

A.S.I.S.T. 2.0 FAQ

(Frequently Asked Questions)

January 13, 2006

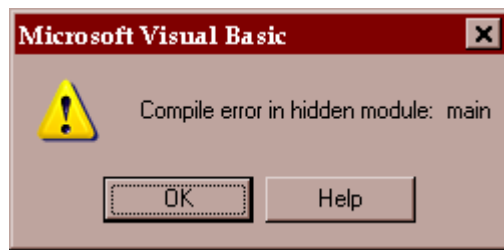
What kind of computer (hardware and software) do I need to run the ASIST?

- Personal computer with Pentium 75-MHz or higher
- Windows Operating System (Me, NT 4.0 with Service Pack 6, Windows 2000, or Windows XP or later)
- Keyboard
- Mouse
- Excel 2000 (or higher)

When I hit a button, nothing happens. What's wrong?

This is likely a security issue involving the use of macros on your computer. In order to operate properly, macros need to be enabled on your computer. See the "Macro Settings" section in the installation instructions.

Why doesn't the program run on Excel '97



The older program cannot accommodate some of the worksheet features included in *ASIST*. In order to operate properly, Excel 2000 or higher is required.

Why doesn't ASIST run from CDROM or floppy diskette?

To run, *ASIST* must be loaded onto your computer's hard drive. See the installation instructions document for details.

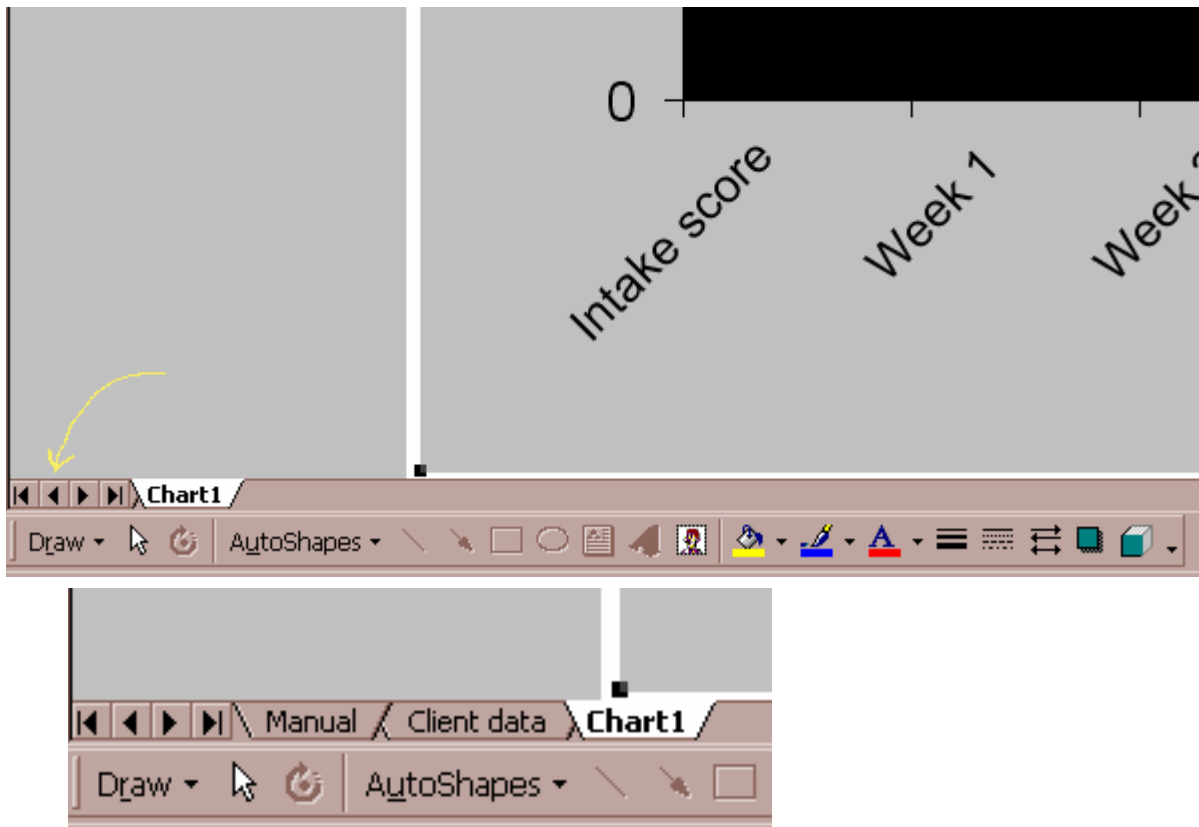
Why can't I find my client data?

In order to protect client confidentiality, the *ASIST* program contains a concealment feature. The purpose is to keep clients from seeing other client data (especially names) when you are using the program to administer the ORS/SRS electronically.

In order to see your client data, hold down the CTRL button and hit the letter R. **CTRL-R** will cause the client names to re-appear.

I still can't find my client data

Excel has an annoying habit of scrolling sheet names off the page. Click on the left arrow in the lower left corner to scroll over and see the other sheets.

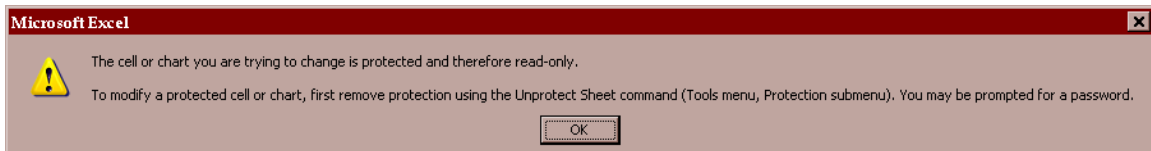


Another way clients can get misplaced is by being scrolled off the screen.

2		
4	Client ID	Most Recent SRS Score
11		
12		

In the graphic above, note that rows 5 through 10 are hidden (the rows skip, in other words, from 4 to 11). To facilitate viewing client data ASIST holds the upper half of the screen constant, but scrolls the lower (client) section. This allows viewing a large number of clients while not losing the column heading reference. To see the hidden rows scroll up from below or scroll down from above (for example click on the cell with the word client in it and hit the down arrow key). The scroll lock can be disabled if desired via the setup menu.

Why do I keep getting a “Sheet protected” or “read only” message when I try to edit?



ASIST 2.0 does allow direct entry of client scores onto the worksheet, but the START button must be pressed before the effect scores etc. are calculated. For deleting an entire client row, you should use the “delete client” button.

The hourglass appears after each client entry. This is too slow. Does the program have to save after each entry?

ASIST 2.0 allows the user to disable the AutoSave feature in the setup menu. Autosave, although time consuming, ensures that all client data is saved. The alternative is to turn off the feature and then save ASIST before closing it down.

The program keeps asking me about child/adult forms. How can I avoid having to chose each time?

ASIST 2.0 includes both child and adult versions of the ORS and SRS. If you work with adults only (or children only) you can select adult only (or child only) from the Setup menu in the Client Data sheet. Alternatively, you can keep the program in an ‘age-selective’ mode by ensuring that at least the client age is entered in the demographics. The default (which can be changed) automatically chooses age 12 as cutoff. This means for people under 12 the program automatically uses the child forms. For ages 12 and above the adult forms are used.