

The chart doesn't update when I change the score

The chart was likely generated before the scores were changed. To see the new chart click on the ORS or SRS data tab, click on the client, choose START, Select Client, and "Display Chart of Existing Scores"

Where can I learn more about other functions, like "run auto dormancy?"

Auto-Dormancy asks the program to search for clients with latest sessions > 60 days old and move those clients to dormant status. (Returning clients after 60 days should be considered a new case in the system.) Auto-Dormancy will run automatically when therapists log in. The button is there for admins to initiate the search.

Why do I get an error message when I try to edit? Can you give me the password?

Changes cannot be made directly to the worksheets in ASIST. They must be performed through the Setup and START menus.

The program is too slow

The best way to improve performance is to ensure that the program is running 'front-end'. This means that the Excel interface (e.g. ASIST_for_Agencies_2_02) should be opened from a users computer rather than running from a network folder. It may have (network ready) at the end of the file name.

The program will work faster when logged in as Therapist.

Also, experiment with turning off the calculate and client refresh features through the "Set Calculate Preference" and "Set Refresh Preference" buttons. When set to manual to calculate or refresh of data will be performed at start-up or when the Calculate or Refresh buttons are pressed.

There are a number of hardware improvements that can help speed things up. The two most important are adding memory to a computer and improving the network configuration (Lightening the network load and/or adding better server hardware or decreasing the distance to the server.).

Do I include the administrator as a license?

ASIST for Agencies allows access from an unlimited number of users (with proper passcodes) using an unlimited number of computers. The licenses refer to the number of clinicians that can be active in the system at any one time. There is one administrator passcode that can be used to login to the system from any properly configured computer.

I can't see all of the electronic measure (or Setup menu). It is cut off at the ends.

This is likely a screen display or resolution issue. You may need to increase the resolution of your screen through the windows display setup. Right click on the desktop, chose Properties, and then Settings. If your screen resolution is already maxed, consider purchasing a newer computer monitor.

I can't change the Client Restrictions

Usually, the client restrictions can be changed from the Computer Setup menu. On rare cases it doesn't work. . The fix is to change the computer name of the computer that is improperly configured. You should get an IT person if available

Go to the computer of the therapist who isn't configured properly (e.g. - can't see client names).

From Windows XP...

Close (save as needed) all applications

Click the Start button

Right Click on the My Computer icon.

Select Properties

Click the Computer Name tab

Click the Change button

Change the computer name (e.g. add a letter to the front of the name)

Click OK

Click OK

Click OK

Restart the computer

Now, when the ASIST program is run from this computer, it will treat it as a new computer. Select the Client Restriction as needed: Yes to see client names; No to allow client scoring.

*I get the message **Microsoft Excel File error: Data may have been lost***

The error message (**Microsoft Excel File error: Data may have been lost**) is caused by an issue with early versions of Microsoft Excel 2003. The Excel update located at this link (<http://office.microsoft.com/en-us/downloads/default.aspx>) should solve the problem.

The buttons don't work

This might be related to not having the macros enabled. If they are it may be related to objects being hidden. See the tools, options, View menu.

How secure is the client data compared to MS Access setups?

There are a few points to make about the ASIST for Agencies (A4A) system that set it apart from run-of-the-mill Access data base system. A4A uses an Excel interface file that stores and retrieves all data from an Access data base using VBA code that is locked. This database is designed to be stored in a protected network folder. Here are some more key points...

1. Users are required to login to the system using protected passcodes. This means opening the Excel interface file from the desktop. No data is stored on any user's machine. This means that users don't see the database file. They don't even know where it exists on the network. Only the people involved in initial setup know the network address. This is different than the ASIST for the Clinician program that is stored locally. This is also different than standard access data base setups that allow users direct entry to the database file.

2. The access data base that contains identifying client information is stored on a network folder that can be restricted to only allowing access by approved A4A system users. Using a secure folder keeps out users who are not using A4A.
3. The database file is locked using a password. No user has access to the database password. I retain this code.
4. Data loss by network crashes can be readily restored from network tape backup.