

# **TOMS***web*

## ***Basic User Interface Guide***

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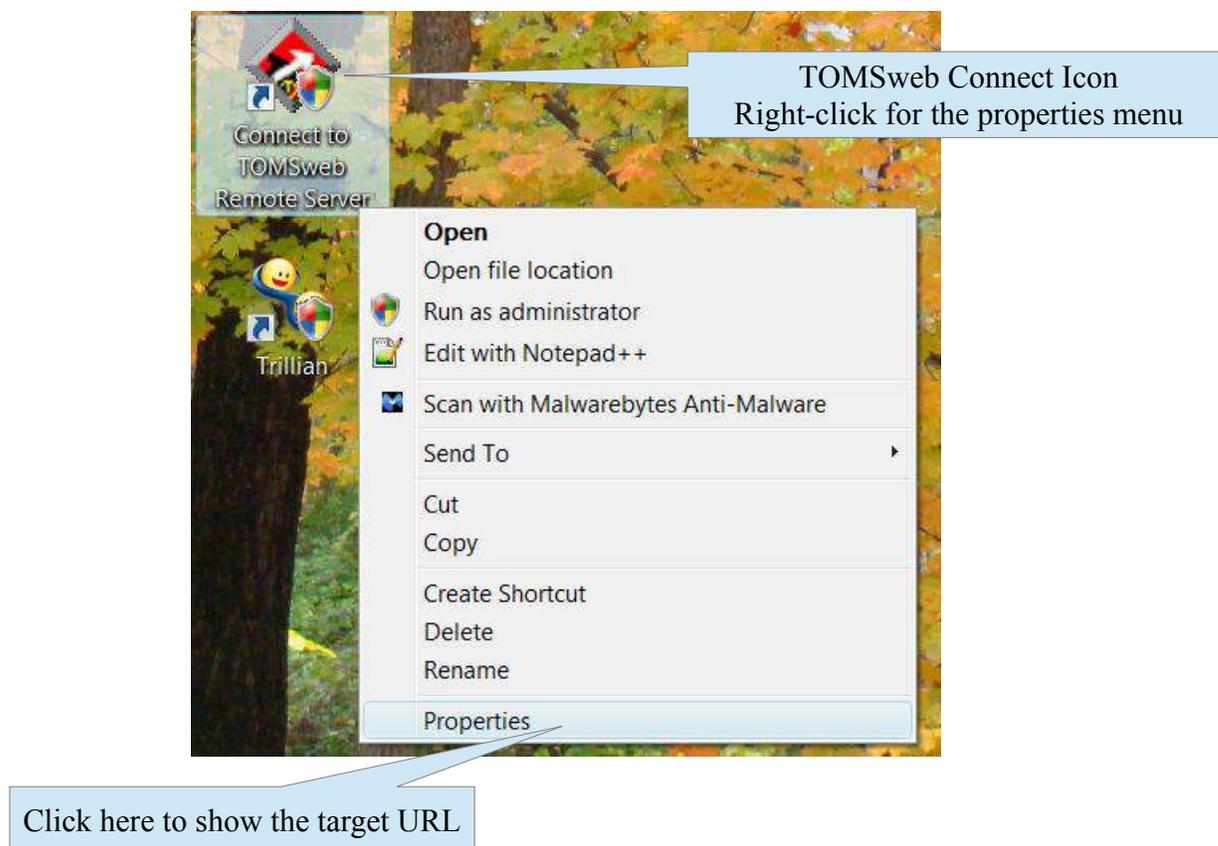
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## Connecting to TOMSweb

In most cases an icon will be set up on your Windows Desktop either by your IT Department or the TOMSweb Support Staff. The appearance and position of this icon will vary based on your individual Windows settings and even the version of Windows you're using. The icon is simply a shortcut to a quite lengthy Universal Resource Locator (URL). The URL, even though mostly the same for every connection, has four (4) basic variations depending on whether you're connecting remotely, internally, internally from an outside source or to a Representative Payee Program (RPP) internally. Figure 1-1 shows a typical Windows Desktop Icon and the menu that appears when right clicking it.



### **Target URLs for Remote Users**

Here is an example of a URL used for TOMSweb Remote Users:

[https://toms.tomswebremote.com/cgi-bin/D3CGIServer/srb000/remote/get\\_logon/~/~/~hosting/29/center](https://toms.tomswebremote.com/cgi-bin/D3CGIServer/srb000/remote/get_logon/~/~/~hosting/29/center)

Note on all remote sites the first part of the URL up to the word “hosting” (highlighted in yellow) remains the same, but, the last two (2) entries separated by “/” (often called a “hack” mark) are significant. Those last 2 positions are for /countyNumber/townshipName. Remote users have a program that launches the remote spooler and then executes their browser then automatically supplies the proper URL. There's really nothing a remote user is required to do, but this information is good to know in case your on a computer that has web access but does not have your icon.

### **Target URLs for Internal Server Users**

Here is an example of a URL used for TOMSweb Server Users:

[http://your IP address/cgi-bin/D3CGIServer/srb000/~/get\\_logon](http://your IP address/cgi-bin/D3CGIServer/srb000/~/get_logon)

The trick here is to know the Internet Protocol (IP) address of your Linux Server located in your office. This can be provided by your IT Department or the TOMSweb Support Team.

### **Target URLs for Internal Server Users when Accessing from Outside Your Office**

Here is an example of a URL used for TOMSweb Internal Server Users trying to access their system from outside their office:

[https://your Outside IP address/cgi-bin/D3CGIServer/srb000/remote/get\\_logon](https://your Outside IP address/cgi-bin/D3CGIServer/srb000/remote/get_logon)

To do this you must know your outside IP address. If you have paid the extra cost to your Internet Service Provider (ISP) to Obtain a static IP (one that never changes) your ISP will provide you with what your assigned IP will be. If you have a dynamic IP, it can change daily, hourly or not at all unless your router gets reset.

#### **Programmer's Tip:**

Here's a way to find out what your office's outside IP address is. In the URL bar that contains the web page currently in view, type **whatismyip.com**. This displays a website that displays your current dynamic IP address.

### **Target URLs for Internal Server Users when Accessing an RPP Account**

Access to a Representative Payee Program (RPP) Account will be set up by the TOMSweb Support Team and will be connected via what looks like a Remote Site, but actually just fools the D3CGIServer by making it think it's remote but not. Why the trickery? There can only be one (1) CGI Server account on a Linux/D3 installation, so any additional accounts must be set up as remote to be able to share the same file names in different accounts. I know this sounds complicated, but don't worry it's nothing you'll have to deal with. The URL for an RPP account looks like this:

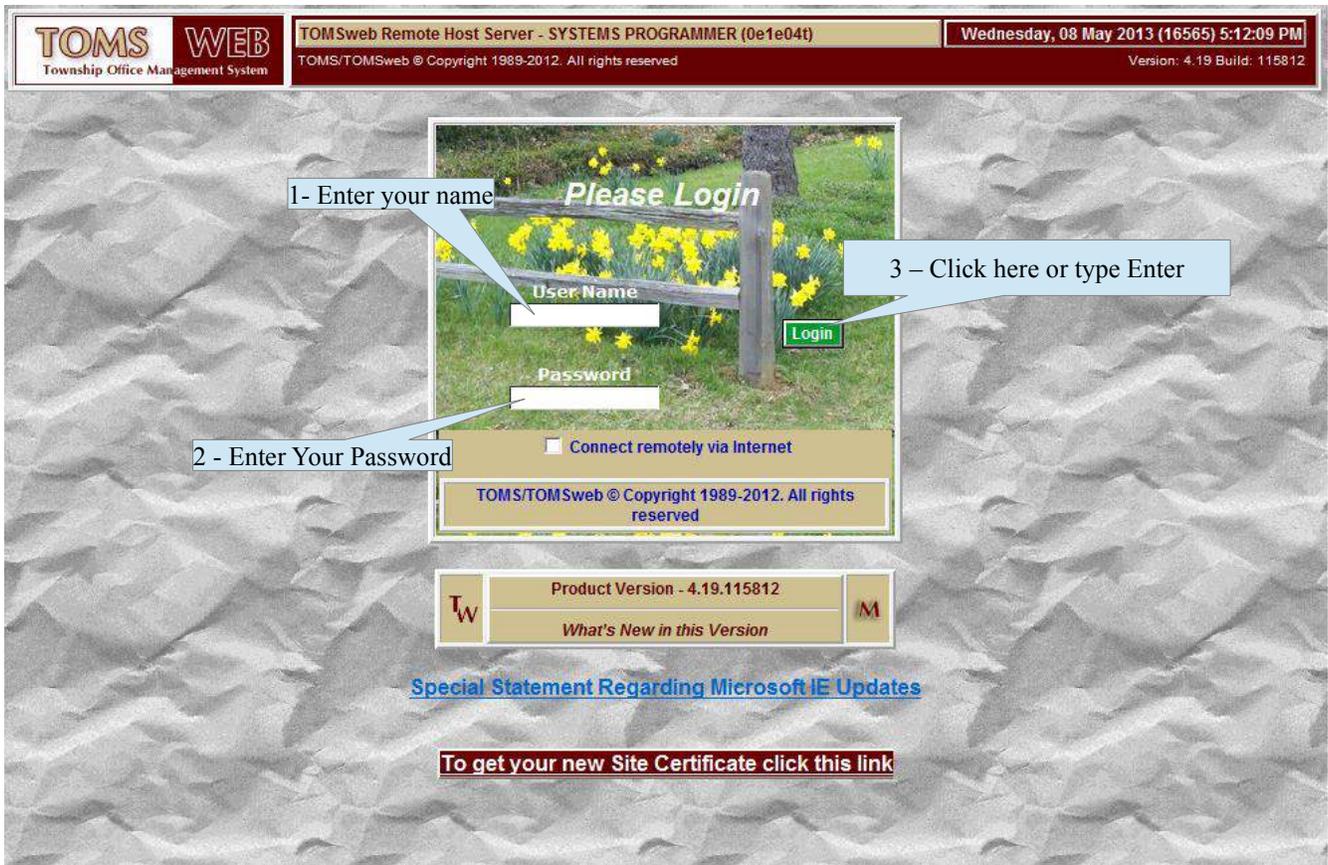
[http://your internal IP address/cgi-bin/D3CGIServer/srb000/remote/get\\_logon/~/~/~hosting/49/payee](http://your internal IP address/cgi-bin/D3CGIServer/srb000/remote/get_logon/~/~/~hosting/49/payee)

### **TOMSweb Remote Users Logging in**

In all cases of connecting to TOMSweb the Logon Page will appear as you see it in Figure 1-2. However, if you are a TOMSweb Remote user your logon will have a drop down for your County and a field for the name of your Township. This is done automatically (along with auto checking the "Connect remotely via internet" box). **Do not change these settings**. If you do you could be locked out of the system until the TOMSweb Support Team frees your account.

## Logging On to TOMSweb

After clicking on the icon on your Windows Desktop that launches your browser and connects you to TOMSweb you will see the Log On page as shown in Figure 1-2.

