

## ACECM ANSWERS TO the MOST COMMON PROBLEMS

### **CAN'T FIND YOUR PROJECT:**

**Update Projects & Vendors:** Click to update project and vendor listings. This button can be used if you cannot find your project in the current list. Click “OK” and the project list will be updated.

### **PRINTING:**

Select: Annual Performance Report

- Printing Problems usually occur because CUTEPDF Writer is not the default printer OR CutePDF Professional has not been installed.
  - a. Make sure CutePDF Writer is your default Printer
  - b. Click Start, All Programs, CutePDF, and ensure CutePDF Professional has been installed.
    - i. If not, call the help desk and request that it be loaded.
    - ii. If so, continue with the instructions below.
  - c. Open CutePDF Professional
  - d. Click View
    - i. Ensure there is a check beside the following two options, if not click to ensure a checkmark appears, close and then try to print again.
      - 1. Integrate with CutePDF Writer
      - 2. Append CutePDF Writer Jobs

### **NEED TO FIND A RECORD OR YOU GET A DUPLICATE RECORD ERROR:**

From Main Menu select Update Annual Evaluation Scores and then use arrow keys at the bottom of the screen

OR

**Update Record Button** can be used to continue scoring or change scores on a previously entered record.

### **MONTHLY DATE AND SCORES are NOT POPULATING:**

1. Has an email been **received**, **opened**, **attachment saved** and **imported** according to instructions?
2. If step one above has been completed: Go back to email and open attachment to see if there are any scores in the document. If not, or if the correct records are not present the inspector needs to click on “Export Annual Data” **AFTER** hitting the “FINAL REPORTS” for each month an interim was completed. Once new email is received save and import again.