



Answering the Diagnostic Questions

This Incident Report Guide is to help users answer the questions found on the Incident Report Form.

The user may wish to provide the Incident Report form to the IT or CIO at their location to gather this information. In the case where they are not available, or the user is using a private laptop, we have provided this guide as means to help the user find the answers needed to best diagnose the issue at hand. If the user doesn't already know how to take a screen shot of the issue, they can learn how [here](#).

CTRL+Click the Questions you wish to learn about:

1. [How often does the issue occur?](#)
2. [What is your current operating system?](#)
3. [What internet browser were you using?](#)
4. [Is "compatibility mode" enabled in your internet browser?](#)
5. [What was your location when the issue occurred?](#)
6. [What type of internet connection were you using?](#)
7. [Are you not able to submit the review because of this issue?](#)
8. [What is the name of your antivirus software?](#)

1. How often does the issue occur?

Once: The issue only occurred once. If this is the case, please try closing the portal and internet explorer completely and try again.

Sporadic: The issue happens at random times. If this is the case, we will ask you to notice when it happens vs. when it doesn't. Common patterns to look for are:

"The issue only happens when I am on-site" or "I only get an error when I click "Store closed"

Many: Issue reoccurs continually under certain circumstances.

Always: It happens every time, all the time.

Gathering Info – Help us diagnose what happened:	
Diagnostic Questionnaire	Your Answer
1. How often does the issue occur? <i>If you've selected "Once", please try again before submitting this form.</i>	Select here... Once Sporadic Many Always
2. What is your current operating system (view guide)?	Select here...
3. What internet browser were you using (IE, Firefox, Safari, etc)?	Select here...
4. What was your location when the issue occurred (on-site store location, Starbucks, office, etc.)?	

2. What is your current operating system and Service Pack?

(Example: Version 6.1 Build 7601: Service Pack 1)

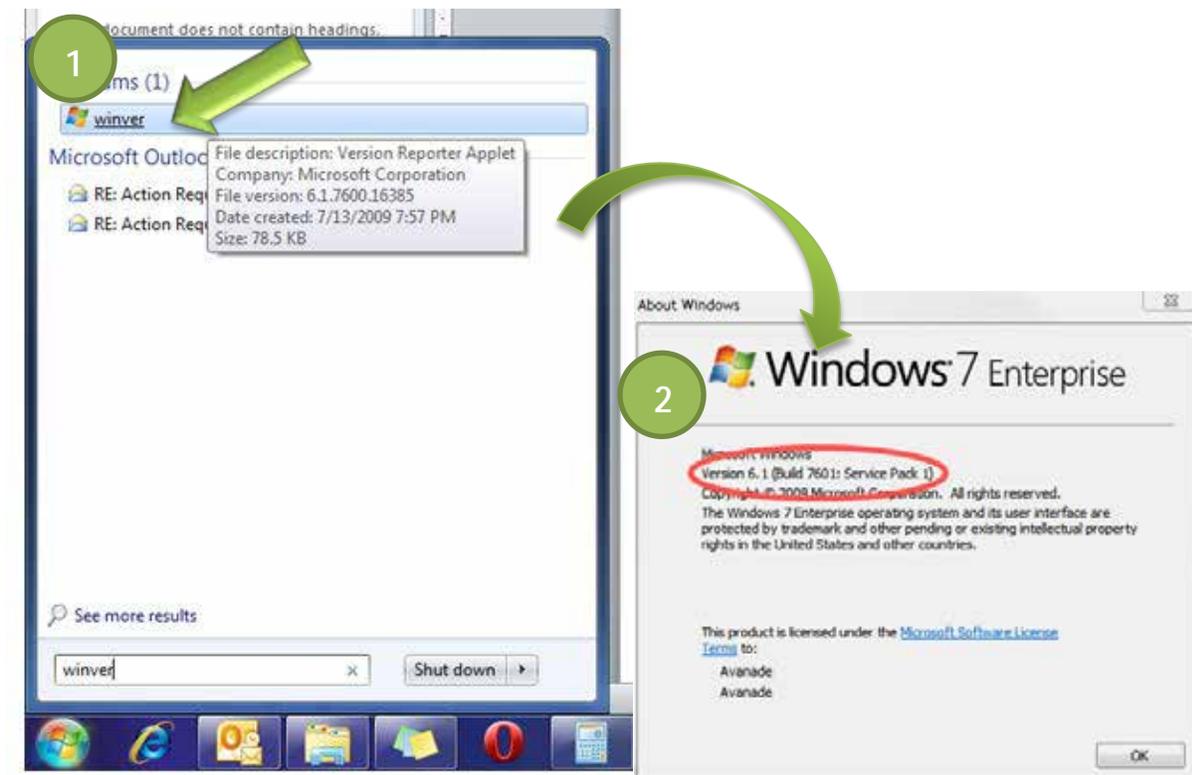
For Windows 7 / Vista users: Start menu → type **winver** → locate the version number and service pack.