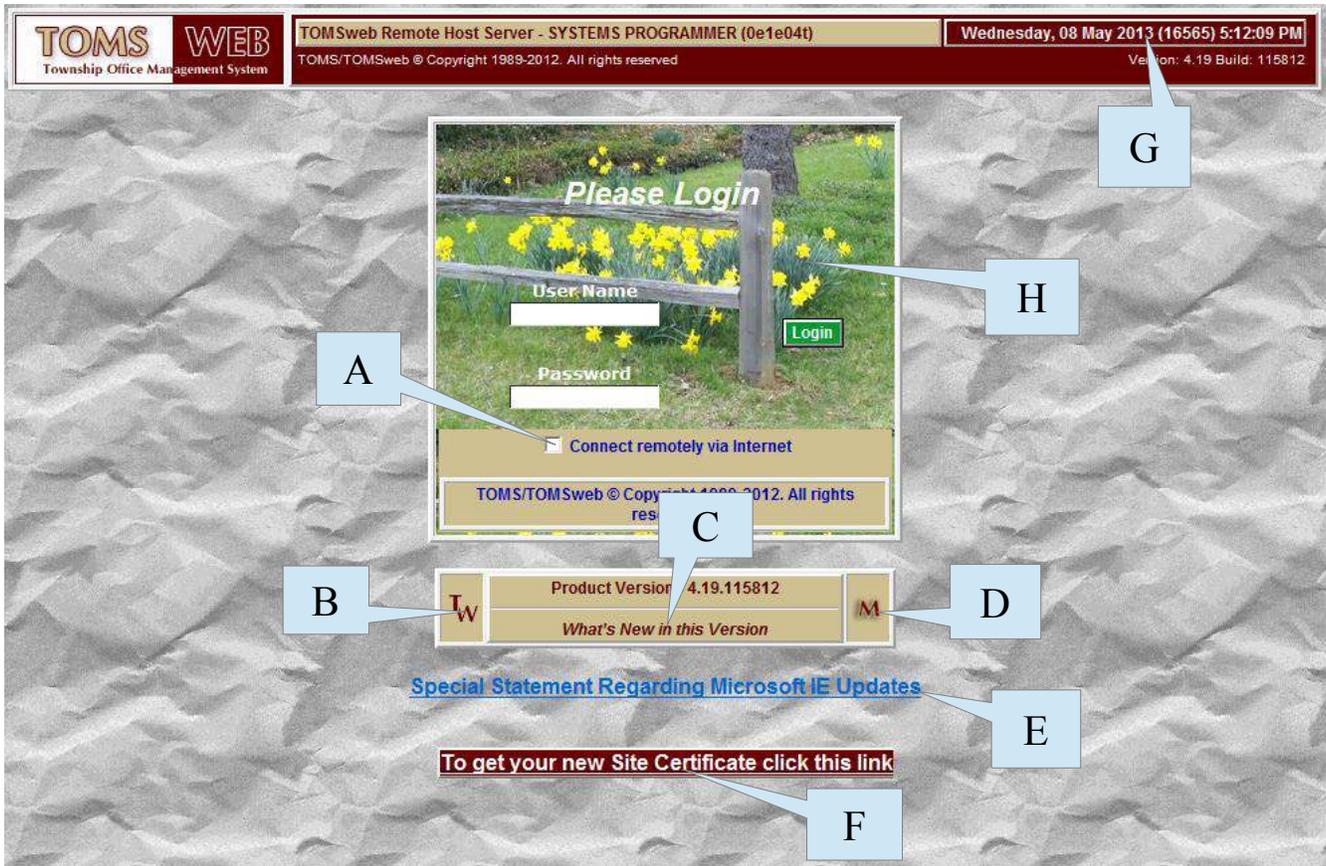


**Figure 1-2** Standard TOMSweb Logon Page

Logging in is as easy as entering your first name and your established password. Once logged in you can change your password at any time. Log in User Names are initially established by your IT staff or the TOMSweb Support Staff. After you enter your name and password you can press the **Enter** key or click the green Logon button.

### ***Additional Functions of the Log on Page***

The Log On page provides some additional functionality other than just gaining access to TOMSweb. These functions allow you to access your system from an outside location, checkup on whats new in TOMSweb, allow quick access to a Team Viewer Session with the TOMSweb Staff and a link to go to the TOMSweb Support Page. Take a look at Figure 1-3 and we'll cover these additional features.



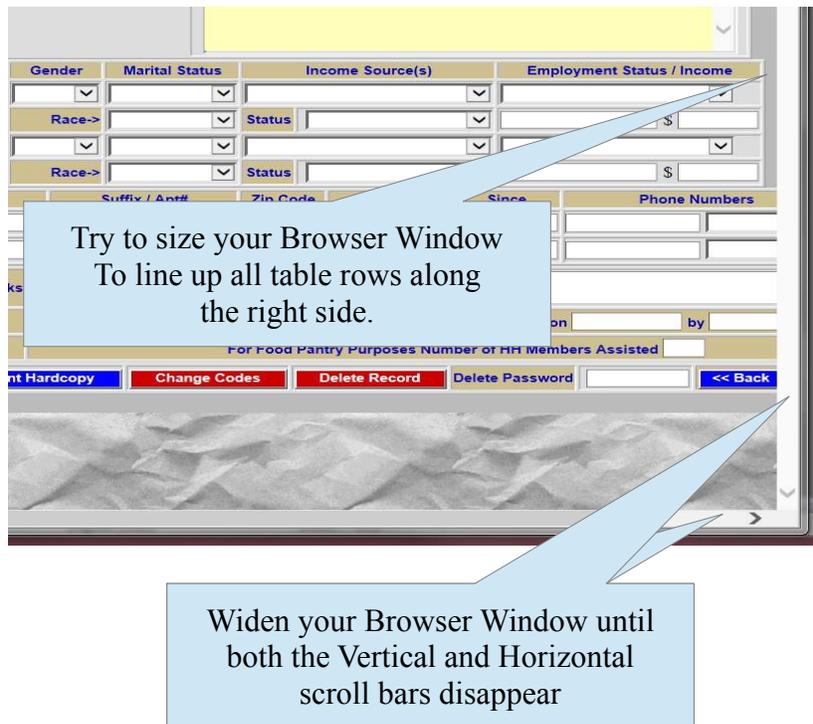
**Figure 1-3** Logon Page

A-H	Element	Description of Action
A	Connect remotely via internet	If you wish to access your system remotely, away from your office, anywhere in the world that has internet access the TOMSweb support team can provide you with a URL that allows you to access your data (see Programmers Notes below). To make this connection this box must be checked to allow you to use your office name/password.
B		Connects to the TOMSweb Support, Help and Documentation Page.
C	<i>What's New in this Version</i>	Click on this link and it will bring up a page that shows you any recent enhancements, bug fixes or future things that may be coming.
D		Start a Team Viewer Session so a TOMSweb Support Representative can link to your screen and assist you with some things that he/she may need to see as you see them.
E	Special Statements	If any important information regarding performance, alterations to the System, upcoming scheduled maintenance or anything we may need to draw your attention to, will be provided below the Production Version Tile. It may not be in view, due to your screen dimensions, so it's always important to scroll your screen down and see if there is something you need to check out.
F	Special Links	Special Links that the TOMSweb Support Team uses for communicating special required procedures that may appear from

A-H	Element	Description of Action
		time-to-time.
G	Day, Date (Julian Date) Time	The running calendar and time tile in the upper right of every screen, get's your PC Workstation's Date/Time from the Date/Time generator within Windows. It is <b>not</b> the function of TOMSweb. If the clock is off use Windows Settings to change it.
H	Log On Backdrop	This image is seasonal and is changed by the TOMSweb Support Staff. Future plans have been made that you will be able to personalize this with your own image. If the image does not appear you may have an expired Site Certificate (see F).

### **Proper Browser Sizing**

Once you have successfully logged into TOMSweb and your default application appears it's best to size your browser window to what works best for you. The TOMSweb System was written targeted for screen resolutions of 1024 X 768, however newer High Definition Screens have flooded the market and are far beyond the requirements of this resolution. The best way to adjust the screen is to click the Restore Down button at the top right of your browser. Then grab the sides of your Browser Window and expand or collapse the Window to it's best size. Start by widening the Browser Window until the Scroll Bar at the bottom disappears. Then find the width that allows for all of the application screens to be aligned on the right side. See the example below.



Avoid maximizing your Browser Window, this can cause the fields and controls to stretch across the screen and make it quite tiresome to move your mouse from left to right.

## Navigating Your Way in TOMSweb

Navigation in TOMSweb can be done in three (3) different ways: Application Navigation Tiles, Navigation Buttons or the Pull Out Menus (POMs).

### **Navigational Tiles**

Application Navigation usually shown in the launch bar by an icon (Tile) representing the web application that the system will launch. Figure 1-8 shows the typical Launch Bar that will appear after logging into TOMSweb. Your Application Icons (Tiles) consist of SYSweb, TFMSweb, PRMSweb, PRBSweb and an icon to allow you to log off. Whether or not you are allowed to enter any of these applications will be determined by the TOMSweb Support Team or your site's Systems Administrator. It's easy to tell whether or not you have permission to enter a specific application, simply hover your mouse over one of the tiles and your mouse will either become a pointer (arrow) or a hand with it's index finger pointing upward. If it's a hand you have been granted access for that application.



**Figure 1-8** Navigational Tiles

Below we show you the application tiles (icons) and what they access.

Application Tile	What the Application Provides You
	<b>SYSweb</b> is reserved for System Administrator functions provided by your sites IT department or the TOMSweb Support Team. From here you can gain access to and change other users' names, passwords and system permissions. You can also gain access to your server's setup and functions. TOMSweb Remote Users are not allowed to access this area.
	<b>TFMSweb</b> is reserved for all Township Financial related functions including printing checks, balancing your bank accounts, maintaining funds and budgets, establishing vendor information, printing financial reports, creating w2's and 1099's and performing numerous financial inquiry's. And the best thing is, this is where you can upload your year end information to the State Board of Accounts Gateway System for your Annual Financial Report, Budget and Form 100R.
	<b>PRMSweb</b> is reserved for all Township Assistance related functions including processing applicants, logging caseworker time, logging applicant referrals, giving assistance and printing Purchase Orders (POs) and Claims, paying Claims and applying all information related to the creation of the TA-7. In addition to all that there are may detailed reports to provide you information about the time and expense involved in helping applicants.
	<b>PRBSweb</b> is an optional module that can be purchased for Townships that do larger amounts of payroll (I recommend 10 or more employees). It can handle the calculation of Federal, State, County/Local, FICA (Social Security) and Medicare Taxes. It can handle pre-tax deductions, PERF and Direct Deposit of payroll. It also can produce many reports related to payroll.
	<b>LOG off.</b> Simply returns you to the logon screen so no unauthorized access can be made from your workstation.

## Navigational Buttons

Once you click on a Navigational Tile the Navigational Buttons will appear for that application. Figure 1-9 shows what happens when you click **TFMS Web**.



**Figure 1-9** Navigation Buttons

By default the TMSweb Navigational Tile brings up the **[FMS607] Financial Transaction Wizard**. Each Application Tile brings up the most used screen for that particular application and the buttons that appear below the tiles list all of the most used screens within that application.

Currently these buttons cannot be changed by the user (other than their color). Why is this? Because it makes it *much* easier for the TMSweb Support Team to do what they do best... *support!* If every user had different buttons in different locations we'd be talking apples while you're looking at oranges. The table below shows your permanent Navigational Buttons for each Application Tile within TMSweb.

Application	Preset Navigational Buttons for that Application
<b>SYS Web</b>	User Maintenance User History Messaging Server Information Printers TCL Commands
<b>TFMS Web</b>	Wizard Receipt/Disburse Vendors Budgets Banks Funds Bank Balancing Transactions Summary Inquiry Specified
<b>PRMS Web</b>	Vendors Employee Compensation Deductions Compute/Print Payroll View Records Circular E FICA/State/County Leave
<b>PRBS Web</b>	Vendors Employee Compensation Deductions Compute/Print Payroll View Records Circular E FICA/State/County Leave
<b>LOG off</b>	

## Pull Out Menus (POMs)

Pull Out Menus (after which we will simply refer to as **POMs**) are completely invisible to the user until they are commanded to be in view with a motion of your mouse. There are three (3) settings on the POMs that can be personally assigned by each individual user. You can have the POMs come into view by either hovering with your mouse, left clicking your mouse or double clicking your mouse. The POMs are located in a hot-spot at the top left of every Application Logo. Figure 1-10 shows an example of an extracted POM that is multi-layered. Note the black square signifies the area of the hot-spot.



**Figure 1-10** Multi-Layered Pull Out Menu

Notice in Figure 1-10 Pulling out the menu blanks the rest of the screen out. Don't worry it's not gone, it's visible attribute has been changed to *false*. It's just being hidden off screen. Why? To keep compatibility with other browsers besides Internet Explorer, actually IE itself has trouble with ActiveX controls by putting the z-order of them always on top. That means IE ActiveX controls, for drop downs on screens would appear on top of the menu, and block you from reading it. This anomaly does not appear in Firefox, however, if it appears once in the myriad of available browsers I had to account for it.

You will notice on many of the POMs that they are kind of categorized (as you see in Figure 1-10). When you see a menu line with an arrow that points right a sub-menu of related items will appear when you hover over that line. You can then move your mouse onto that POM and make another selection.

POMs help to keep screens uncluttered keep items you may need only on an occasional basis neatly tucked away, but always there. You may also note that certain items on a POM may be in bold lettering, this signifies that the selection is a new item that has been added to the system.

