

WFA Dashboard Troubleshooting Tips

Before submitting *WFA Dashboard* challenges to the Office of Civil Rights, please use your agency's internal process for submitting information technology (IT) issues to your IT division. Your IT division will be able to determine whether the problem is local or needs to be forwarded to the CalHR IT division for resolution. If your particular challenge requires CalHR's IT division to troubleshoot the issue, please forward your IT division's findings and any applicable screen prints to civilrights@calhr.ca.gov.

Unauthorized Access

Access to Documents: If an unauthorized individual, including a previous employee of your agency, has checked out your agency's WFA document(s), immediately contact the Office of Civil Rights at civilrights@calhr.ca.gov.

Sign-In/Access Issues

Browser: The *WFA Dashboard* is supported by *Internet Explorer*. If you are using *FireFox* or *Chrome* you will need to switch to using *Internet Explorer* to access the *WFA Dashboard*.

Link: Make sure you are using the correct web address to access the *WFA Dashboard*. Save the following link in your web browser favorites: <https://portal.calhr.ca.gov/ocr/SitePages/Home.aspx>

Password: If you forgot your password click on the *Forgot your password?* link on the sign-in page and follow the prompts.

Browser Security Settings: If a user has registered and gained access to the *WFA Dashboard*, the common cause of security pop-ups (requests to sign-in while on the *WFA Dashboard*) during a browser session is that the user has not added the proper domains to their *Trusted Sites* in their web browser security settings. Verify with your IT division that the following has been added to the *Trusted Sites* security setting in your browser: [*.dpa.ca.gov](https://portal.calhr.ca.gov) [calhr.ca.gov](https://portal.calhr.ca.gov).

Also an agency having difficulty gaining access to the Dashboard may want to request that their IT Department turn off "safe mode" in Internet Explorer to allow them access to the Dashboard documents.

WFA Dashboard Troubleshooting Tips (continued)

Registration Issues

Registration Expiration: The invitation to register for the *WFA Dashboard* expires after 48 hours (2 calendar days). If you don't register within that period of time you will need to send another request for access to the *WFA Dashboard* to civilrights@calhr.ca.gov.

Invitation to Register: If you've received more than one invitation to register because your invitation expired or you don't remember if you've already registered and you encounter issues that don't fall within the other topics on this list, you will need to send details of your issue with a screen print to civilrights@calhr.ca.gov.

Training

Classroom Training: No classroom training is currently available for workforce analysis. Please refer to the *Workforce Analysis Manual* and view the training modules available on the *WFA Dashboard* under the *Training Modules and Manuals* library.

Viewing Training Modules: To view the training modules on the *WFA Dashboard* follow the instructions below:

1. Under the *Name* column, right click on the training module name (in blue font, and titled module-x.zip, where x is the sequence number of the module).
2. From the drop down menu select the option *Save target as...* Be sure to note the file save location appearing in the top navigation bar of the save window.
3. Save the file to your computer.
4. Navigate on your desktop to the file location where you saved the downloaded file.
5. Right click on the file within your desktop environment and from the context menu select "Extract All..." (If this option does not appear and you cannot figure out how to unzip the files, contact your agency's IT help desk.)
6. After the files have been extracted, double click the module-x.html file to open the video in your browser.

Note that besides the html file, there also unzips a "module-x_media" folder, which contains the source files including the video file and the graphics and text files to create the table of contents, but opening these files will not provide full functionality.

WFA Dashboard Troubleshooting Tips (continued)

Training continued

Training Module Interruption: If the training module stops playing while you are viewing it, you may not have an adequate viewer. You will need to address this issue with your agency's IT division.

Saving Progress

Just like any electronic-based system, ensure you save your progress as you enter data. That way if you have difficulty during "check in" or you're involuntarily logged off of the WFA Dashboard you will not lose valuable workload. If you have difficulty saving your document, ensure other users in your agency are not simultaneously trying to access the same document. If you cannot determine the cause preventing you from saving your progress, contact your agency's Information Technology (IT) unit for assistance. If they are unable to assist you, please forward your IT unit's findings and any relevant screen prints to civilrights@calhr.ca.gov.

WFA Dashboard Troubleshooting Tips (continued)

Self Help continued

WFA Discussion Board: Review the discussion board that is located in the left hand margin under the *WFA Discussion Board* for any tips, announcements, or responses to posted questions relevant to your issue(s) or question(s).

WFA Forms: For instructions or questions regarding completion of WFA forms, please refer to the *Workforce Analysis Manual* and training modules available on the *WFA Dashboard* under the *Training Modules and Manuals* library. If you can't find your answer there, check the *WFA Discussion Board* before contacting the Office of Civil Rights for assistance at civilrights@calhr.ca.gov.

WFA Dashboard Contact

The *WFA Dashboard* contact is the *Office of Civil Rights* at the *California Department of Human Resources* (CalHR). Please do not contact the Web master or CalHR help desk.