

Troubleshooting

There may be times when the system does something that you aren't expecting or a message comes up on the screen that you don't understand. Usually these are common to all users and the following sheet is intended to help you to understand what these messages mean and how to respond to them.

I can't get past the LCC screen to the Cognisoft log in screen

Make sure that you are entering your username and password correctly. These passwords are case sensitive so it is important that you spell it in exactly the same way that it was given to you. Also check that the web address you are typing in is correct as shown in the user guide.

If you are still having problems, it is likely to be an issue with your Vasco token password. Call Leeds City Council IT Services on 0113 2476565 but don't be tempted to mention Insight or Outreach (you'll just get passed back to the Information Team!). You just need to ask for a Vasco token password reset. Once you have been given the new Vasco token password, allow a good 20 minutes before you try it because it can take a while for the password to filter through all the systems.

I have entered my e-mail and password on the Cognisoft screen but I can't log in

Make sure that you are entering your e-mail and password correctly. These passwords are case sensitive so it is important that you spell it in exactly the same way that it was given to you.

If you make three unsuccessful attempts, the system will lock you out (as it thinks someone is trying to guess your password) and you will need to call the Information Team on 0113 2476868 / 2476869 for a password reset.

I'm logged in but I get a page that says Access Denied...

Again this is usually because the system has timed out. If you log out, close Internet Explorer and re-open it, then type the web address again, you will get the Cognisoft log in screen and when you log in again, the message will have disappeared.

I'm trying to record client details and it won't save them

Usually this means that you have missed out information from one of the mandatory fields. You will normally get a message at the top left of the [Client](#) screen that tells you which field you have missed. If you are unsure of the mandatory fields, check the IO102_Mandatory Fields Mini Guide available through the [Mini Guides](#) tab on the system.

I found my client was already on the system but it won't let me save any contacts / interventions

If the client is already on the system, it is worth checking first that they have a status entered. It may be that they have been entered on the system by the Youth Service who do not record status. If you do not have a status for a client that you are working with, this will cause major problems and you will find that the system will not allow you to add any additional data to the record. If you record the status first, done through the [History](#) tab, this will rectify any problems you might have. You will then be able to add additional data.

The pages won't load correctly and the screen keeps flashing

This is likely to be the web browser that you are using. Insight/Outreach supports various versions of Internet Explorer (IE). Leeds City Council supports IE version 6. This guide uses IE version 7. Please be aware that other web browsers, such as Firefox, Opera or Safari, may not load Insight or Outreach correctly. If this is a problem for you, speak to your IT department.

The fonts on the page don't seem to display properly in Insight

We have had reports of some users saying that some of the screens display the fonts oddly and in an inconsistent way. Sometimes we can't do much about this (it is a problem IT Services are aware of) but its also worth checking the display settings on your PC. Some users have found that changing the display settings improved the way the page looked.

For further advice and help, you can check the *Mini Guides* that can be found by clicking the *Mini Guide* tab in the system. For other queries not answered by this sheet or the *Mini Guides*, please call the Information Team on 0113 2476868 / 2476869.