## The Standard Data Controls in TOMSweb

Now let's take a look at the Standard Data Entry Control Bar (SDECB {pronounced "S dee cub"}) in TOMSweb. Every screen in the system provides a way for you to save the data, restart the screen, change codes in drop downs, print the contents of your browser or delete the data. The SDECB is located at the bottom of each screen used to input and modify data. Figure 1-11 shows the SDEBC.



Figure 1-11 Standard Data Entry Control Bar (SDECB)

An explanation of the components of the SDECB are shown below.

<b>Menus ON/OFF</b>	<b>Drop-down:</b> For the POMs to appear the Menus must be turned ON. Turning the Menus OFF may be desirable if you have a very slow internet connection as this will "chop" off nearly 20% of the HTML code required to display your screen. Not all screens have the SDECB so if you find yourself in a screen and they are turned off simply click on one of the application Navigation Buttons to return to a screen where the setting can be changed back to ON. Or click the icon to change your personal settings and change it.
<b>Save Record</b>	<b>Button:</b> When the data entry screen contains all the appropriate information click this button to save it to the server. Clicking a Navigational Button to redirect to another screen automatically performs a Save Record. If any information entered is incomplete or improper in anyway a warning will appear and make you correct it.
<b>Reset Screen</b>	<b>Button:</b> This simply resets the screen back to the state of when you entered it, clearing all the input fields. <b><i>This does not save any data that is on the screen.</i></b> If you press this by accident simply hit your back button.
<b>Print Hardcopy</b>	<b>Button:</b> Simply a shortcut to your browser's print function and allows you to print the content of your browser including color (if you have a color printer).
<b>Change Codes</b>	<b>Button:</b> Screens that contain tables (Drop-Downs) allow for the ability to Add, Edit or Delete the items in the Drop-Downs. If you have permissions to make these changes you will see this button, if not, you won't.
<b>Delete Record</b>	<b>Button:</b> If given permission to delete records you will see this button, if not, you won't. The button does what it says and deletes the information from the data base. In some cases you may get a message that says you can't delete it, because it has linked activity from other files. Example: You would not be able to delete a vendor if that vendor had a payment made to them within the current fiscal year.
<b>Delete Password</b>	<b>Input Field:</b> If your privileges include that you must enter your password to delete, you must enter it here before you click Delete Record. The password is the same as the one that you log in with.
<b>&lt;&lt; Back</b>	<b>Button:</b> Return to your previous browser page. This will cycle backwards through your browser history all the way to the point of your logon. If you close your browser window this history is no longer available.
<b>Next &gt;&gt;</b>	<b>Button:</b> Submits the current screen contents and moves to the next page or item.
<b>Change</b>	<b>Button:</b> Submits the current screen contents and any changes made to the page. The Change and Next >> buttons are pretty much identical except for how the application processes them.

## Getting On Screen Help in TOMSweb

TOMSweb On Screen Help (OSH), often referred to as “Hover-Tools”, allow the user to mouse over areas and get a quick synopsis of what a field, CheckBox, button or control does within the Application. Hover-Tools appear when leaving your mouse over a control for the allotted amount of time (in milliseconds) that is set in your Personal Options (see: Changing Your TOMSweb Personal Options). Figure 1-12 shows an example of a Hover-Tool in action.

Hovering over the Birth Date field in the Case Application Screen (PRMS137) will show a pop-up hoverTool that explains the many ways dates can be entered by the user.

The Hover-Tool appears next to your mouse location and, by default moves along with the movements of your mouse.

Applicant Name(s)/Aliases	Social Security	Birth Date	Gender	Marital Status	Income Source(s)	Employment Status / Income
JOHNSON, JAY C.	604-49-1806	03/18/1973	Male	Married	Multiple	Currently Employed
CHIN, BRENT V.	859-14-4696					\$ 1000.00
						\$ 0.00

**Date Format**  
 Dates can be entered in many formats as long as the month is first and then the day and then the year. If you exclude the year it will assume the current year. If you type in only 1 or 2 digits it will assume that is the day and will assume current month and year.

**Examples:**  
 31  
 10.31  
 11/2/59  
 01-01-1840  
 (dateFormat) Julian: 17342

Move	House #	Prefix	Street	Status	Since	Phone Numbers
Current	4574		OLIVER	Rents	03/01/2013	317-531-3446
Previous	3047					No Phon

Reason for Application: Insufficient Income

W/P  Christmas List  Other List

CICN Authorization Signed

For Food Pantry Purposes Number of HH Members Assisted:

Menus: ON | Save Record | Reset Screen | Print Hardcopy | Change Codes | Delete Record | Delete Password | << Back

**Figure 1-12** Example of a Hover-Tool

At this point the Hover-Tool text/contents is maintained by the TOMSweb Support Staff, if you believe an error exists within the OSH text, please contact the TOMSweb Staff by using the CSR.

In the future, plans have been made to give each installation the ability to edit their own custom versions of the directions contained in the Hover-Tool. If your access level is supervisory the text ID will be shown in the bottom left of the Hover-Tool in parenthesis (IE. (dateFormat) above in Figure 1-12). Also if your access level is high enough the current Julian date will appear, this is primarily for the TOMSweb Support Staff.

Sometimes, the Hover-Tools will display valuable information such as, Bank Balances, Last Transactions, Township Income Guidelines and many other components integral to your application.

# Changing Your TOMSweb Personal Options

Some, but not all, of the TOMSweb User Interface can be adjusted for your own personal preferences. Things like your name and password, color scheme, response times and location of Hover-Tools, PDF printing features and others can be accessed by clicking on the “Adjust Your TOMSweb Personal Options” icon located on the Quick Launch Bar. Please note, when selecting to change your personal options a new window, or Tab, will be opened to display the options screen. To return to the screen you launched the options with simply close the options screen.

Click here to bring up your TOMSweb Personal Options Page

Select	Color ID	Theme Name	Header Color (Hex RGB#(s))	Label Color (Hex RGB#(s))
<input checked="" type="radio"/>	default	TOMSweb Default	Background=#660000 / Font=#FFFFFF	Background=#CEC091 / Font=#0000BB
<input type="radio"/>	grey	Slate Rock	Background=#545454 / Font=#FFFFFF	Background=#C0C0C0 / Font=#333333
<input type="radio"/>	navy	Deep Blue	Background=#000080 / Font=#FFFFFF	Background=#D2B48C / Font=#000080
<input type="radio"/>	blue	Bay Blue	Background=#2C558F / Font=#FFFFFF	Background=#6D98AF / Font=#FFFFFF
<input type="radio"/>	brown	Mother Earth	Background=#5C4033 / Font=#FFFFFF	Background=#CCCC99 / Font=#5C4033
<input type="radio"/>	green	Golf Course	Background=#006400 / Font=#FFFFFF	Background=#E0EEEE / Font=#005400
<input type="radio"/>	orange	Tangerine	Background=#CD6600 / Font=#FFFFFF	Background=#FFD39B / Font=#7C4413
<input type="radio"/>	coral	Caribbean	Background=#CD5B45 / Font=#FFFFFF	Background=#96CDCD / Font=#002266
<input type="radio"/>	red	Nascar 24	Background=#CD0000 / Font=#dbdb70	Background=#DBDB70 / Font=#CD0000
<input type="radio"/>	black	Nascar 3	Background=#1A1A1A / Font=#FFFFFF	Background=#f1f1f1 / Font=#1A1A1A
<input type="radio"/>	orchid	Wild Orchid	Background=#68228B / Font=#FFFFFF	Background=#FFB6C1 / Font=#68228B
<input type="radio"/>	violet	Violet	Background=#800080 / Font=#FFFFFF	Background=#D9D9F3 / Font=#800080
<input type="radio"/>	gold	Precious Metals	Background=#CD950C / Font=#FFFFFF	Background=#CCCCCC / Font=#5C4033

Figure 1-13 The TOMSweb Personal Options Page

Your personal options page contains changes, that you can make, that only affect *your* connection to the TOMSweb Applications. You can change your name, password, color scheme, how your pages interact with you and your mouse movements. These changes only effect *you* and *your* login to TOMSweb. A description of each setting, from top left to bottom right, is shown in Figure 1-14, below.

Setting	Control	Description of Effects
Operator ID	Read Only	Displays your logon name (user ID). This can only be changed by the TOMSweb Support Staff or your Systems Administrator.
Save Changes	Button	Save all changes made to the options screen.
Operator Name	Field	Your full name (IE. John J. Williams) the case or order of the name does not matter. You can also use a nickname if you'd like.
New Password	Field	To change your existing password put your new password here. Passwords must be at least 6 characters in length and contain at least one numerical character. Do not use any of the following characters. ([space] & * , ; [ ] { }). Passwords are <i>not</i> case sensitive.
Repeat Password	Secure Field	Repeat the password exactly as it was created in the New Password field.
Change	Button	Basically is the same as the Save Changes Button.
Close	Button	Close the Personal Options Window. Save your changes before closing.
<b>I want my TOMSweb HoverTool boxes to appear [Drop Down]</b>		
HoverTool Control		<b>Follow the movements of my mouse</b> – When the HoverTool appears the box follows the movement of your mouse then disappears when the mouse moves beyond the boundary of the control.
		<b>Not at all turn OFF the helpful reminders</b> – No HoverTool boxes appear except for those that contain critical information such as PO/Check Numbers and various other critical information
		<b>Down and to the right of my mouse location</b> – HoverTool appears to the bottom-right of your mouse location and is stationary then disappears when the mouse moves beyond the boundary of the control.
		<b>Anchored to the top left of my browser</b> - HoverTool appears and anchors itself to the top left corner of your browser window then disappears when the mouse moves beyond the boundary of the control.
<b>With a delay of (0-3000) ms [Drop Down]</b>		
HoverTool Delay	Drop Down	0 to 3000 milliseconds in steps of 50 ms. At times the Hover-Tools can be a bit annoying, if this becomes the case, set this number higher to delay the time it takes for the HoverTool to appear once the mouse has entered the control.
HoverTool always On	Check Box	Normally Hover-Tools only appear on screens before they are filled with data then turned back off after data retrieval, this keeps the amount of transmitted HTML to a minimum and speeds up the screens (slightly). During the period a new user is becoming acclimated with the system it may be beneficial to always have them on so the user can get continual help.
<b>When I change the value in a drop down I want [Drop Down]</b>		
Submit Control		<b>Auto-submit ON All Programs</b> – This is the default setting and really should never be changed unless directed by your Systems Administrator or the TOMSweb Support Staff.
		<b>Auto-submit OFF All Programs</b> – This should only be selected under the specific direction of your Systems Administrator or the TOMSweb Support Staff. This selection is for browser incompatibility support.
		<b>Auto-submit OFF PRMS Programs Only</b> – This should only be selected under the specific direction of your Systems Administrator or the TOMSweb Support Staff. This selection is for browser incompatibility support.

Setting	Control	Description of Effects
		<b>Auto-submit OFF TFMS/PRBS Programs Only</b> – This should only be selected under the specific direction of your Systems Administrator or the TOMSweb Support Staff. This selection is for browser incompatibility support.
<b>Menu Appears</b>	Drop Down	<b>OnClick</b> – This refers to the Pull Out Menus (POMs) located at the top left of each application. The default is a single mouse click over the Application Icon at the top left corner.
		<b>OnMouseOver</b> – This option will make the POM for the application appear every time the mouse moves over the POM icon. This setting can be a bit annoying if your mouse movements require many trips across the top left of your screen.
		<b>OnDbClick</b> – This option is great for “click happy” users or those who possess a faulty mouse. A left-double-click is required on the mouse to view the applications POM.
<b>PDF Document Control</b>	Drop Down	<b>Keep your PDF Documents for (0-360) Days</b> - 0 to 360 Days in increments of 30 Days. Number of days to keep PDF printed documents in an historical records file. The default is set to zero (0) and should be left at zero unless determined by your Systems Administrator and the TOMSweb Support Staff that sufficient space is available to retain these records.
	Check Box	<b>Use HTML in lieu of PDF</b> – If your Linux version is prior to CentOS or Enterprise it may be necessary to use HTML produced documents until the TOMSweb Support Staff can install the proper Linux HTML to PDF document conversion programs.
	Check Box	<b>Number Lines</b> – On PDF reports checking this box will create a running row number along the left margin of your document. This is handy when having to reference certain information at a particular point in the report. You can say, “Please refer to line 121 of the report”.
	Check Box	<b>Prompt on Creation</b> – Gives positive feedback from the PDF processor that your report was sent to be created as a PDF Document and the pertinent information required for its creation. A message box appears on the screen and you will have to click “Okay” to move on.
	Check Box	<b>Options Change Warning</b> – It is not possible to supply instructions to a PDF document that tells it to select a certain printer, it's tray or duplex settings. It becomes the responsibility of the user producing the document to change those options in the Windows Print Spooler Control Window. If this is checked any special instructions required for printing this document will appear as a reminder on the screen. Since this adds an extra click to the process you may want to turn it off.
	Check Box	<b>Include Phone/Fax</b> – Every PDF Document, (reports and forms) creates a standard heading at the top of each page with your Township name and address if you would like to add your phone or fax number check this box.
<b>Personal Color Schemes</b>	Radio Select	TOMSweb currently has 12 individual color schemes besides the TOMSweb default color scheme. There are plans to add more in the future including options to change your logon graphic. Select one of the color schemes and it will instantly reveal the changes. Some colors on controls such as Save, Delete, Print, Close, Change and Create PDF cannot be changed, this helps our Support Staff assist users by referring to certain buttons and controls by a consistent color.

