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Using the Website

1. **What do I do if I forget my password?**
   If you forget your password you can use the "reset password" tool in the bottom right corner of the SCRIBE Login box (see below). If you get locked out of your account from too many attempts you can contact Jacob Feinberg at Jfeinberg@measinc.com or (914) 682-1969 ext. 310, or Jonathan Tunik at JTunik@measinc.com or (914) 682-1969 ext. 332.

2. **How do I add a user?**
   To add users please contact Jacob Feinberg at Email: Jfeinberg@measinc.com Phone: (914) 682-1969 ext. 310 or Jonathan Tunik at Email: JTunik@measinc.com Phone: (914) 682-1969 ext. 332.

3. **How do I remove a user's access?**
   To remove a user's access please contact Jacob Feinberg at Email: Jfeinberg@measinc.com Phone: (914) 682-1969 ext. 310 or Jonathan Tunik at Email: JTunik@measinc.com Phone: (914) 682-1969 ext. 332.

4. **What is the Search form? How is it used?**
   The search form acts as a filter for your service list. As you add more and more services to the website, you will find that you may want to see how many events you have held for a specific topic, in a certain district, etc. To do so you can access the search form on the service list page. You can type in all or part of a service name you have previously entered, select one or more service types or districts from the drop-down lists, and/or specify a date range and press "search." Your service list will filter out any services that do not meet the criteria you specified.

5. **How do I add a service?**
   On the Homepage find the Main Menu on the left hand side of the screen located on the blue ribbon. The fourth item down is labeled "Services." Left click on Services to reveal a drop down menu. Click on the first item "Add Service" to be brought to the add service screen.

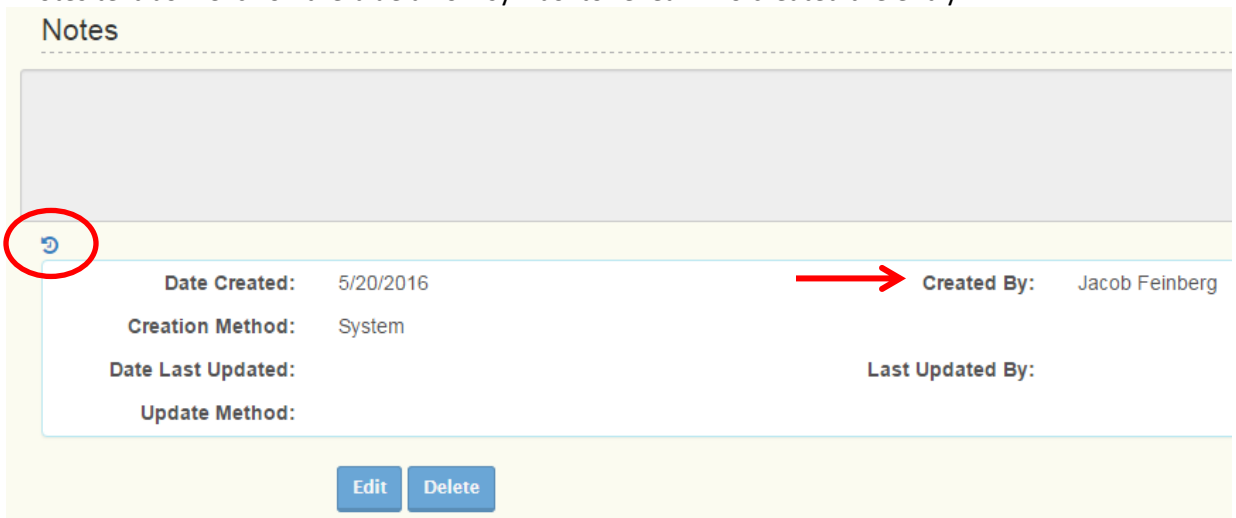
6. **How do I add a conference with multiple districts attending?**
   There are two parts to entering a conference where multiple districts attended. First, for the *District* field in the service details you can select the "All or multiple" district. Second, when selecting from the service taxonomy you can use "Regional Conferences" under the *Service Type* field. To add more detail about which districts attended the conference, you may do so by listing them in the notes, or using the attachment feature. This feature may not apply to all programs.

7. **How do I enter an event that covered multiple topics in the taxonomy?**
   To enter an event that covers multiple topics and is not a Regional conference, you can separate the event into multiple entries by topic covered. To create a separate entry per topic covered, you must also only enter the duration of time spent on that particular topic. Repeat for all topics covered during the event.

8. **Can I use my smartphone or tablet to enter my data?**
   Yes. The website can be accessed using any device connected to the internet.

9. **How can I view who inputted a particular service entry?**
   There are two ways to do this. The first method will show all services added by a particular user, or users; the second determines who entered a specific service you are viewing.

   - **To see all services added by particular user(s):** This can be done by utilizing the Search Form. In the Search Form there is a field titled "Created By." This field has a dropdown menu of all the users from your RBE-RN. Select the user, or users, and press the blue search button to filter out all entries except those entered by that user.
   - **To see who entered a particular service:** When looking at your Service List click "View" in the left most column of the entry you would like to know more about. Now on the Service Details page, scroll to the bottom and find a blue arrow symbol below the bottom left corner of the Notes text box. Click on the blue arrow symbol to reveal who created the entry.



10. What should I do if an institution/district is missing from my district list? How should services provided to BOCES, IHE's, or districts outside my region be entered?
If you provided a service for an institution/district that is not currently in your district list (BOCES, IHE's, districts outside your region, etc.), please contact Jacob Feinberg at
Email: Jfeinberg@measinc.com Phone: (914) 682-1969 ext. 310. We will work with you to either add the institution or find another place where this data might belong.

How to Report Services

11. What might I add as an attachment?

An attachment can be anything that will add some qualitative data to support the services provided. This may be a flyer for the service, a translated document, an agenda of a professional development event, a sign in sheet, etc.

12. Do I need to know the exact amount of time I spent on any service I provided?

You do not need to know the exact amount of time for any service. Rounding is okay, but it is best to be as accurate as possible.

13. Do I have to record every single phone call/fax/email for TA?

No, there is no expectation to keep detailed records of every instance of this type. You should be able to report a rough estimate of the duration of this form of TA, and identify the major topics that are covered.

14. Should I be entering professional development or technical assistance that my staff received?

No. Only services that were provided by your staff should be entered into the online database. For example:

- only conferences that your staff conducted or supported should be reported, not those that staff attended;
- providing TA/PD to BOCES staff, or coordinating TA/PD activities with BOCES that are provided to others, should be reported; receiving/participating in TA/PD provided by BOCES would not be reported.

15. How should I represent planning and coordination activities?

Since the primary purpose of the website is to document services provided by each program, not as a general time accounting system, representing activities such as planning and coordination is optional. If you choose to do so, note that the "Planning and Coordination" service type should only be used for your own planning.

- If you provide technical assistance to a customer around planning processes, it should be reported under one of the TA service types.
- If your planning activities include product development, that activity should be reported under service type "Product Development."