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Bord Oideachais agus Oiliúna
Mhaigh Eo, Shligigh agus Liatroma

Mayo, Sligo and Leitrim
Education and Training Board

RESULTS CAPTURE AND CERTIFICATION REQUEST SYSTEM (RCCRS)

EXTERNAL USER GUIDE

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Cómhaoinithe ag an
Aontas Eorpach

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Contents

1. Introduction

The Results Capture and Certification Request System (RCCRS) is used by external trainers for capturing/ recording assessment results for SOLAS funded training and for generating and submitting F12s to the SOLAS Training Standards Officer.

System requirements:
To use the RCCRS you must have Internet Explorer 8 (or higher) on your computer.
In order to print reports from the RCCRS you must have ActiveX installed. (See Appendix)

2. Access

Access to the RCCRS is assigned by SOLAS.

External users of the RCCRS must agree to protect all information to which they have access, and meet the requirements of data protection. A password is required to log in to the RCCRS. Passwords should be complex and must adhere to the following principles:

They must be a minimum of 8 characters.
They must also contain one of each of the following character groups:

- lowercase characters (a – z)
- uppercase characters (A – Z)
- Numbers (0 -9)
- Special Character for example * @ #

The password cannot contain your account or full name.
Passwords must be protected and be used only by the person(s) to whom the username and password have been assigned. You are responsible for the security of your password.

How to protect your password

- Never give your password to anyone else
- Never write down your password
- Never use a password that can be easily guessed
- Use a password protected screen saver when you are away from your desk
- Never store your password in a document which can be accessed by others

Monitoring and Logging of Access

All access by third parties will be monitored and logs will be stored.

2.1 Logging-On to the RCCRS

After agreeing your contract with SOLAS you will receive an email containing your Username and Password for logging on to the RCCRS.

Note: RCCRS-generated passwords are set to expire after 48 hours. You must login and create your own password within that time period.

If you are registered on/use TACS you can access the RCCRS using your TACS username and password.

The RCCRS can be accessed by clicking on the link below or by entering the URL into the address bar of your browser.

https://rccrs.fas.ie / http://rccrs.solas.ie

(**Note:** you can save this to your desktop or to your favourites bar in Internet Explorer)

1. Enter the Username and Password provided in the email from SOLAS. These are case sensitive and must be entered exactly as they appear in the email.

2. The first time you log in to the RCCRS you will be asked to change your password.

   To do this:

   i. Enter your current password, provided by SOLAS
   ii. Enter your new password

    iii. Confirm your new password

    iv. Click 'Reset Password'

Note: Your password must contain at least eight characters and include a minimum of one uppercase and one lowercase letter, one number and one non-alphanumeric character. If your password does not comply with this rule the following message will appear:
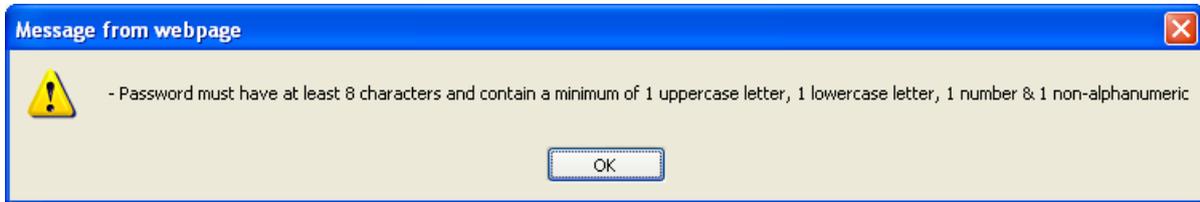
- Click OK
- Repeat steps i. to iv. above, ensuring you comply with the acceptable password rule