**Figure 1-14** Table of TOMSweb Personal Options

# Getting Support in TOMSweb

TOMSweb Support is always a phone call away, however, during our busy months (usually December through March) getting through to a rep can be quite daunting. We have a system I wrote called the Customer Service Master (CSM). We log all calls and emails into this system so all reps can see the requests that are open or closed and what representative is working on the issue.

On busy days, it's sometimes difficult to check our email constantly and we may be on the phone for long periods of time. In 2013 I invented the CSR (Customer Service Request system). It's the best of both worlds... it's like calling us and emailing us all simultaneously, because your entries into it show up on our Call Center (CSM) as if you called a rep, given he/she your problem and they logged it in. No busy signals here or UN-returned emails, due to a rep being out of the office or on the road.

## Using the Customer Service Request Screen (CSR)



A new window will open that appears like Figure 1-15.

Click the "H"elp icon to invoke the CSR

The screenshot shows the [SM660] Customer Service Request form. It is divided into several sections:

- Service Request Info:** Includes fields for Service Reference No (17342-0040132), Submitter (Remote Visitor), Client ID (Welcome to TOMSweb Remote Hosting), Referring Program (PRMS140 Maintain Workplace Information), Remote Site ID, Submitter's Email (stephen3214@indy.rr.com), and Notify Completion by (Email selected, Phone # (317)-571-1840 Ext). Submitters Availability is set to MON through SAT, with a time range from 08:00AM to 04:00PM and a lunch break at 08:00AM.
- Service Request Description:** A large text area with the prompt 'Please enter a description of your problem here...'
- Request Specific Service Representative:** A section with a 'Submit Request' button and a 'Print Page' button. It lists four available representatives:
  - First Available Rep:** Specialist, Total Experience: 50 Years.
  - Stephen (Steve) Pollom:** Software Engineer TOMSweb Designer, Experience: 28 Years.
  - Bill Costa:** Senior Software Support Specialist, Experience: 19 Years.
  - Christina Sipka:** Software Support Specialist, Experience: 3 Years.
- [SM660] Your Customer Service Request History:** A table showing a previous request:
 

Service Reference No	Date	Time	Current Status	Service Request Details
17200-0060248	02/02/2015	04:44PM	Open Call/Service Submitted	

Figure 1-15 The TOMSweb Customer Service Request Page

When the screen for the CSR appears, at the least, just type in your dilemma, then click on **Submit Request**. Here is a break down of the other elements of the Customer Service Request (CSR).

CSR Element	Control	Explanation of Functions
<b>Service Reference No</b>	Field (readOnly)	This is automatically populated when you enter the <b>CSR</b> and cannot be modified. It Represents a unique Date/Time stamp that becomes your reference to your request. If a response to your request is sent back via email this number will be returned in the subject of your incoming email.
<b>Submitter</b>	Field (readOnly)	This is automatically populated when you enter the <b>CSR</b> with your name as it appears in your system.
<b>Client ID</b>	Field (readOnly)	This is automatically populated when you enter the <b>CSR</b> and cannot be modified. It let's us know the Client/Customer ID we use to reference your Town or Township.
<b>Referring Program</b>	Field (readOnly)	This is automatically populated when you enter the <b>CSR</b> and tells us what screen number and description of the screen you were in when you launched the <b>CSM</b> .
<b>Remote Site ID</b>	Field (readOnly)	Automatically entered by the system with your Remote Site ID. This lets us know what Remote Township is sending the request. If you ever see this field blank please contact the TOMSweb Support Team.
<b>Submitter's Email</b>	Field	By default this will populate with the primary email we have for you in our files. If it is incorrect, please change it to the email address you wish to have a response sent to. It's important to note that our server generates and sends the email, so there is now way we can tell whether or not the email was rejected due to an improper or non-existent address.  <b>Important: make sure you give "your" email address, not one that a response cannot be sent to and never read.</b>
<b>Notify Completion by</b>	Chose One	You can request a method to be notified by even though we reserve the right based on work load to respond in any fashion we deem best to insure that the request is satisfied. More than not you will receive a phone call if we need additional information or for you to test or resolution. December through January, we will normally send an email. If you do use the phone option give us the correct phone number including area code and proper extension if applicable.
<b>Submitter's Availability</b>	Check Boxes Time Fields	If your availability is limited to certain days or times please indicate it here. We will make every effort to call at that time, however, our biggest concern is resolving the request in the quickest manner we can.
<b>Request Specific Service Representative</b>	Choose One	You can request a certain individual to respond to your <b>CSR</b> , however, we all see these requests come in at the same time and usually the staff member who is available may take your case. This works best for us since we are aware of the availability of all our personnel. And don't just pick the most attractive one, <i>(we know that's Bill)</i> .

### Your Customer Service Request History

A sorted list of your previous **CSR** entries appears below the request screen. The Current Status may show you who is taking up the point on the request, or whether or not it has been completed. Currently the Service Request Details is not available, but will be in the future. If your Status says Closed Notified – (TechInitials), but you don't think that the problem has been resolved, please check your answering machine, email and SMS text. If you still can't find a response please call the office at (877) 571-1840.

**Figure 1-16** TOMSweb Customer Service Request Elements

## Joining a TeamViewer Session

Sometimes the TOMSweb Software Support Team may require you to join a TeamViewer (TV) Session so that we can control and view what's on your screen, perform training or fix display issues. When we connect to you with TeamViewer we actually interact with you as if we were sitting in front of your PC along with you. Be assured that no contents of your PC will ever be compromised during the session.

It is important while in this TV Session that you not type on your keyboard or move your mouse, unless asked to do so, that way there is no conflict in control between us.

When asked to start a TV Session you can click on its icon in the Quick Launch Bar or from the main Logon screen.

Click this image to start a TeamViewer Session with the TOMSweb Support Staff



After clicking the icon TeamViewer Session Welcome Screen will appear in a new browser window, as shown in Figure TV-1 below.



Click here to get your Session ID And Password.

**Figure TV-1** – The TeamViewer Welcome Page

Click on **Join Remote Control Session**. Depending on your recent activity with TV a message may or may not appear asking you to run or save TeamViewer's executable file, respond with run and wait for the installation is complete. When installation is complete a screen will appear that gives you a Session ID and a Password. Your TOMSweb Support person will want this information to connect. The passwords are arbitrary and generated by the TeamViewer website. Your password may or may not be

the same as your last session. It is not necessary to write this number down. Refer to Figure TV-2, and give these numbers to your Support Person.



Figure TV-2 – The TeamViewer Connection Page

Try to give your partner ID three numbers at a time, like: **3 2 2** pause **8 9 2** pause **6 6 8**. It's easier for us to keep up. Then wait for us to ask for the password. There is no rhyme-or-reason to the password, sometimes it's 4 digits and sometimes it's a combination of numbers and letters. Case "IS" significant, so make sure your support person understands what letters are upper and lower case.

When we successfully connect, you will no, because your screen background will go black and remain that way until we are finished. Before allowing us to connect you may want to save any work you were performing, open emails, documents or anything else not relating to the business at hand.

When we're done we will close the connection and your screen will return to normal. It is also important to note TeamViewer passes through any device processes that your PC may be using, such as activity on your sound card. So if you're playing music, you may want to shut it off or it could come blasting through on our side. Unless, it's Country Music, then it's okay with Steve.

## Performing TOMSweb Software Upgrades

The TOMSweb Development Team is continually striving to make improvements on all the Applications. For remote sites, every change, fix or enhancement is effective immediately. There is nothing a remote site is required to do for upgrades. So, if you're a remote site, the following information does not apply to you. Server sites should follow the procedures below. The frequency of upgrades that should be done is suggested for once a week and no later than once a month. The upgrade process will give you the number of changes (build number) that have been installed since your last upgrade.

Click this image to bring up the Update TOMSweb Software Screen



**Figure 1-17** TOMSweb Software Upgrade Page

Upgrade Element	Control	Explanation of Functions
<b>Your Current Version</b>	Information	Your Current Version number refers to the version of the TOMSweb Software currently running on your server.
<b>The Available Version</b>	Information	The <b>Version</b> number refers to the number of applications affected in this release. Four (4) = SYSweb, TFMSweb, PRMSweb and PRBSweb. 19 = Major revisions applied to any of the four (4) applications. The <b>Build</b> , the most important number, refers to the number of changes, enhancements and solutions to anomalies since version 4.19. Some build changes could be as little as a spelling correction and some as complex as the introduction of PDF document printing.
<b>&lt;&lt; Back</b>	Button	Returns you back to the page you called the upgrade screen from.
<b>Upgrade to Version:</b>	Button	Starts the upgrade background process. The length of time to perform the complete upgrade varies depending upon the speed of your external internet connection and your server. On average the entire process takes about 5 minutes.

If for some unforeseen reason the upgrade does not complete with the normal message of "Progress = Upgrade 100% complete" **DO NOT START THE UPGRADE AGAIN**, call or send a **CSR** to the TOMSweb Support Team. Also in the event that the upgrade produces strange results, such as: screens not showing complete, you can't logon or other anomalies you feel may not be correct contact the TOMSweb Support Staff immediately.

## Performing Basic Searches in TOMSweb

Many of the applications in TOMSweb provide a way of searching the data base for specific Client Case Files, Vendors, Employees and such. All of these searches behave in the same manner even though they pertain to the specific application. As an example will show you how to use the Case/Client Search procedure for the Township Assistance System PRMSweb.

### Searching for an Existing Case

The PRMSweb application allows for many ways to search. When performing searches, be a good detective and try the search using more than one method. I would begin with the most positive of all identification, the Applicant's Social Security Number (SSN). Every PRMSweb data entry screen provides a Search Engine that will look through the data base and find matches to the criteria you supply. Figure 7-1 shows the typical PRMSweb Search Panel and it's components.

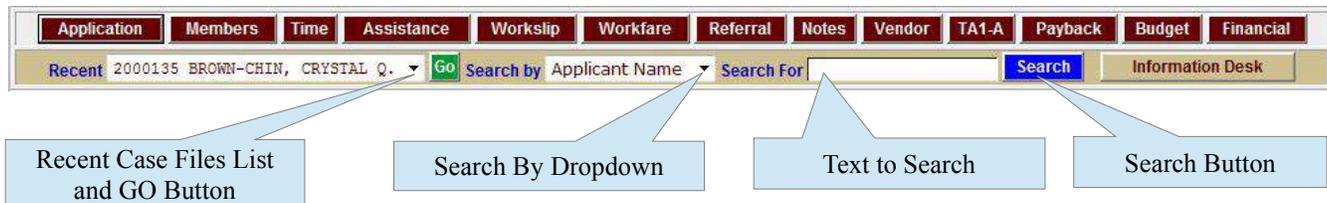


Figure 1-18 – The Case Applicant Search Bar

After you click the **Search** button, a search results page will appear listing all the matches for the criteria you gave to the search bar.

