



USDA

Self-Help Automated Reporting and Evaluation System

FAQs

Why can't I get into the new Self-Help application?

Be sure you have your own, active Level-2 eAuth id. You will not be able to access the new application until you have a valid, current Level-2 eAuth id. If you have not used your eAuth credentials for some time your id may have been retired. Contact your ISSSPOC to be certain you still have an active account. Once you are certain you have an active eAuthid and you still cannot get to Self-Help Home Page, please contact Mitch Clem at mitchell.clem@stl.usda.gov and copy teresa.sumpter@wdc.usda.gov and carolyn.bell@wdc.usda.gov to be added to the Self-Help application database.

I can see the new Self-Help application Home Page but why can't I see any of my Grants or Borrowers when I do a Search?

You may not be assigned the correct Self-Help security rights. Please contact Mitch Clem at mitchell.clem@stl.usda.gov and copy teresa.sumpter@wdc.usda.gov and carolyn.bell@wdc.usda.gov so your security can be updated to assign you to the correct Grantee, Contractor or RD Office. Please include your first and last name, eAuthid and the Grantee Name, Contractor Name or RD Office in your email along with a phone number.

I can get into the application but some of the screens are not rendering in a way I would expect. What should I do?

Be sure you are using Internet Explorer (IE) version 8 or greater. The first release of the new Self-Help application is only supporting IE version 8 or greater. Other browsers will be supported in later releases. If the problem persists after switching to a supported browser, take a screen shot of the problem and send it to Mitch Clem at mitchell.clem@stl.usda.gov.

The application is taking a long time to load. What should I do?

The first time you access the new Self-Help application on a computer that has not accessed it before, it may take 30-60 seconds to load. The reason for this is that the application is downloading some the images and buttons you see within the application to cache locally and this can take some time dependent on your broadband connection speed and your computer's processing speed. After the first time, the home page should load quickly. If not, you may want to be sure you have a broadband connection and/or close some applications that you might be running on your computer.

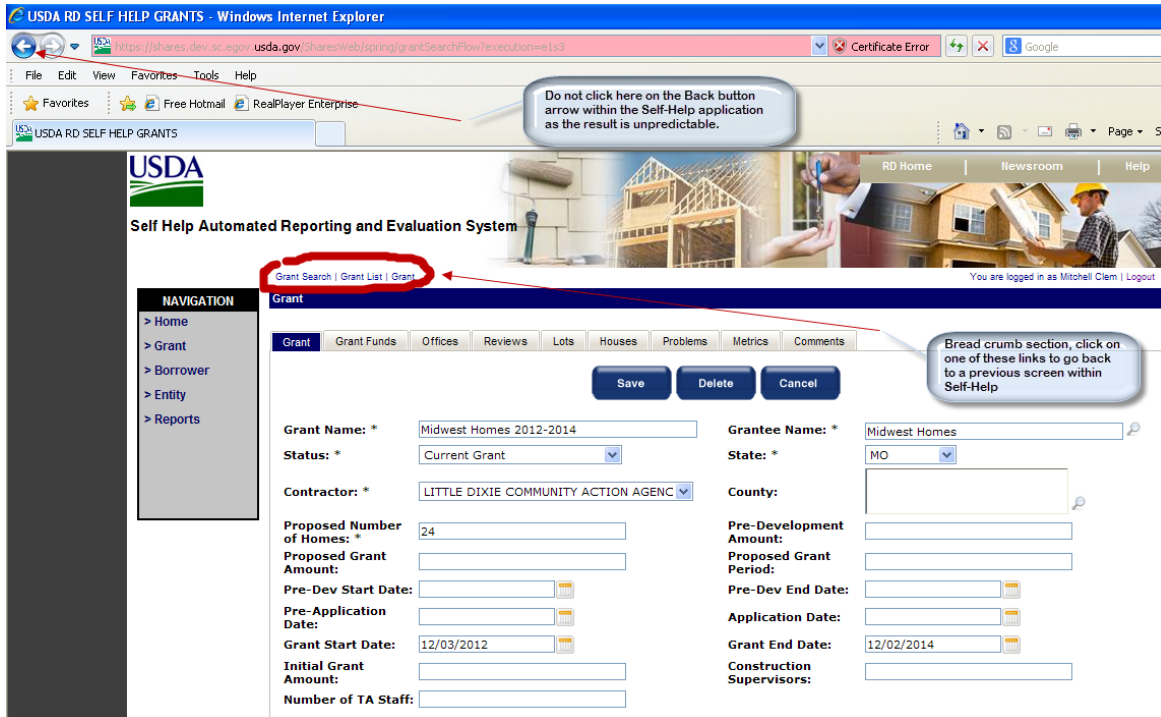
Who can help me with some application related questions?

Depending on which Region you work in please contact one of the people below;

Region	TMA Contractor	States	Shares Coordinator	Phone	Email	Fax
Northeast and Midwest	NCALL Research, Inc	CT DC DE IA IL IN KY MA MD ME MI MN NH NJ NY OH PA RI VA VT WI WV	Meghan Fitzgerald	(302) 678-9400	mfitzgerald@ncall.org	(302) 678-9058
South Central	LITTLE DIXIE COMMUNITY ACTION AGENCY, INC.	AR KS LA MO ND NE NM OK SD TX WY	Alyssa Pillars	(580) 326-5434	apillars@ldcaa.org	580-326-2305
Southeast	Florida Non-Profit Housing, Inc.	AL FL GA MS NC PR SC TN VI	Theresa Hunt	(863) 385-2519	FNPH@earthlink.net	(863) 385-1643
West	Rural Community Assistance Corporation	AK AZ CA CO GU HI ID MT NV OR UT WA WP	Nancy Jacobsen	(406) 579-5202	njacobsen@rcac.org	(406) 642-3423

I have been using the application but now my screen has an error displaying I did not expect. What should I do?

Most likely you have clicked on the Back button of your browser. The new Self-Help application **does not currently support the Back button**. Instead the new Self-Help application allows the user to go back a screen by using the “bread crumb links” – see below for an example;



If you are certain the error was not caused by clicking the Back button then try to reproduce the error and then once you can reproduce the error send the following information to the your Contractor support person;

- The Grant and/or Borrower that you were working on when the error occurred
- The screen you were working on when the error occurred
- The sequence of screen actions taken (such as data entered, buttons clicked, etc) to arrive at the error
- A screen shot of the error