



AWARDS Tip Sheet

AWARDS TRAINING HANDOUT

The AWARDS application is designed to be as intuitive and user-friendly as possible; however, having a few key tips at hand can make your use of AWARDS even smoother and easier.

ABOUT THIS DOCUMENT

This document is intended to provide you with tips on the following topics:

- [Tips on Logging In](#) – Learn to get around common logging in issues. Page **1**
 - [Tips on Navigating AWARDS](#) – Learn how best to move through AWARDS. Page **2**
 - [Tips on Dates and Numbers](#) – Learn how to enter and format dates and other numbers. Page **2**
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TIPS ON LOGGING IN

When logging into AWARDS, you might see a number of pop-up messages:

- You are now leaving/entering a secure site – Click **YES**.
- Do you want Windows to store your password? – Click **NO**.

WARNING! *Never let a computer store your password!*

You might also see an “Authentication Failed” error message above the Username and Password fields on the AWARDS login page. If so:

- Verify that the caps lock button on your keyboard is off.
- Verify that you are using the correct AWARDS address (URL) - <https://agencyname.footholdtechnology.com>, where “agencyname” is the name or acronym for your agency/collaborative.

Don't forget the “s” in https when entering your URL - your bookmark will not work without it.



- Verify that you have entered the correct username and password. If you are unsure what your login ID is, or if you need your password reset, please contact your supervisor.

- Verify that you do not have caps lock on - passwords are case-sensitive.
- Try logging in from another PC to rule out computer-related problems. If you can login from one PC but not another, compare the browser settings between the two and make adjustments accordingly.

TIPS ON NAVIGATING AWARDS

- Buttons in all caps indicate the next logical step in AWARDS.   
- Pressing these buttons saves the information you've entered!
- Moving forward in AWARDS is always preferred; however, if it's necessary to jump back to the previous page, use the **JUMP BACK** button or the **Foothold Logo** button in the upper left corner of the page.  

TIPS ON DATES AND NUMBERS

- A date can be entered by using the "Date Picker" next to a date field (circled in the example here), or by typing it in manually.  
- Dates entered manually can be formatted in a variety of ways. For example December 5, 2004 can be entered in any of the following ways: 120504, 12/05/04, or 12/05/2004.
- For unknown social security numbers (SSNs), use all 9s. SSNs can be formatted as 999999999 or 999-99-9999.

TIPS ON ENTERING INFORMATION

- **Red asterisks (*)** indicate required data. **Red lettering** is also used to highlight areas that are either required or considered particularly important.
- When you see check boxes more than one item can be selected at a time.
- When you see radio buttons only one item can be selected at a time.

TIPS ON RUNNING REPORTS

- The menu pages of most AWARDS modules include a **Database** drop-down option containing "Data Entry" and "Reports" selections. The choice you make there tells AWARDS whether you want to enter data, or view reports on existing data, respectively. For reporting purposes, choosing "Reports" before clicking the button for a feature enables you to run reports on the data pertaining to that feature. For example, in the Services module, choose "Reports" from the Database selection list and click Progress Notes to get to the *Progress Notes Report Selections* page.

When using buttons in AWARDS labeled "Report" it is not necessary to change the Database drop-down selection to Reports mode.

- The **Report Menu** module accessed from your *AWARDS Opening Menu* page is another means of accessing the various reports found throughout the system.

TIPS ON CLEARING YOUR COMPUTER CACHE

When you use AWARDS, the pages you access are stored in your browser's RAM memory. While that memory is automatically cleared when you close the browser, you also can free up additional RAM space by doing the following from time to time:

- **When Internet Explorer is your browser** - Select **Tools** from the File menu, and then **Internet Options**. On the dialog box that is then displayed, on the **General** tab, click **Delete Cookies**, **Delete Files**, and **Clear History**.
- **When Firefox is your browser** - Select **Tools** from the File menu, and then choose **Clear Recent History** or **Clear Private Data**, depending on version you are using.
- **When Chrome is your browser** - In the upper-right corner of the browser window click the **Wrench** icon. Choose **Tools**, and then select **Clear Browsing Data**. On the dialog box that is then displayed, choose "from the beginning of time" from the drop-down selection list and be sure that **Empty the cache** is checked off, then click **Clear Browsing Data**.

TIPS ON PRINTING FROM AWARDS

AWARDS pages can be printed in two easy ways:

1. By clicking **File** from the menu bar at the top of the browser window and selecting **Print**.
-OR-
2. By clicking the logo in the upper right hand corner of any AWARDS page – that logo is a print button!

Prior to printing using either of these methods, you can adjust settings in your browser to control the appearance of printed AWARDS pages – either by removing the browser headers and footers, or printing background colors – as explained here.

REMOVING THE BROWSER HEADERS AND FOOTERS FROM PRINTED AWARDS PAGES

By default, your browser is set up to include headers and footers on all pages printed from the Internet; however, they can be removed. To do so when Internet Explorer is your browser, complete the following steps:

Please keep in mind that if you are using a browser other than Internet Explorer, these settings will vary.

1. From the menu bar at the top of the browser window, click **File**, and then select **Page Setup**. The *Page Setup* dialog box is displayed.
2. In the "Headers and Footers" section of the dialog box, delete the values in the **Header** and **Footer** fields.

Deleting these values will remove them from all pages printed via your Web browser, not just those printed from AWARDS. We recommend writing down the values that are in the Header and Footer fields prior to deleting them in the event that they ever need to be restored.

3. Click **OK** to complete the process.

PRINTING THE BACKGROUND COLORS OF THE CELLS/TABLES AND PAGES IN AWARDS

By default, AWARDS pages print without the background colors you see on the screen; however, if needed you can adjust your browser settings so that those colors are included on printed pages. To do so when Internet Explorer is your browser, complete the following steps:

Please keep in mind that if you are using a browser other than Internet Explorer, these settings will vary.

1. From the menu bar at the top of the browser window, click **Tools**, and then select **Internet Options**. The *Internet Options* dialog box is displayed.
2. Click the **Advanced** tab.
3. In the "Printing" section of the tab, check **Print Background Colors and Images**.
4. Click **OK** to complete the process.

TIPS ON GETTING HELP

To get help with AWARDS complete the following steps:

1. Ask a colleague who might know the answer to your question.
2. If your colleague is unable to assist you, click **Help Menu** from any AWARDS page, and then click **AWARDS Online Help**. Online Help is a searchable help system that contains information on every module in AWARDS.

AWARDS Online Help opens in a window outside of AWARDS. The left hand side of the page contains a table of contents, and the right hand side of the page contains detailed information about any topic selected from the table of contents.

3. If you are still in need of assistance after reviewing Online Help, click **Help Menu** from any AWARDS page, and then click **Help Desk**. A *Compose Message* window is opened with a problem reporting form. Complete the form and click **SEND MESSAGE** to send the form to your agency/collaborative's Help Desk.

In the problem reporting form, be sure to give as much information as possible about your problem or question.

Once your local Help Desk has received your problem report or question, they will assist you or forward your report on to Foothold Technology's Help Desk who will review and respond to the message.

For more information on getting help with AWARDS or on using AWARDS help resources, you can:

- Click **Help Menu** from any AWARDS page, and then click the **Getting Help with AWARDS Instruction Sheet** link.
- Click "Getting Help in AWARDS" in the Online Help table of contents, and then click the subtopic related to the help resource you are interested in.

...AND ALWAYS REMEMBER TO LOG OUT, AND THEN CLOSE YOUR WEB BROWSER WINDOW!