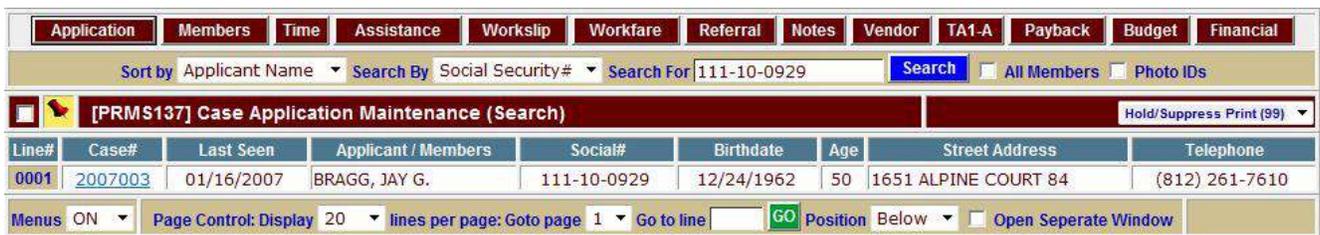


Figure 1-19 Case Application search results page

Let's go into a little more depth on the components of the PRMSweb Search Panel.

Search Element	Control	Explanation of Functions
Recent List	Drop Down	Stores the last twenty-five (25) cases that you have accessed, other caseworkers will have a list of their own. The most recent case accessed will be at the top and will descend to the oldest. Once you select a case you must click <b>GO</b> to retrieve it.
Search by	Drop Down	Contains a list of valid search elements that you're allowed to access. These search items are: Applicant Name, SSN, Address and more.
Search For	Field	The text entered here is compared to the data bases information to see if the element selected in <b>Search by</b> has a match

Search Element	Control	Explanation of Functions
Search	Button	When clicked the search begins. Items found in the database that match will appear like the example in in Figure 1-19 and 20. They will contain hyperlinks that you can click on to bring the Case Record into the screen you're searching from.

Notice in **Figure 1-19**, the element to search has been changed to Social Security#. TOMSweb does not care if you put the dashes in or not (same with phone number), either way it will complete the search correctly. Below is a table of search elements and how you can use them even with partial information. But, be careful giving minimal information could glean a list so large the server could do a “meltdown” trying to retrieve and display it. Imagine searching for an Applicant name of “A”, that would return a hefty list of every Applicant, Co-applicant or member of the household that contained the letter “A”. Try it sometime if you're in need of an extended “Coffee Break”. As of version 4.18 of TOMSweb at least 4 or more characters are required for the search. Another good thing to note, is there is no case sensitivity for search entry's.

Search By	[Drop-down] Expected Results
Applicant Name	You could use the applicant's full name but, it would need to be entered lastName, {space}{comma} firstName and have to be exact. A better way would be to start with the last name, let's say <b>WILSON</b> , the search would retrieve every name in the data base matching the text of <b>WILSON</b> whether it were Applicant, Co-applicant or any of the household members first or last name. Let's say the name is complicated, but, unique. How about someone has a last name of <b>Zephyr</b> , search for <b>ZE]</b> , the right square bracket is a wild card assignment, it instructs the search engine to look for any case that's last name starts with <b>ZE</b> . What about searching for <b>WIL</b> , this could bring up an Applicant who's last name is <b>WILSON, WILLIAMS, TWILLER</b> , etc.... or has a first name of <b>WILLIAMS, WILHELM, WILL, WILFRED</b> , etc... get the idea? What about this one, <b>SMITH,J</b> ... that brings up all Applicants, Co-applicant's and members with the last name of <b>SMITH</b> . Why the comma?... because we know the comma always ends the last name.
Social Security#	<b>308-11-2040</b> or <b>308112040</b> , it makes no difference, TOMSweb stores SSN's without the dashes and strips them from your entry for the search. But, what about searching for <b>308</b> ? That could give you, <b>308-77-8890</b> or <b>123-30-87624</b> or <b>444-11-9308</b> . In each case the numbers <b>308</b> exist anywhere in the SSN. How about <b>308]</b> , that will only get you SSN's beginning with <b>308</b> . <b>[4089</b> would give you any Social ending in <b>4089</b> .
Case Number	<b>It is not necessary to search for case numbers</b> , if you know a case number why would you need to search for it? If you know a case number just enter it into the Case Number filed and click <b>GET</b> . This is here so we can do selective searches of case numbers. Let's say a township uses a next case number system that the number starts with the year. Wouldn't it be nice to search for case # <b>2010]</b> so the search engine could retrieve any case that begins with <b>2012</b>
Street Address	Much like the Name Search, there are a myriad of possibility's . <b>1234</b> brings up any street address that has <b>1234</b> in it's house number. <b>12]</b> brings up addresses that start with the numbers <b>12</b> . <b>ALLISONVILLE</b> , brings up any street address that has <b>ALLISONVILLE</b> in the name.
Telephone	Same as Social Security Number (SSN).
Last Seen	Here's a good one, select this and enter a date (MM/DD/YY) and it will list all cases that were seen on that date.
Photos on File	If you are using the Positive ID feature on TOMSweb and storing photos in the data base enter <b>1</b> in the search text and click search. You will only get those Applicant's that have a

Search By	[Drop-down] Expected Results
	digital photo on file.
<b>Vendor Search</b>	This actually has nothing to do with the Applicant, but, is there as a handy way to look up vendor numbers in case you need to find there information. It bypasses the need to go to the vendor screen.

### Modifying the Search Results

After clicking the search button a search window will appear like that in **Figure 1-19** and **1-20**. While we're looking at this, let's talk about some modifications we can make to the search window.

The screenshot shows a search window titled "[PRMS137] Case Application Maintenance (Search)". At the top, there are tabs for various application types: Application, Members, Time, Assistance, Workslip, Workfare, Referral, Notes, Vendor, TA1-A, Payback, Budget, and Financial. Below the tabs, there are controls for sorting and searching. The "Sort by" dropdown is set to "Applicant Name", and the "Search By" dropdown is also set to "Applicant Name". The search criteria is "chin". There are checkboxes for "All Members" and "Photo IDs".

Callouts provide the following information:

- "Use these controls to refine or start a new search" points to the search criteria and search button.
- "This drop-down changes the way the search sorts the data" points to the "Sort by" dropdown.
- "Show All the Household Members" points to the "All Members" checkbox.
- "Click the link for the Case Number and return to the Application Screen with the Case data." points to a case number link (2002024).
- "Check the Photo IDs box to include the applicant's picture" points to the "Photo IDs" checkbox.

Line#	Case#	Last Seen	Applicant / Members	Social	Birth	Age	Street Address	Telephone
0001	<a href="#">2000170</a>	05/08/2002	JOHN E. (BOBLINK) CHES L.	111-67-130 111-21-5542	01/28/35	65	EDAR LANE	(260) 602-3402
0002	<a href="#">2009069</a>	01/15/2013	STEFAN (BOLAND) CH	111- 111-			BOOK AV	(260) 623-4499
0003	<a href="#">2010041</a>	03/11/2010	CH	111- 111-				(765) 924-8929
0004	<a href="#">2004037</a>	05/17/2004	CHIN, CHARLES R. CHIN, CHEYENNE CHIN, DAKOTA CHIN, ALEXANDER	111-09-1239 111-78-4567 222-84-4339 222-20-2869	03/09/1970 07/26/1995 09/22/1997	43 17 15	9910 EDMOND D	(317) 682-6555
0005	<a href="#">2004037</a>	05/17/2004	CHIN, CHARLES R. CHIN, CHEYENNE CHIN, DAKOTA CHIN, ALEXANDER	111-30-7111 222-19-9840 222-93-5440	07/23/1965 05/21/1997 07/11/1995	47 16 17	7167 PLAZA	(5) 326-7976
0006	<a href="#">2004052</a>	07/14/2004	CHIN, KAY S. CHIN, YOHANNES TSEGAYE CHIN, AMANUEL TSEGAYE	111-09-904 222-89-885 222-31-7863	06/12/1978 09/03/2000	18 12		(765) 888-8890
0007	<a href="#">2002061</a>	10/23/2000	CHIN, CARRIE O.	111-71-6649	09/01/1960	52 12	9325	(260) 204-5484
0008	<a href="#">2002024</a>	05/08/2002				74 74 12		(765) 884-2545
0009	<a href="#">2000091</a>	11/14/2000	WILLIAMS, MATTHEW T. CHIN, DUSTIN CHIN, ASHLEY	111-20-6778 222-32-5871 222-57-0686	06/13/1977 03/19/1995 03/06/1989	39 35 27	85TH AVENUE	(219) 966-3867
0010	<a href="#">2004057</a>	09/03/2004	WELLES, BRAD WELLES, BRAD	222-72-9289 222-07-3433	07/21/1979 09/08/1953	33 59	9587 SHERWOOD LAKE DR 3C	(219) 824-2620

**Figure 1-20** Options of the Search Window

As you can see, once the Search Window appears you can refine, change, resort or add additional information to your search. To select the Case simply click on it's link. Keep in mind that application searches whether for TFMS, PRMS or PRBS work in very similar ways with slight nuances.

## Basic Data Entry Controls in TOMSweb

As with all Data Bases the information going in needs to be designed for great output, thus the phrase Garbage-In-Garbage-Out or GIGO. This section covers all the control elements that provide input from you, the User, from both keyboard and mouse and the Data Base processor.

Since TOMSweb is a Windows based browser environment it uses input controls that conform to the standard W3C HTML Document Object Model (DOM). TOMSweb User Interface (UI) is about 70% HTML and XML and 20% JavaScript and 5% AJAX using JSON. I won't tire you with the full terminology of those acronyms, that's what Google is for. In this section we will cover the basic web-page control elements that provide a connection between you, the browser and the Data Base CGI. No matter which application you will be using these controls are standard through-out TOMSweb.

### *The Common User Interface Controls*

Control	Performs what Function
<b>Input Field</b>	An area the user types in information checks it and then TABs to the next control. Input Fields can be <b>controlled</b> or <b>uncontrolled</b> . Uncontrolled means there are no limitations to what can be entered into the field. Controlled could be a password field that blanks the entry out on the screen or automatically puts dashes into a SSN or Telephone number.
<b>Drop Down</b>	A list of multiple items that can be selected and only appear when clicking on the controls down arrow. Drop Downs can be single select or multi-selectable.
<b>Check Box</b>	Acts much like a switch. It's either it's OFF (unchecked) or ON (checked)
<b>Radio Button</b>	Similar to check boxes, but placed in a cluster of similar choices that allows for only one to be selected at a single time. Just like the dash board radios in your '57 Chevy.
<b>Text Area</b>	An input field that accepts multiple lines of information with a larger viewing area and room for more info than an input field. It usually contains scroll bars vertically and/or horizontally to allow viewing of data beyond the on screen viewing scope.
<b>Button</b>	Accepts a single left mouse click to engage the attached command instructions. Most of the time the button performs a simple submit of your browser page.
<b>Image Area</b>	Areas, small or large, that have JavaScript attached to perform certain instructions when you click or double-click it. If an image is active for clicking when you hover over it your cursor arrow changes to a hand with a pointing index finger.
<b>Hyper Links</b>	A string of text that is underlined that links to another web-page with pertinent information associated with it.
<b>Labels</b>	Not editable by the User, but, located beside the control to describe what the control contains. In most cases, for fields the text is to the left, check boxes the label is to the right, drop downs the label is to the left or above, text areas to the left or above and buttons the text is located on the button itself.

