.1 Home](#)

This is an indication of a programming challenge. This is not something you can fix. However, please be good enough to note the error info, and then also supply your log-in name, your company name and the employee you were working on, then give Dr. Gary Schwantz a call or email. This gives us the information we need to fix it quickly.

I put in an employee or manager and am told that the name already exists in the server address book or the ID is already in the system

EmTrak works off a Lotus Notes program and within that program is an "Address Book" with the names not only for EmTrak, but for all MED Group databases. It is possible that your manager or employee might have an identical name to another manager. If you retry with a middle initial and it doesn't work, simply contact us. It is an easy fix from this end.



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Notice: The manager has not been saved because the name already exists in the server address book. Please choose another name and try again.

Hint: You might try adding a middle initial to the name.



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The employee ID you entered already exists in the system. Please select a different employee ID for this employee.