DELTA Empowered Users Frequently Solutioned Issues

This guide is designed to be a living document, updated with the latest common issues and their solutions. If you become aware of an issue that is experienced by multiple staff members, but is not part of this list, please reach out to the DELTA mailbox at ProjectDELTA@IDOC.in.gov so that it can be added.

This document breaks down the common issue and/or scenario on the left-hand side, with both the solution to the issue and the most-likely reason the problem is occurring. This should help you, not only solve the staff member's issue, but also explain why it occurs in order to prevent it in the future.

Common Issue / Scenario	Solution
The User cannot login and gets a "*We couldn't sign you in. Please try again*" notification when attempting to Login using 'State Login' (Single Sign On (SSO))	In most cases, staff are not selecting the correct login button. In order to access DELTA, they need to select 'State Login.' **Solution:** If the staff member is selecting the correct button, then they need to clear their cache. Step-by-step instructions for clearing cache are included in the Introduction to DELTA video on the homepage of the DELTA Intranet site. **Reason for the Problem:** This issue occurs when the user does not select 'log out' once they have completed their work in DELTA. When proper log-out does not occur, the single sign on does not properly reset, leading to errors when the user attempts to log in again.
The user receives an 'Access Denied' message, <u>when attempting to login,</u> that states "*You do not have permission to perform the requested function. Your account has been Locked. Please click on Forgot Password Link to reset your password*"	In the instance that a user receives an access denied message that includes the words, account has been locked, this indicates that a user needs to have their account unlocked. **Solution:** To have this issue fixed, the user will need to submit a ticket to have their account unlocked. Please ask them to submit a troubleshooting ticket HERE and indicate that an Empowered User directed them to do so. **Reason for the Problem:** If a user puts in their username and password and selects 'Login', <u>not</u> 'State Login,' it will lock a user's account for security. In addition, if a user hits

	'Forgot my password,' whether intentionally or accidentally, the system can lock the user's account.
The user is unable to access the records of an offender or complete a task, despite being able to previously do so.	In most cases, when this issue occurs, staff are not putting an offender in context. **Solution:** The staff member needs to put the offender in context, verify that it is in the banner, and then attempt to perform the desired action and/or access the desired information. If this does not fix the issue, please consult the Module's quick reference guides and/or review the user's security system access. **Reason for the Problem:** By putting the offender in context, the user is essentially telling the DELTA system what and who to look for within the database. Without signifying who, the system will be unable to appropriately pull up the correct information and /or access specific areas.
The user receives an "Access Denied" message that states, "*You do not have permission to perform the requested function*" and lists the user's roles.	This scenario indicates that the user may not have the appropriate access to complete and/or access certain information **Solution:** The staff member will need to request additional access. You can help them, before they request access, by: 1. Making sure that the user is looking for the information in the correct location within the DELTA system. You can help them do this by accessing the Quick Reference Guides, by Module, on the DELTA Intranet site. 2. Checking their current access within DELTA. In addition to the roles included in the error message, you can verify their access by navigating to the 'Reports' screen within DELTA and selecting "Reports list". Within the 'Reports Dashboard", on the right-hand side, select "User Administration" from the 'Report Category' dropdown. Select "TSD Administration Roles report." On the right-hand side, input the user's first and last name to see the individual's current roles.

	3. You can review the Security System Role descriptions to determine what access the individual needs to request. To do so, please navigate HERE and select the appropriate Module. From there, you will be able to view each of the roles, within that module. *Please note, that some roles stretch across multiple modules.* From here there are two options: 1. If the user does not have the correct role, they need to ask their supervisor to submit an Account Management Form HERE to request the appropriate access. It is important that you instruct the user and/or supervisor to include: "Empower User verified that I need [insert role]" 2. If the user does have the correct role, and you have verified that they are attempting to complete an action correctly, then they will need to submit a Troubleshooting form HERE. Please instruct the user to include in their ticket: "Empower User verified that I have the appropriate role(s) and I am completing the correct steps. Role [insert role] is not functioning properly"
The user is attempting to review an Offenders Visitation List but cannot find it.	More than likely, the user is attempting to locate the Visitation list in the wrong location within DELTA. **Solution:** The staff member needs to have an Offender in context. Once the user has this, they will go to 'Visitation,' on the left-hand navigation menu, and select the 'Visitor Management' dropdown. The user should then select 'Visit Registration'. Within this page, the user will be able to see the visitation list. **Reason for the problem:** There are too many Offenders and visitors to have them in a single list. To solve this, it is important for the user to first tell the system which Offender they are attempting to review, and then look at the visitation list.
The user receives an incorrect Action Queue Item(s) and needs it removed from their Queue	Within DELTA, some users will receive Action Queue Items despite not being responsible for them. Additionally, some users will see that Action Queue items, for things they have

	completed, but haven't been deleted from the queue.
	Solution: In situations like this, the user will need to submit a troubleshoot ticket [HERE](). Please help the staff member complete this ticket and include that an Empowered User directed the individual to submit a ticket. **Reason for the problem:** There is a known issue with the Action Queue Template. Updates have been made to this, however, there are occasionally continued issues with it. The DELTA developers are working on it. A ticket needs to be submitted because only the Module Owner can correct the issue at this time.
The user is experiencing issues with the Programs and Work Module	Users report a wide variety of issues with Programs & Work. **Solution:** In most cases, the primary cause of these issues is that the user does not have the correct access. In this scenario, review the Security System Role document [HERE]() and then review the user's current access (*please see above)*. Once the correct role, *that is missing,* is identified, please instruct the user to let their supervisor know that they require them to submit an Account Management form [HERE]() and include the role that they need. It is important that you instruct the user and/or supervisor to include: "Empower User verified that I need [insert role]". **Reason for problem:** Due to the nature of the module and the amount of data that is contained in it, everyone does not have access to the whole module. As we know, our staff wear a lot of different hats and work in a wide-variety of roles, if they require a role – it is likely they didn't receive / request it previously.
The user reports that they are unable to add Offenders to a program cycle	Users report issues with adding Offenders to cycles and being unable to see classes. Users will also state that they can see the classes, but not add Offenders to it. These are two separate issues, one of which is role related, the other is not.

	Solution (*if user cannot see the class):* ** If the user cannot see the class, that means that the individual who needs to create the cycle has not done so yet. They will need to check with the individual who is responsible for creating the cycle. If the user is the individual who created the cycle and cannot see the cycle – this means that they need to re-create the cycle. To create a cycle, the user needs the Facility Program Supervisor role. If they do not have this role, please instruct the user to let their supervisor know that they require them to submit an Account Management form HERE and include the role that they need. It is important that you instruct the user and/or supervisor to include: "Empower User verified that I need [insert role]". **Reason for the problem: Despite being a program, this process takes place in scheduling before it goes into programs and work. **Solution (if the user can see the class but cannot add Offenders to it):** If the user can see the class but can't add an offender to it, that means that they do not have the correct role. They will require the Program Enroller role. If they do not have this role, they will need their supervisor to submit an Account Management form HERE and include the role that they need. It is important that you instruct the user and/or supervisor to include: "Empower User verified that I need [insert role]". **Reason for the problem:** Due to the nature of the module and the amount of data that is contained in it, everyone does not have access to the whole module. As we know, our staff wear a lot of different hats and work in a wide-variety of roles, if they require a role – it is likely they didn't receive / request it previously.