

Troubleshooting Information

The following information is to guide you through resolving certain issues that you may encounter when using this software.

Remember, you must install the version of the Tribal tracker that is identical to the version of Microsoft (MS) Access that is installed on your PC, for example, the MS Access97 version of the Tribal Tracker requires MS Access 97 to be installed on your PC.

Frequently Asked Questions

Question: *Can the software be networked?*

Answer: The software is designed for use on a single computer. You may install the software on your network server, however since the software has not been tested in a networked environment, we recommend that you install the software locally on your individual computer.

Question: *Can I delete information once they have been entered into the Tribal Tracker?*

Answer: No. The Tribal Tracker does not have delete capabilities. Once information is entered, it cannot be deleted. However, you can edit all fields of all records. Please remember that the Tracker is designed to follow cases that the Tribe has determined to be eligible for services. Once the case worker has determined that a client is eligible, the key information from the eligibility determination process should be entered into the second module of the Tracker, **Client Information**.

Question: *I have forgotten my username and password. What should I do?*

Answer: *If you have forgotten your username and password please call the Child Care Automation Resource Center*

Question: *How do I check which version of MS Access my system is currently running?*

Answer: Click on your start menu, move your pointer to programs, move your pointer to MS Access and click to open. The opening screen will display the current version of MS Access your system is running.

Question: *If I type the "Enter key (AKA "Return") when I finish entering my information the line disappears. What happen?*

Answer: Actually the information is still there. If you close the screen and reopen, the information is still there. If you use the "Tab" or your mouse to get to the next line, then it is OK.

A word of caution: When you are authorizing services, it is recommended that you use your mouse. Remember you will need to click the **SAVE** button to save your authorization.

Tribal Tracker Tutorial

For your assistance, there is an interactive hands-on tutorial for using this software. The Data Tracker Tutorial will help you get started using the Data Tracker. The tutorial provides you with an overview of the Data Tracker highlighting the Data Tracker functions. The tutorial also allows you to learn about the software, view guided demonstrations and participate in hands on learning. If you would like to receive a copy of the Data Tracker Tutorial, please contact the Child Care Automation Resource Center at 1-877-249-9117.

Backing Up Your Data

Backing up your data is very important. It is also wise to have more than one backup copy of your data as well. The following steps describe how to backup the Tracker database:

1. Close the database
2. Using the Windows Explorer, My Computer, Microsoft Backup, the MS-DOS **copy** command, or some other backup software, copy the database file to a backup medium of your choice. See below for the file name and location associated with your version of Microsoft Access.

For MS Access97 users:

C:\Program Files\TribalTracker\TribalTracker97_v10.mde

For MS Access2000 users:

C:\Program Files\TribalTracker\TribalTracker2k_v10.mde

Please Note:

- If you are backing up to a floppy disk, you cannot use Windows Explorer or My Computer to back up your database; you must use Microsoft Backup or some other backup software so that you can copy the Tracker database file onto more than one floppy disk.