**Figure 1-21** Types of User Input Controls

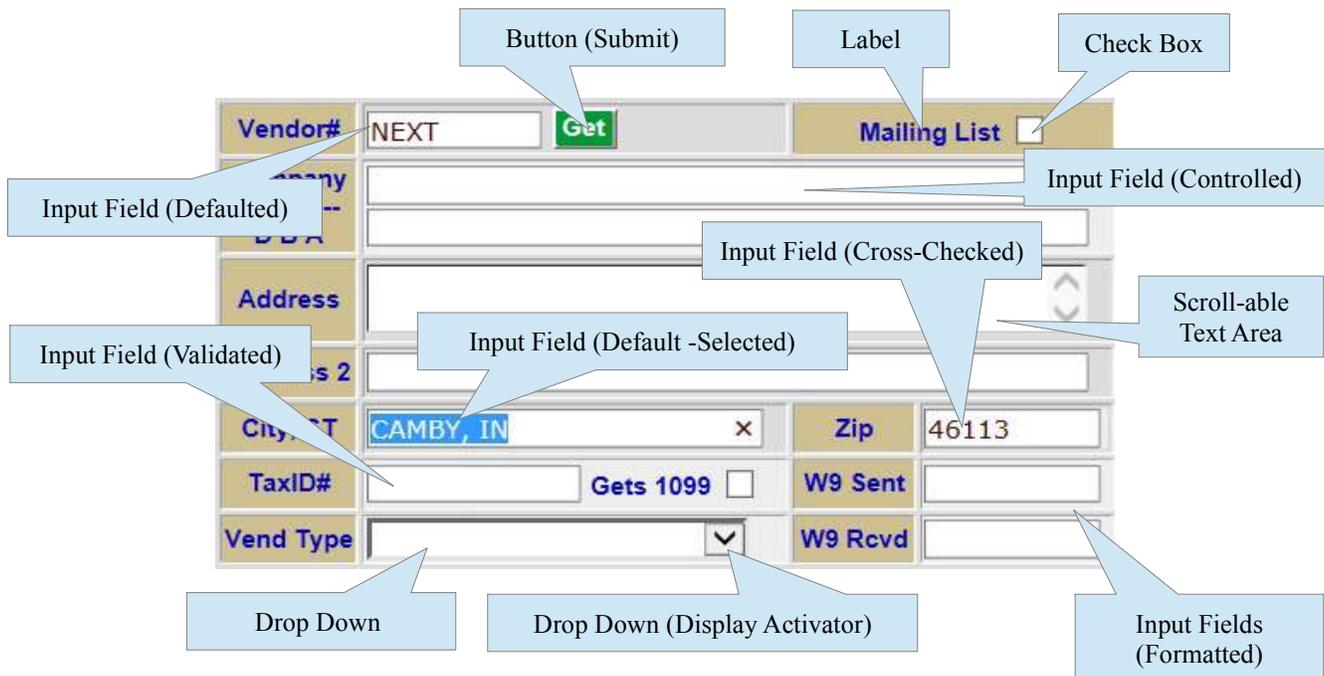
Most modern Web-pages use a combination of the controls listed in **Figure 1-21** some designers throw in a few of their own they've created using some JavaScript handlers. Well, our developer is no exception, he also, had to put his foot prints in the TOMSweb sand. As we discuss the controls in depth, you'll see we have improved input here and there to both streamline it and make sure it is as accurate as possible.

## TAB versus ENTER the Keyboard Conundrum

Even some of the most modern and recent Web-pages have not addressed this conundrum. For those of you who are “Old School” and have used the ENTER key to move from field to field we made a compromise, you can use either ENTER *or* TAB. That is, if you use Windows Internet Explorer, Firefox with the IE Plugin or Chrome with it's IE plugin. On any other browser we can't guarantee the result. We found moving our system from a text based keyboard only input to a Web based environment that this was the biggest learning curve, that inherent need to hit the ENTER key to move on. It's a simple JavaScript key trap that exchanges the TAB keys ASCII value of 8 to the ENTER key's 13, just in case you were wondering. But, I know you weren't.

Each control on your screen has a Tab Stop Index. That's the order in which each control gets focus after leaving the previous control. We have paid much attention to the natural flow of data input and made these tab stops make, in most instances, perfect sense. An example of a tab stop that you may feel is backwards would be the City, State Zip Code field. The system will actually go to the Zip Code field first, that's because TOMSweb contains a Postal Zip Code data base built into it. Put the five (5) or nine (9) digit Zip Code in and the tab stop goes to City and State with it defaulting in. However, we recognize there is much diversity from installation to installation. If you believe a tab stop leaves and goes to the wrong place, please let us know.

Let's go through each type of control and their variations. Every time we refer to the ENTER key in this discussion, just remember, TAB does the same thing. Please refer to Figure 1-22 while we cover some of the control types.



**Figure 1-22** User Input Control Variations

### ***The Input Field Control***

Probably the most common of all Web-page controls is the input field. It provides an area for you to type in the required information and press ENTER to move to the next control.

TOMSweb has many variations of the Field Input Control besides the basic enter characters and move on. Let's take a look at the Field Input Control and it's variations.

<b>Field Control</b>	<b>Description of Variation</b>			
<b>Controlled</b>	The user is allowed to enter the data in any case upper or lower and when eh/she leaves the field it will be converted to the case required. Controlled fields could also perform number formatting such as SSNs or Telephone numbers. Fields such as phone numbers can be entered with 7 digits and the area code will be added when the user leaves the field. In the case of Social Security Numbers, just type the numbers and the field will populate the dashes.			
<b>Defaulted</b>	Merely means the expected information is populated automatically in the field and requires no other action than to press ENTER.			
<b>Selected</b>	The data in the field is highlighted in blue. Any key on the keyboard other than the space bar, ENTER key or arrow keys will cause the data to disappear and assume you want to retype the entire field. An example of this would be the Household members screen, double clicking on the member name field causes it to default the last name of the applicant add a comma then pre-select the field in blue. If the last name doesn't match start typing the different last name, if it does hit the space bar and add the first.			
<b>Default-Selected</b>	A combination of the last two.			
<b>Validated</b>	Some fields as in SSN's and Tax ID numbers are compared against an expected format. If it does not match, an on-screen warning will appear after you press ENTER.			
<b>Formatted</b>	Special fields such as Dates and Times use AJAX and JSON to send your input ahead to the Server and process an expected output. This allows for abbreviated date/time entry's. Here are the valid formats for date or time.			
	<table border="1"> <tbody> <tr> <td><b>Date</b></td> <td>Dates may be entered in a full format of MM/DD/YY. The slash separators can also be (. \   space -) which ever you prefer. Dates can also be entered as MM/DD or M/D, the Server will assume the current year. MM and DD do not need to be padded with zero (0). 1/1 is the same as 01/01/2015. Here's a neat one, enter 12 only, the Server returns current month/12/current year. If it's May of 2015 and you enter 30 only it will return 05/30/2015. Please Note: The default year has a 100 year boundary so if the date is 12/25/1914 you will have to enter the entire 4 digit year, otherwise, it will return 12/25/2015.</td> </tr> <tr> <td><b>Time</b></td> <td>Times are entered as Hours and Minutes using either a colon or a period as a separator. You can use military time. If you do not use military time you must specify AM or PM (or A or P). 1P returns 1:00PM as 1A returns 1:00AM. Not specifying PM will cause AM to be used by default. If you enter 1 ENTER it will return 12:01AM. 14:30 returns 2:30PM.</td> </tr> </tbody> </table>	<b>Date</b>	Dates may be entered in a full format of MM/DD/YY. The slash separators can also be (. \   space -) which ever you prefer. Dates can also be entered as MM/DD or M/D, the Server will assume the current year. MM and DD do not need to be padded with zero (0). 1/1 is the same as 01/01/2015. Here's a neat one, enter 12 only, the Server returns current month/12/current year. If it's May of 2015 and you enter 30 only it will return 05/30/2015. Please Note: The default year has a 100 year boundary so if the date is 12/25/1914 you will have to enter the entire 4 digit year, otherwise, it will return 12/25/2015.	<b>Time</b>
<b>Date</b>	Dates may be entered in a full format of MM/DD/YY. The slash separators can also be (. \   space -) which ever you prefer. Dates can also be entered as MM/DD or M/D, the Server will assume the current year. MM and DD do not need to be padded with zero (0). 1/1 is the same as 01/01/2015. Here's a neat one, enter 12 only, the Server returns current month/12/current year. If it's May of 2015 and you enter 30 only it will return 05/30/2015. Please Note: The default year has a 100 year boundary so if the date is 12/25/1914 you will have to enter the entire 4 digit year, otherwise, it will return 12/25/2015.			
<b>Time</b>	Times are entered as Hours and Minutes using either a colon or a period as a separator. You can use military time. If you do not use military time you must specify AM or PM (or A or P). 1P returns 1:00PM as 1A returns 1:00AM. Not specifying PM will cause AM to be used by default. If you enter 1 ENTER it will return 12:01AM. 14:30 returns 2:30PM.			

**Figure 1-23** User Input Field Control Variations List

### ***Undocumented Tricks of Date Fields***

In an effort to provide some ease on finding dates, such as the address “Since” date, the designer through in a few tricks for those who can not nail dates down to an actual day. All of these date tricks apply only to back dating. Try this on any date field on the Application Screen

(PRMS137). Enter “7D”, the case of letter makes no difference whether it's upper or lower. Note that the field returns populated with a date seven (7) days before the current system date. The following are “Date Tricks” that have been built into TOMSweb.

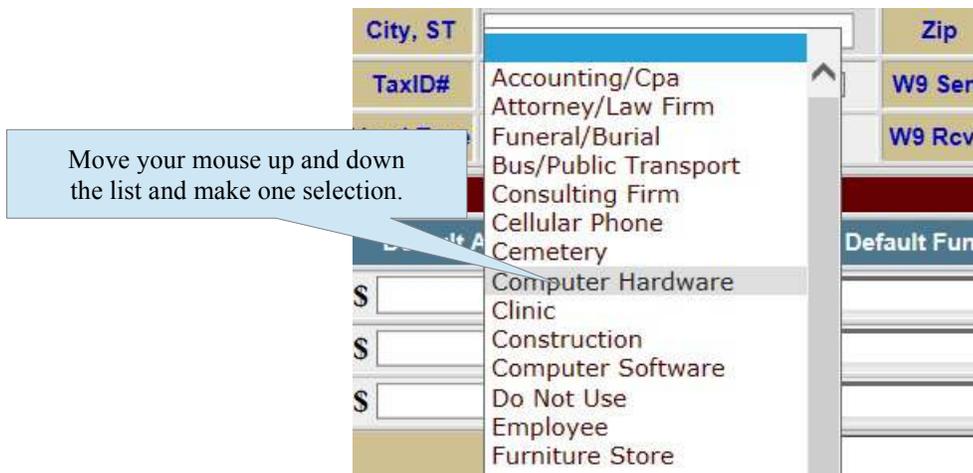
Input	Expected Date Field Response
Number”D”	<b>Example:</b> 14D or 14d returns a date 14 days prior to today's date.
Number”M”	<b>Example:</b> 6M or 6m returns a date 6 months prior to today's date and the first day of that month. This can be handy for Applicant's that know that they have been living at an address for 6 Months but can't recall the exact date.
Number”Y”	<b>Example:</b> 3Y or 3y returns a date 3 years prior to today's date and the first day of that month. This can be handy for Applicant's that know that they have been living at an address for 3 Years but can't recall the exact date.

### ***The Drop Down Box Control***

This is a handy way to store a large number of user selections off screen and display on the item currently selected. Drop Downs can contain lists of a few selections or hundreds, but all the selections are kept off screen until you ask for them. The standard drop-down box allows for only one (1) active selection. In the case of a multiple selection drop down box you can make multiple selections by holding down your Ctrl key while left clicking your selection. Below shows a drop box in it's various states.



Drop-Down above has no selection,click the down arrow to view a list of selections. Below shows a drop-down in “View Mode”, simply move your mouse up or down and left click to make your selection.

