Troubleshooting

Here is a quick list of common issues, possible causes, and methods of solution.

ISSUE	POSSIBLE CAUSE	SOLUTION
Observer can't sync an observation	User is logged out.	Click on the Login button and log in again.
	User doesn't have an active internet connection.	Re-establish internet connection and try again.
Observer sees an incorrect name for the observee	User hasn't cleared his/her cache.	Clear your browser's cache to make sure you have removed all old cached data.
Observer sees duplicate listings of observations	FASTe Observer is displaying observations twice.	Log out and back into FASTe Observer. Do NOT remove or delete either observation.
Observee/Observer does not see latest observation for digital signature	Observee/Observer did not sync the observation.	Have the observee/observer sync the observation, then log in again to view the updated observation.
	Observee/Observer did not remove the local copy.	Have the observee/observer click the Stored Locally button to remove the local copy and make the most recent version available on the server.
Observation form does not display as expected	User hasn't cleared his/her cache.	Clear your browser's cache to make sure you have removed all old cached data.
Observer cannot sync observation and receives a message about comments	Comments contain a special character that cannot be saved.	Submit a report log with observation details to allow support to correct the comment.
Out of Date message under Last Upload Date	User has been using multiple devices to enter observation date and hasn't logged out properly.	Click on Stored Locally and remove the out-dated copy from your device. Then you will be able to click on the observation again and get the most recent version. - or - Continue to edit the out-dated observation and sync it. This version will replace the more recent observation on the server and in FASTe.
Internet Explorer users experience	Users are in Compatibility Mode in Internet Explorer. This is iden-	Click on the icon to turn it gray. This will turn off Compatibility Mode and allow

ISSUE	POSSIBLE CAUSE	SOLUTION
issues of not being able to Sync or seeing odd displays with the icons	tified by the "torn paper" icon in the upper right side of the browser toolbar.	Observer to run properly.
Users are on a laptop and can only see Card View on Observer or the mouse doesn't seem to click properly	Users are on a laptop that has a touch screen monitor. since the touch screen is an option, Observer will recognize this and only offer the card view and touch screen capabilities.	The functionality necessary to complete an observation is fully available on touch screen devices, so users can use Observer on these devices. If the user does want to see list view, he/she will need to use a device that does not have a touch screen.
	Users are on a device that is connected to a SmartBoard. This software makes the device seem as though it has a touch screen therefore Observer reads it this way as well. The user will have access to card view and touch screen capabilities.	The functionality necessary to complete an observation is fully available on touch screen devices, so users can use Observer on devices while running the SmartBoard software. If the user does want to see list view, he/she will need to shut off the SmartBoard tools and connection.

Help Desk

Zendesk cases are entered by a District Admin for PM. Include the following details about the issue:

- » Observer Name
- » Observee Name
- » Date of Last Upload
- » Form Title
- » Device/Browser

Report a Problem

Report a problem is reserved for the cases when the PM support team needs to see the user's local cache on his/her device. Use the following steps to complete this.

1. Log in to Observer.
2. Click on Configure in the main navigation menu.
3. Click on Report a Problem.
4. Fill in the description of the problem.
5. Click the Report button.

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