For Windows XP users: Start menu → click run → type **winver** → locate the version and service pack.

If you do not know what windows operating system you use, visit this website:

<http://windows.microsoft.com/en-US/windows/which-operating-system>

Windows 7/ Vista example:



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3. What internet browser were you using?

To find the Browser version for Internet Explorer 7, 8, and 9:



Launch Internet Explorer à ALT+H (Help Menu) à About Internet Explorer à Locate the version information and paste it in the form.
(Example - Version: 9.0.8112.16421)

Example:



Go here if still need help:

<http://windows.microsoft.com/en-US/windows-vista/Find-out-which-version-of-Internet-Explorer-youre-using>

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4. Is “compatibility mode” enabled in your internet browser?

The compatibility mode is a mechanism in which software can emulate an older version in order to allow the older software or files to remain compatible with the computer's newer hardware or software.

Sometimes the compatibility mode must be enabled if you are not getting access sections of the portal. To check whether your internet explorer’s compatibility mode is enabled:

Step 1 – In Internet Explorer 9, ensure Menu bar is showing. If it's not, right click in the top part of the window, and choose Menu bar from the pop up menu.

Step 2 – Then, in the Menu bar, select **Tools** à **Compatibility View Settings**

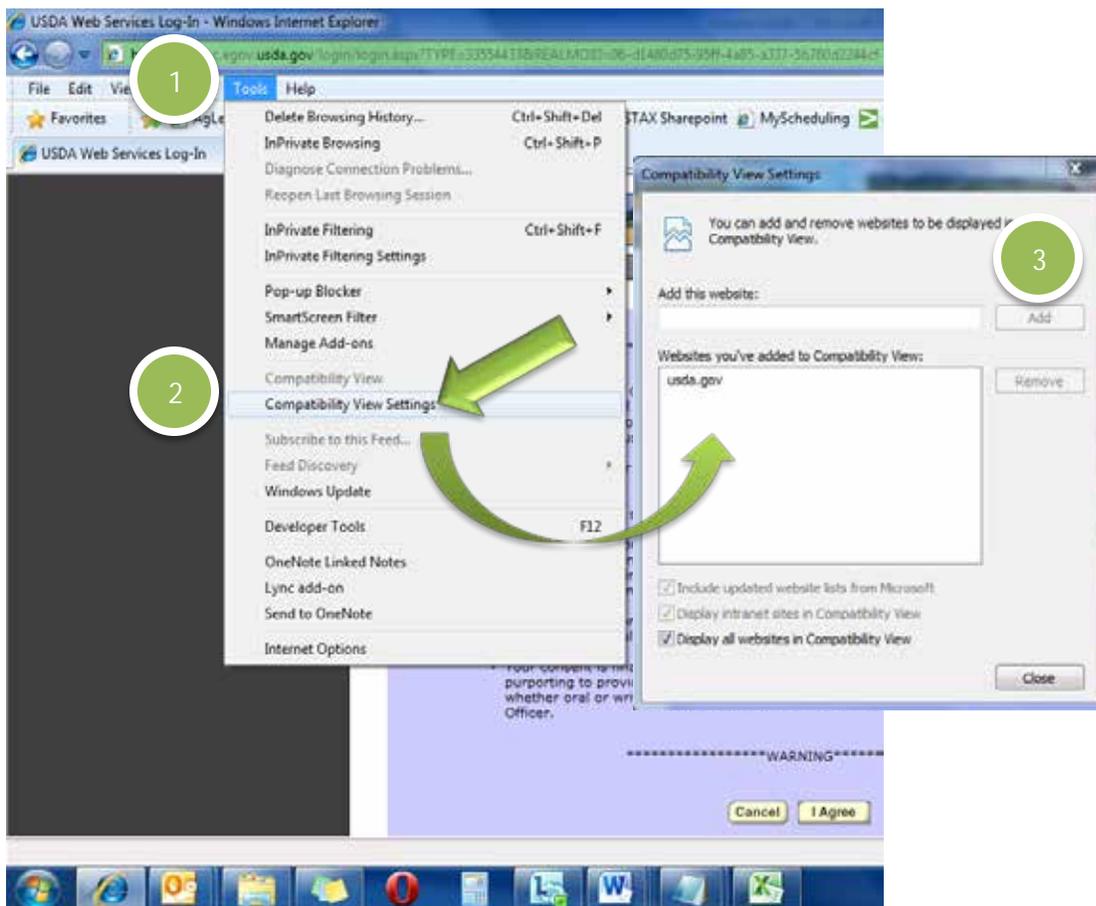
Step 3 – On the dialog, in the "Add this website:", make sure it says: **usda.gov**

Step 4 – Select “Add”

Step 5 – Select “Close”

Step 6 – Close your browser window and then try the link again.

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5. What was your location when the issue occurred?