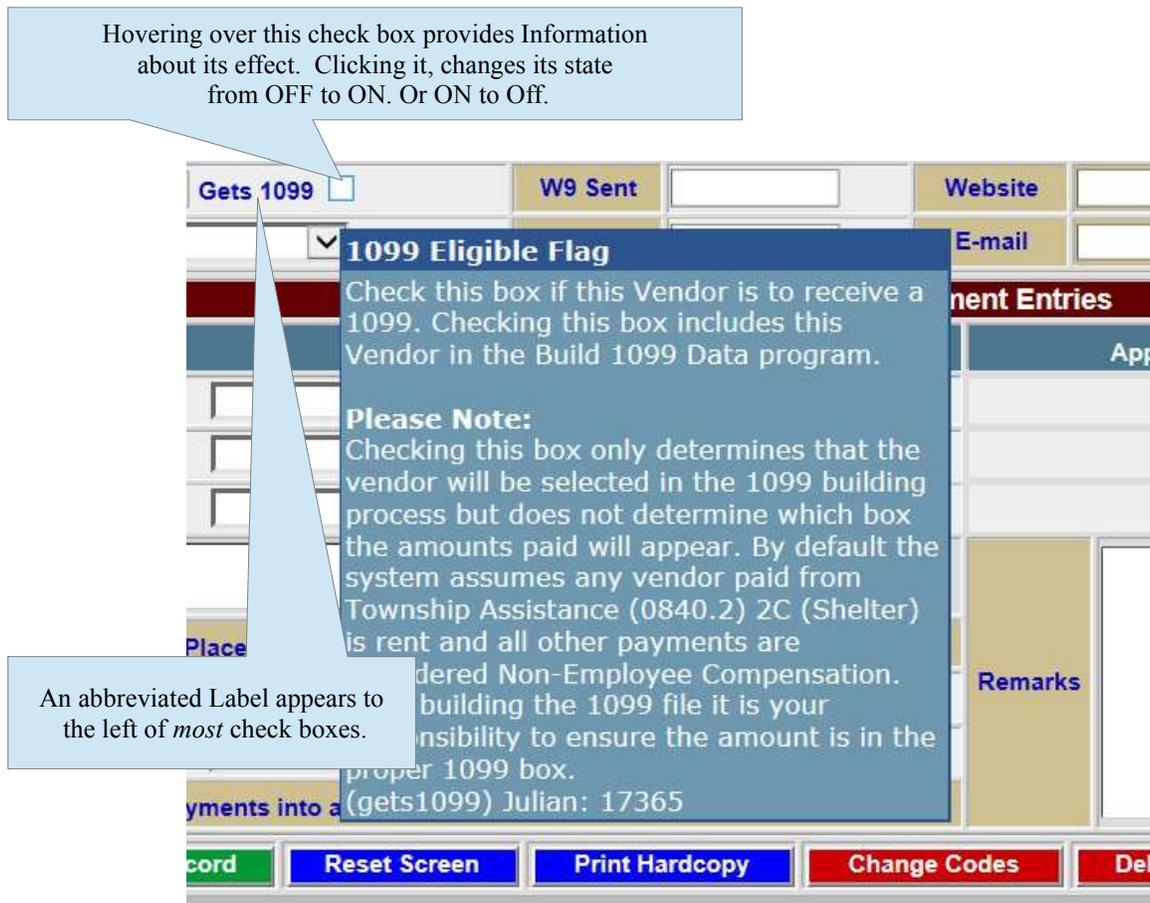


Once you have made your selection the “List View” will return with the selection in the drop-down. To blank out a drop-down, which basically selects nothing, select the one empty spot on the list. If a selection is required for that drop-down you will be notified when you move to the next control.

If your drop-down is in view mode because you accidentally clicked the down arrow, simply move your mouse to somewhere on the screen outside the boundaries of the list and click your left mouse button, the list will close with the selection unchanged.

### **The Check Box Control**

This control is simple, it's a yes or no, proceed our don't, use this or not, way of indicating a state of a condition. Checked normally means ON and unchecked means OFF. All check boxes are clearly labeled usually, but, not always to the left, and most contain a Hover-Tool explaining the affects of its two (2) states. The exception on the Label placement is for those which have lengthy text or they are clearly adjacent to the check box by being displayed in the same table frame. The example in Figure 1-24 shows a documented (Hover-Tooled) check box.

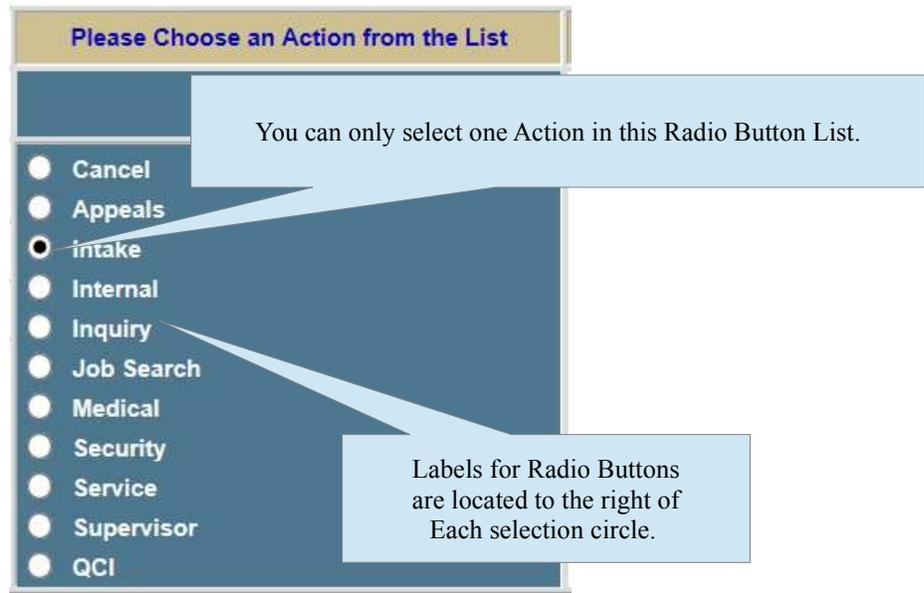


**Figure 1-24** A Hover-Tooled Check Box Control

If there was no room to include a Label for the check box above or to the left, it should have a Hover-Tool attached to it.

### ***The Radio Selection Control***

This control is kind of a combination of drop-downs and check boxes together. It differs by displaying all possible selections on the screen that would normally be hidden in a drop-down, and like a drop-down you can make only one selection. The check boxes are replaced by small circles, one filled the others are not. Clicking a different selection turns it ON and all others OFF, much like the old 1950's car radios with preset stations. A great example of this is on the Information Desk (PRMS162), see **Figure 1-25**.



**Figure 1-25** A Radio Button Select List

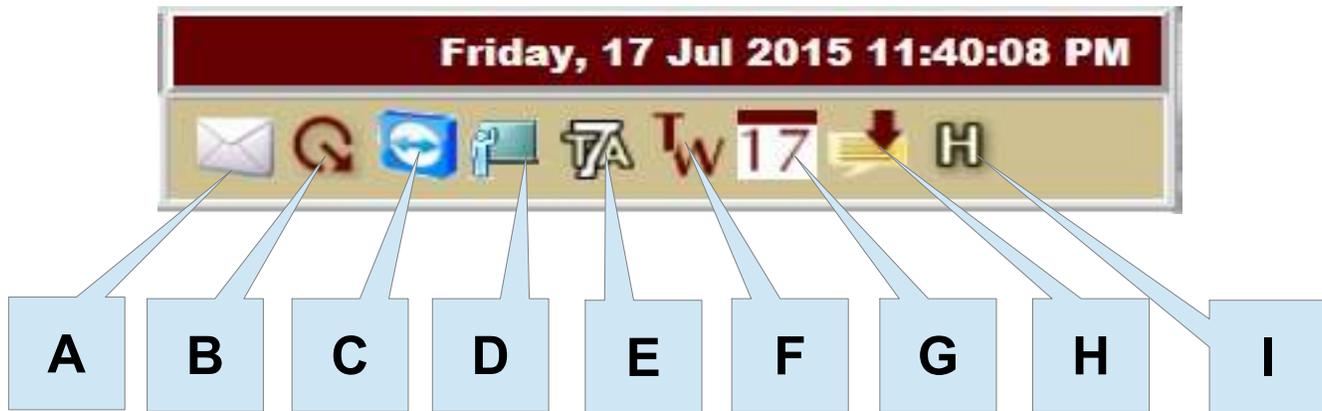
## The TOMSweb Color Coding System

Even though your TOMSweb color scheme can be changed there are certain colors that remain consistent throughout the system. We have made an effort to make specific colors have specific purposes. Most pertain to buttons and areas of on-screen text. The Table below shows the colors that will not change even if you change your color scheme.

Color	Color Convention
<b>Dark Grey on White</b>	Used for all form controls and cannot be changed. It is the best contrast for readability of the displayed data. Applies to Fields, Drop-Downs, Check Boxes, Radio Buttons, Text Areas and all other form controls.
<b><u>Medium Blue Underlined</u></b>	May appear on any background color. This provides a link to another URL that could bring up another Application Screen. It may also provide links to other websites or bring up your email application.
<b>White On Blue</b>	Submits the on-screen form for processing and refreshes the page. Relates also to Report Printing, Next, Back and other non-volatile clicks.
<b>White On Green</b>	Submits the on-screen form for processing and refreshes the page. Relates for saving form data, printing forms, checks, Purchase Orders and Forms.
<b>White on Grey Metal</b>	Performs no action. Used for column headers, Hover-Tools, Radio Button collections. There are three variant shades of this color as screen information progresses into a labeled headline.
<b>White on Maroon (Small)</b>	On buttons, submits the on-screen form for processing and refreshes the page, selects another Application or Screen within an Application. Or displays titles separating one section of a page from other sections. Some of these areas provide information and others are just titles. If a Hand Icon appears when you hover over the mouse, click provides no function. <b>Note:</b> Changing your color scheme will change this color.
<b>White on Maroon</b>	Performs no action but, does have the ability to scroll important messages across it. This is the Application Screens Main Title Bar. Titles appear with the screen (program) number and title. Example below. <b>Note:</b> Changing your color scheme will change this color.
	<b>[PRMS137] Case Application Maintenance</b>
<b>Dark Grey on Yellow</b>	An informational area that displays information pertinent to the Case, Vendor or the User logged in.
<b>White on Red</b>	Submits the on-screen form for processing and refreshes the page. A critical change will occur or an important message is to be read.
<b>Blue on Sand</b>	Performs no action. Is the standard field and control color. <b>Note:</b> Changing your color scheme will change this color.
<b>Blue on Sand Button</b>	Links to screen(s) that provide information, or collect additional information. <b>Note:</b> Changing your color scheme will change this color.
<b>Deep Red on Lite Grey</b>	<b>NEW!</b> New in 2015 in version 4.21.x we have incorporated a PDF Document Printing Feature that is compatible with Windows, Linux and Apple Operating Systems eliminating the need for PCL compatible printers. Any OS that can print an Adobe Acrobat Reader file can print from TOMSweb.

## The TOMSweb Image Icon Collection

TOMSweb uses several repetitive images that are for specific tasks in System, Application and overall management of daily tasks. Most icons are revealed in the Quicklaunch Bar (QLB) and some will be seen on data entry screens beside fields for things like Email addresses and Website URLs. The QLB is shown in **Figure 1-25**. Please note it is up to the Systems Administrator as to what Icons will appear for you. The Systems Administrator is responsible for allowing all users there rights and privileges.



**Figure 1-25** The TOMSweb Quicklaunch Bar (QLB)

Reference	What it Performs
<b>A</b>	Launches your default Email System. Your default Email System is controlled by your Windows or Other PC Operating System.
<b>B</b>	Launches the TOMSweb System Upgrade (Dedicated Server Sites Only). See <b>Performing TOMSweb System Upgrades</b> earlier in this chapter.
<b>C</b>	Join a TeamViewer session with the TOMSweb Support Staff. See <b>Joining a TeamViewer Session</b> earlier in this chapter.
<b>D</b>	Launched your Personal Settings Window. See <b>Changing Your TOMSweb Personal Options</b> earlier in this chapter.
<b>E</b>	Brings up the Application that produces the State Board of Accounts (SBOA) required TA-7 Statistical Summary Report.
<b>F</b>	Brings up the TOMSweb Support Page.
<b>G</b>	Shows today's date and when clicked brings up options to change the Client Calendar and your own Personal Calendar.
<b>H</b>	Invokes the TOMSweb Internal Message System.
<b>I</b>	On some installations this may be a question mark (?). Invokes the Customer Service Request Screen. See <b>Getting Support in TOMSweb</b> earlier in this chapter.

# TOMSwEB PDF Document Printing

## NEW!!!

In version 4.21.x of TOMSwEB we are introducing PDF Document Printing. Now it will be possible to print reports, forms and documents from any place or anywhere you can connect to TOMSwEB with a graphics based printer. You can also email them as attachments. No special drivers, Spooler programs or OS based links. If your system can print the standardized Adobe Acrobat Reader PDF Format, you can print from TOMSwEB. That includes everything you were printing from your Legacy System.

This part of the TOMSwEB Manual assumes that you already have a general knowledge of what PDF Documents are and how they work. If you want more specific information on PDF printing, please go to the Adobe Acrobat Reader website. Please note there are many versions of Acrobat Reader out there, you will want to make sure your PC has the up-to-date version.

