



Help Desk Topics ECE Reporter - Troubleshooting Guide

1. I cannot log in and am getting a credentials error
Did you put in the correct password directly under the username? Resetting your password may also help fix the issue. Make sure to enter all numbers in the verification code, but do not include any commas or periods.
2. I cannot click on submit report
Did you refresh your page? If you do not see the gray scroll bar on the right side of the screen then you need to refresh by clicking the refresh icon () in the upper left corner
3. I do not see a save report button
Try refreshing screen as mentioned above.
4. I have been updating my roster and/or in ECE Reporter for more than 10 minutes and I am not seeing my work
You may not only need to refresh you also may need to click on the Confidentiality agreement again
5. I am seeing Draft in the monthly reports, what does this mean?
When you see a Draft that means that the report was not submitted. If you have submitted and this Draft is a duplicate, you may delete the Draft.
6. I cannot enter the correct address and/or zip code in the child roster.
As you are filling in the information, a drop down with suggested addresses may appear, click on the x in the suggested drop-down box and continue filling in the information without using the suggested address or zip code.
7. I stepped away from my screen and when I returned, I was logged out, why is this happening?
An additional security feature was implemented so if there is no activity in the application after 15 mins it will automatically log you out. If you did not save what you were working on you may have to re-enter information if it was not saved correctly.
8. I am having trouble adding a child to my roster.
All required fields need to be completed before you will be able to move on to the next page/screen. Also, if you are not seeing the scroll bar on the right or a save button on the bottom of the page you need to refresh your screen and/or possibly re-check the confidentiality agreement.



9. I cannot enter address and/or it will not allow me to move on to the next screen/page. This could mean that the child is already in the system. Return to roster click on past enrollments and incomplete records-turn off complete records. If the child's name pops up, delete those, and click on complete roster and then add child.

10. It will not allow me to add address or says address is invalid. Click on this child is homeless and then click back to this child is not experiencing homelessness. It should then allow you to continue entering the information.