

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.dpa.ca.gov/ocr/>

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

Sign In

User name:

Password:

[Forgot your password?](#)

Remember me

DPA or DPAEXTRA Users

[Click Here To Sign In](#)

Forgot your password? Contact CalHR Help Desk @ 916-327-0520.

WFA Dashboard Troubleshooting Tips (continued)

Sign-In/Access Issues continued

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 due to the user not having the proper domains added 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 calhr.ca.gov.

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

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 a 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

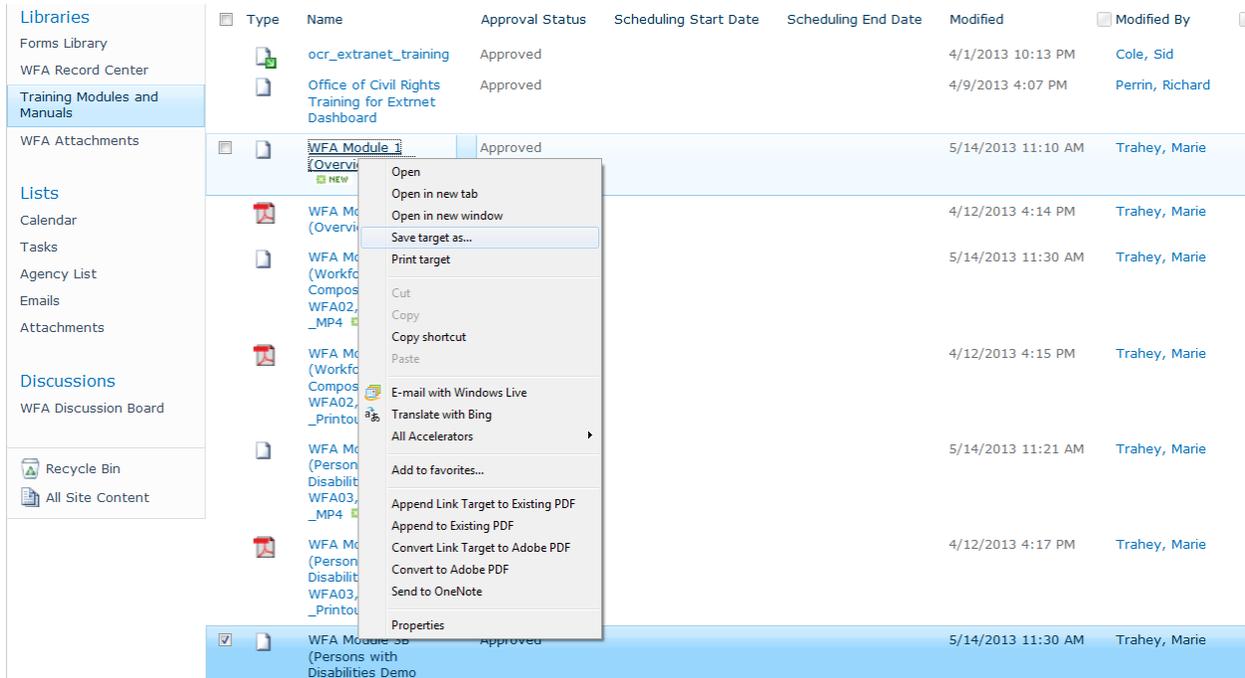
Classroom Training: No classroom training is currently available for workforce analysis. Please refer to the *Workforce Analysis Manual* and view the training modules available on the *WFA Dashboard* under the *Training Modules and Manuals* library.

WFA Dashboard Troubleshooting Tips (continued)

Training continued

Viewing Training Modules: If you are having trouble viewing the training modules in the *WFA Dashboard* follow the instructions below:

1. Under the *Name* column, right click on the training module name (in blue font and underlined)
2. From the drop down menu select the option *Save target as...*
3. Save the file to your computer.
4. Open the document from the file location to view the video.



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.

WFA Dashboard Troubleshooting Tips (continued)

Self Help

Navigation: Take time to watch the video located on the home page of the *WFA Dashboard* for information on navigating the site.



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).



The screenshot shows the CALHR Office of Civil Rights website. At the top, the CALHR logo is displayed with the text "CALIFORNIA DEPARTMENT OF HUMAN RESOURCES" and "Office of Civil Rights Home". Below the logo, there is a navigation menu with "Office of Civil Rights" selected. The main content area features a sidebar with categories: "Libraries" (Forms Library, WFA Record Center, Training Modules and Manuals, WFA Attachments), "Lists" (Calendar, Tasks, Agency List, Emails, Attachments), and "Discussions" (WFA Discussion Board). At the bottom of the sidebar are "Recycle Bin" and "All Site Content" links. The main content area contains an "Important!" notice: "If your agency does not require the additional data entry cells i please make sure you are using the 'short form' version." Below this is a video player titled "Office of Civil Rights Training for Extnet Dashboard" with a play button icon. The OCR logo is visible at the bottom right of the page.

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.