

## ND TIENET Special Education Case Management System

### TIENET Recently Asked Questions/Responses

October 2011

1. Printing forms: Change how incomplete forms print by skipping “cancel”

Tienet defaults to the edit mode so you need to hit cancel.

2. Homepage: Highlight or indicate in some way if documents aren't finalized

Create a report using the Doc Status Field.

3. Calendar: Love the calendar option-it would be nice to add a “reminder” or “to do” section

See special ed users on guide on TIENET for scheduling meetings and the ability to have reminders and tasks (pages 13-19).

4. Allow the option to select goals for ESY

Tienet cannot transfer data across templates.

5. Need to be able to copy/paste info without fonts messing up to procedure on Tie Net (can write something in WORD, but when pasted in Tie Net turns out weird)

Recommend using Ariel font 10 or 12 as a standard to copy and pasting from Word. Tienet is not designed to fully support all different font styles and formatting.

6. Have the opportunity to batch print all progress reports per quarter by case manager

Need to create a standard report and then you can utilize the bulk print option.

7. Have the opportunity to batch print student profile information for use when doing contracts and such.

Need to create a standard report.

8. When saving on the IWAR- it would be nice if the curser would go back in the document where the save took place- you have to arrow down every time.

The cursor will go back but it may take a while. You need to wait until it fully loads and then it will take you back to where “Save Continue Editing” was selected. You should wait 30 to 60 seconds to see if it does not return to where editing. If it does not, please notify state staff and we will notify Maximus.

9. Writing within a document and after a save, case managers receive a message that they have timed out or the system closes down for some reason, everything is lost, even information lost prior to the last save.

The timeout should be set for 45 minutes. Advise to save early and save often. A broken internet connection can also cause challenges saving.

10. Chart icon doesn't really work – sometimes the columns or rows don't add or delete right. Easier to copy and paste from your own document.

Build the chart in Tienet. If you copy and paste a chart into Tienet you are limited. You could also build it as an insert statement.

11. Preschool IEPs – will copy information from Student Profile Evaluation but when pasting, will not hold the formatting. All of the information runs together without spaces.

Copying and pasting different fonts can be tricky. Tienet is not designed to fully support all different fonts and formatting. Please send specific examples to state staff and they can send them to Maximus for troubleshooting.

12. Longer time before Tienet times out.

Tienet sessions are set for 45 minutes. Extending the session times may breach security.

13. When typing information directly into the PLAAFP or IWAR, information will not always "Save"

- If the information is not going to be saved, the typist may get a message that says "Unacceptable programming script"
- The "Unacceptable programming script" message comes up when the formatting tool bar is used
- When the typist clicks on "Save, Done Editing", it may exit the program and take the typist back to the "log in" area. Or, rather than "save", it stays in that section until "cancel" is clicked (and the typist is taken out of the section they were in without information being saved).

This may happen when copying and pasting from web pages (stray HTML gets pasted into the pages). Specific examples can help troubleshoot this situation.

14. Eliminate an extra click when using “Save Done Editing” button

- After clicking “Save Done Editing”, the typist still needs to click the “Cancel” button to get out of the edit mode. Can Tienet automatically exit out of the section being worked on when the “Save Done Editing” button is clicked?

If any business rules/section actions/required fields are not complete when “Save Done Editing” is selected, TIENET will keep the user in the edit mode. It is a programming choice to keep the user from inadvertently moving on without “completing” a section of a template. If the user is in fact done with working on that page/section, they can select another section or choose Cancel to get out of the edit mode on that section.

15. Difficulty keeping track of birthdays for upcoming 18 yr old students - For students about to turn 18 (and for which case managers must review/complete Transfer of Rights forms), would it be possible for a guided action or reminder to pop up a few months in advance?

This is not possible in Tienet right now. You could create a report using 18 yr old students and birthdates or set up reminders in calendar.

16. Always have cut, copy, and paste options, even in the “insert statements-private statements” section

You can hit Ctrl C to copy and Ctrl V to paste information into Tienet.

17. We would like to batch print progress reports so they can all be printed at once.

This is currently available. New list report – use a document not a student report. You would have to create 3 separate reports for each type of IEP progress.

18. Can the font on the home page be larger?

Not able to make changes at this time. Suggest using browser settings to enlarge screen. Try hitting control + on the keyboard.

19. Is it possible to have more than one document open at a time for a student without having to open a new browser window and log in?

Right click on documents when in program and you will get a new tab with options to select a new document.

20. It would be nice when you SAVE if it didn't take you back to the top of the page (i.e. on the IWAR), we were encouraged to “save early, save often” but it slows you down finding your place after you save.

Hit “save continue editing” and it will not take you back to the top of the page.

21. Is it true that if a staff person loses their connection to TIENET while working in a student file and doesn't go back into Tienet and log out, the student file that staff person was working with will not be accessible by another staff member until the original person logs out of Tienet?

If the internet connection is dropped, or if a person does not log out but shuts down their computer without logging out, the system will time out at the set interval that has been established in the security settings. This does not prevent another user from logging in and working on a different document than the first person. Also the system admin can terminate the session of the previous user.