Location is always a factor in internet connectivity. This question refers to the physical location where the issue occurred. It could have happened in a store where wireless reception is spotty and your connection drops frequently. It could have also been at your home, at the office, or in a café. Your answer will help us rule out any internet connectivity issues.

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6. What type of internet connection were you using?

The type of internet connection is important to know, as some are more reliable than others. LAN/cable internet connection typically is more stable and reliable than wireless. When using wireless cards it may be useful to keep an eye on your reception when experiencing problems. A quick drop of internet could cause a failure to load a page or other various errors.

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7. Are you not able to submit the review because of this issue?

We simply would like to know if you can submit a review because it helps us in prioritizing the incoming errors.

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8. What is the name of your antivirus software?

There is antivirus software that can actually prevent some communication between your browser and our servers. When a browser seeks a webpage where the antivirus software does not allow, then the page cannot be retrieved successfully. Sometimes, pages are received conditionally with limited functionality, sometimes causing errors on the page.

If you are using an assigned laptop, it may be necessary to ask your IT department.

Windows XP

Start Menu → Control Panel → Security Center

If the "Virus Protection" section says "On", then you have antivirus software running. Click the downward pointing arrow-like symbol next to "ON" to learn which program it is.

OR

All Windows Operating Systems

Hover over the icons in the "system tray" (lower right-hand corner by time/date) and usually you'll find the antivirus automatically running (if you have antivirus software).

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How do I take a screen shot and send it with my Incident Report?

A screen shot is a captured image of anything on your computer screen. The image is captured in png or jpeg format. Please be aware of what you send and do **NOT** any sensitive information not related to USDA processes. Note that the print screen capability captures your entire screen. Instructions to crop your image after copying your image has also been provided [here](#).

There are multiple ways to take a screen shot. Here are a few:

Option 1: "Fn key +Prnt Scrn key"

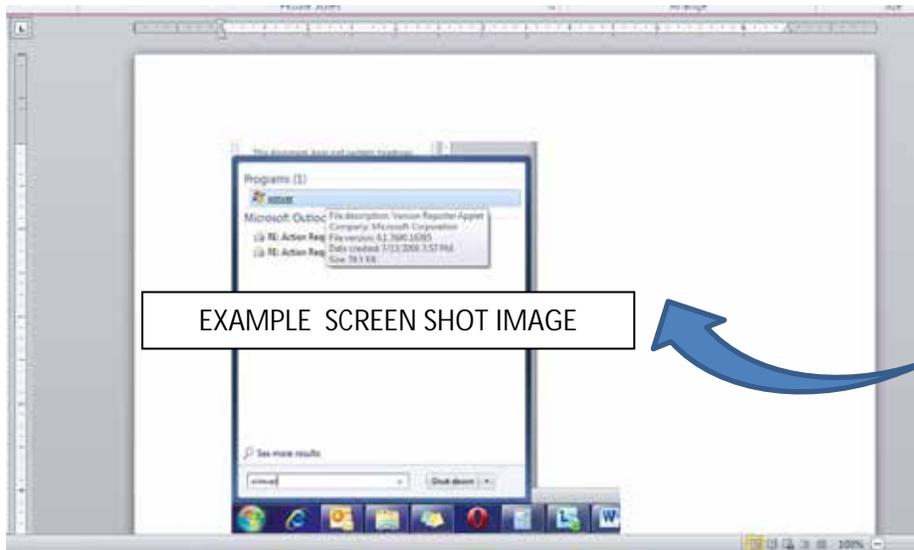
Step 1 – Capture the screen shot

Hold down the "Fn" key and press the print screen key. Some keyboards differ in layout, but the Fn key is usually found lower left of the keyboard. The print screen is usually found at the top right of your keyboard.

Step 2 – Sending the screen shot

Email users: Open the Incident Report document in Wordà Ctrl+V (paste) the image onto another page of the document. Add any notes you feel are necessary.

Fax users: Open a Word documentà Ctrl+V the image into the documentà Print documentà Fax with incident report document.

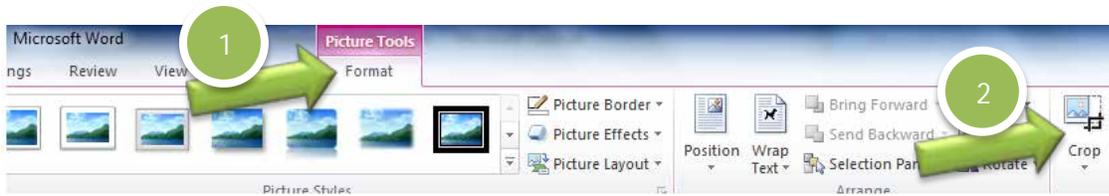


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Cropping My Screen Shot

Step 1 – Select the image you pasted into Word.

Step 2 – Select Format Tab in ribbon → select crop



Step 3 – Adjust your borders of the image

Step 4 – Hit enter and the image outside the new borders will be cut off the image.

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