### *It All Starts with the Queue*

*Advice, if your not into really technical stuff you can skip this part.*

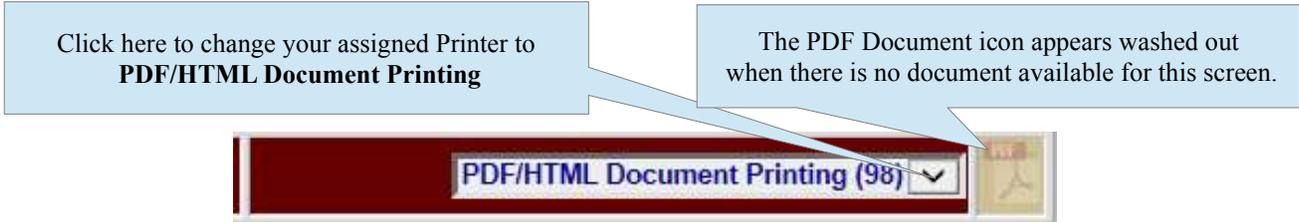
A printer's queue (sometimes spelled que, and pronounced "cue", like in Billiards) is it's location to the TOMSwEB Spooler System. It's like an address to where a print job will be sent. Not to be confused with an IP address, this only pertains to TOMSwEB and it's Data Base OS (D3). On dedicated servers TOMSwEB sends a print job to a unique queue number (0-255), then it's given to Linux to be sent to the proper IP address on the network. This works well unless the network connection is broken, the printer's IP address changes or the printer falls off the network.

For Remote Sites we had to develop a system that worked locally on a single PC at the office where all printing would be done. The Remote Spooler would sleep for about 10 seconds and then wake up and query the remote server, identifying itself with its credentials and ask if there were print jobs to be processed. The remote server would supply the list of documents available for the site to print. Then the local PC would download from the remote server and output the documents via a legacy MS-DOS command, TYPE. If your really into "History", Google "**ms-dos type command**".

A few problems arose with this method, the TYPE command could only supply text in what is called Printer Controlled Language (PCL) format. PCL printing requires the "printer" to perform the task of rendering letters of the alphabet and processing special codes (called escape sequences). The escape sequences told the printer to change font styles, use bold type, underline text, use a particular tray and other functions. Then the Digital Printing age evolved and eliminated the need for printer manufactures such as Dell, HP and Brother to install the costly PCL processor chip. The entire process of producing letters, characters and ASCII graphics were replaced with software. This was wonderful on new generation GUI systems, but pretty much left old legacy printing in the dust and completely incompatible with most text based printing systems.

**TOMSwEB 98 PDF/HTML Document Printing, the Queue that Matters**

TOMSwEB PDF Document printing revolves around queue number 98. If you select PDF/HTML Document Printing as your printer, from your printer selection drop-down, your title bar will make a visual change. You will notice a new PDF Icon is in view though it will be washed out. When the icon becomes bright, and obviously visible, you have a document ready to print in Adobe Acrobat Reader. Let's look at **Figure 1-26** and talk about the indicators and components of PDF Document Printing.



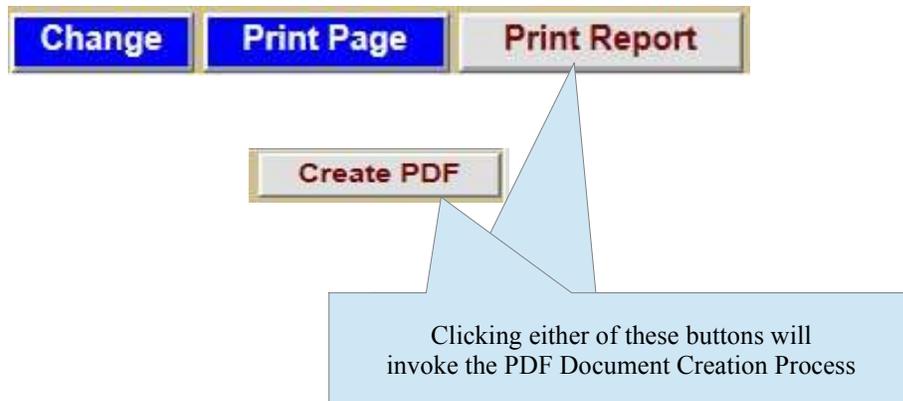
**Figure 1-25** PDF Printing Selection and Control

When the Adobe icon is washed out there is no PDF Document to print. PDF Documents are user and screen specific, nothing you create is available to others using TOMSwEB. Every time you enter a different screen your last document will be removed and you must click the appropriate button to create a new document.

**Important Note:** On the Township Assistance Screen (PRMS132) the icons for each entry of assistance type will be located to the right of each line, not in this position.

**Creating a PDF Document**

If you're printing a Report or Form use the same procedure you used before PDF Document printing. The buttons you're familiar with in Spooled printing will now display in a new color scheme. The buttons will appear in one (1) of the two (2) instances shown below.



When a document is available, your PDF Icon will change to that shown in **Figure 1-26**.



**Figure 1-26** PDF Document Created Icon

***Removing Old PDF Documents***

We have designed the PDF Document Production System, to clean up it's own mess. It is not necessary to remove your old documents, they will be kept until your next visit to the application's screen. If you forgot to get an extra copy simply go backwards in your browser history and click the icon again, however, if you leave and come back TOMSweb tidy's up all of your old documents to retrieve valuable space.

We have future plans to keep a history of your Month End Bank Balancing reports, so you may retrieve them to be reprinted, just in case you lost the hardcopies.

***Entering the Adobe Acrobat Reader***

Now your out of the realm of TOMSweb and into the realm of the document standard of PDF Document Management. It's not within the scope of this manual to train you on the Acrobat Reader and it's many versions. You can visit:

<https://helpx.adobe.com/reader/using/reader-x-topics.htmlor>

for more information on the many features of PDF printing. Enjoy!

## Microsoft Internet Browser Issues

Since some time in February of 2013, Microsoft has been performing unsolicited updates to their Internet Explorer Versions 8.x, 9.x and 10. These upgrades have been wreaking havoc on our software and many other websites that use forms, JavaScript and Style Sheets (.css). We and other website companies have found a work-around until Microsoft can solve their issues. By going to >Tools >Compatibility View within your browser and turning it on it seems to correct these issues. Some of the various symptoms you may encounter are:

- Pull Out Menus (POMs) not working or unstable
- Some forms that include Auto-submit don't work
- Buttons that open other Windows inoperative
- Colors and justification appear different
- Little black edges around tables
- Dialogue boxes not appearing
- Hover Tool help boxes not appearing
- Font sizing incorrect
- Images/Photos do no appear

It's also of interest to note every time Windows updates your browser the Compatibility View option gets reset to OFF.

### ***For Windows 7 & 8***

The procedure for changing IE's Browser Compatibility View will vary for every implementation of Windows. It is very difficult at this time to cover every version of Windows and the exact instructions for turning on Compatibility View. If you find it necessary on your PC to turn Compatibility View on simply Google this:

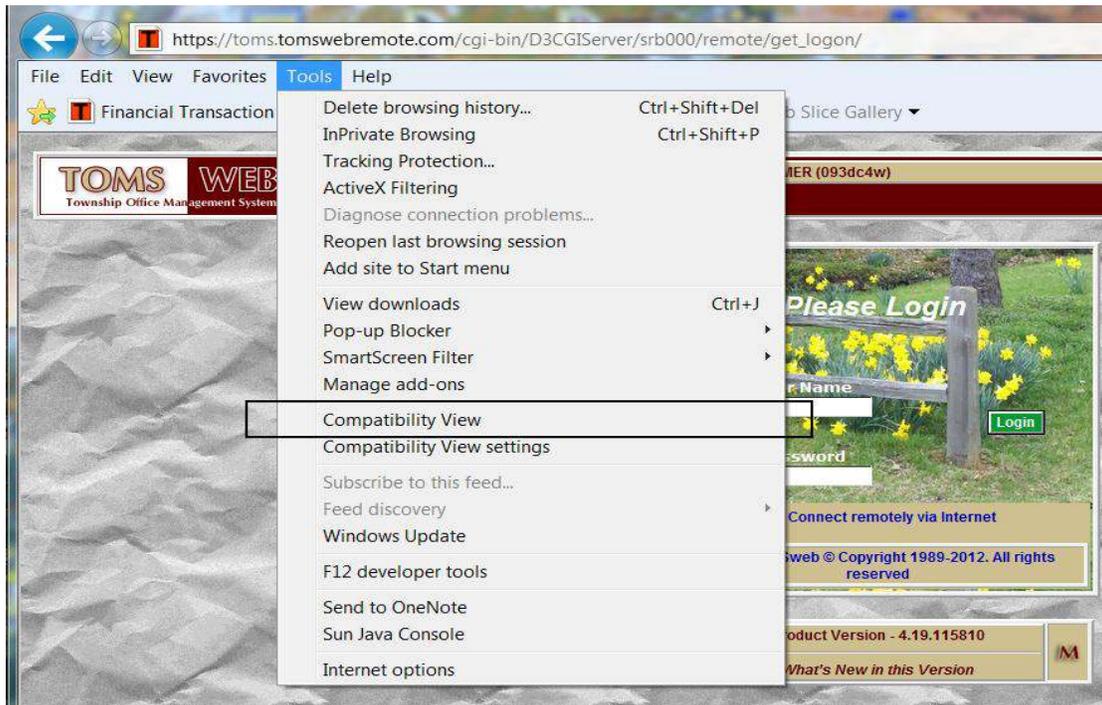
### ***turn compatibility view on***

By adding your Windows version number to this search should get you to the appropriate instructions. Or you can try this URL at Microsoft.com:

<http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11-win-7>

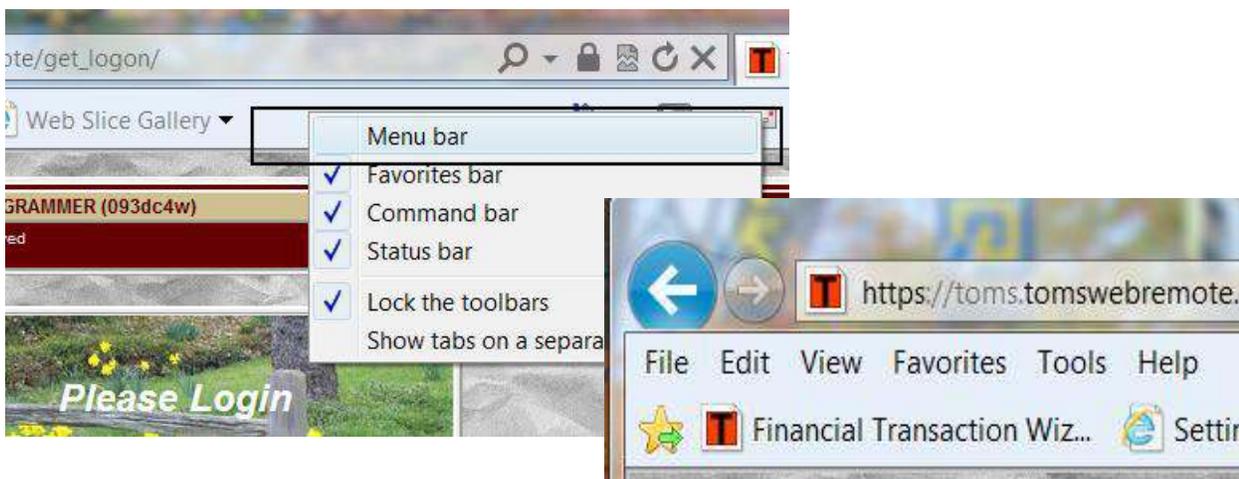
## For Windows XP and Vista

While in your browser, look for the Menu bar and click on Tools. Locate the Compatibility View setting in the list (See Figure 1-21). Click it. Once clicked it will show a check mark beside it.



**Figure 1-21** Changing Windows IE Compatibility View

If you do not see a Menu Bar (File Edit View Favorites Tools Help) you may have to right-click in a plain Grey area of the Title Bar and turn the Menu Bar on. (See Figure A-2 and A-3).



**Figure 1-22** Turning on Windows IE Menu Bar

The Browser should automatically refresh, however, it is a good idea to close your Browser and all its Tabs and go back in. **NOTE:** When selecting Compatibility View, if it asks to perform this function for all websites say “YES”.

***For Windows 95, 98 and ME***

What on earth!!! Are you actually still using that?!? Come out from your cave!