3. The log in screen will appear again:

1. Enter your Username

2. Enter your Password

3. Click Login
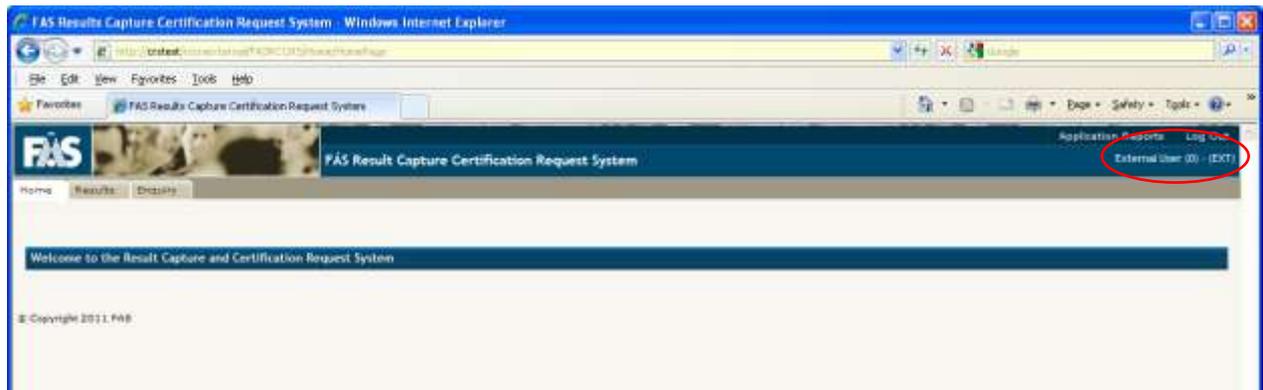
The RCCRS welcome screen will open with your name and (EXT) displayed in the top right-hand corner. (EXT) indicates that you are an external user.

3. Entering Results

All processes in the RCCS follow a wizard format. As you move through the steps of the process the relevant circle is shaded on the wizard.

To enter results you must start the **'Enter Results Wizard'** as follows:
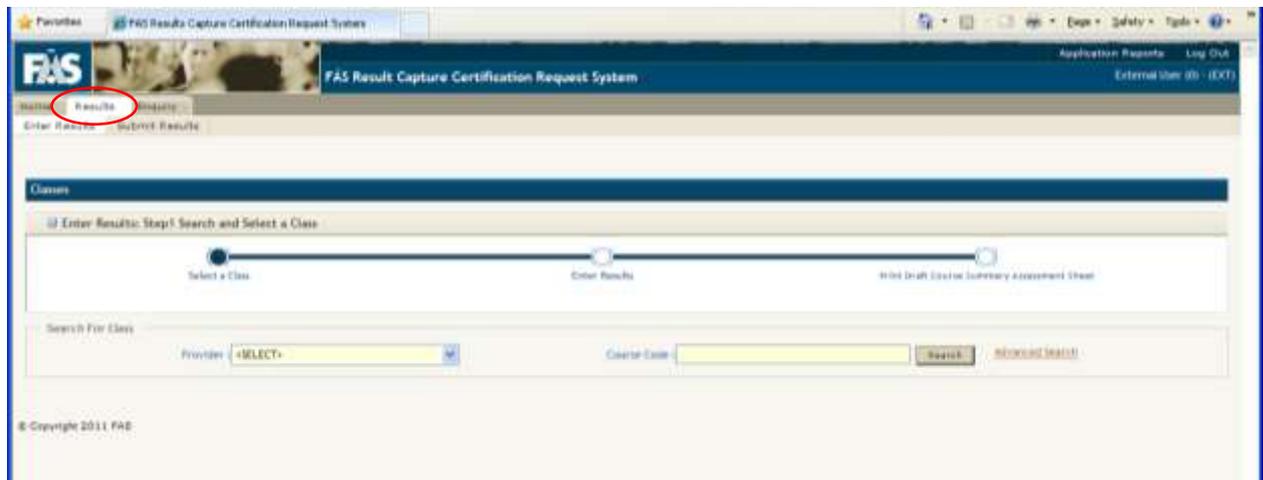
1. Click on the Results Tab on the RCCRS Home Screen

This starts the three-step **'Enter Results'** wizard.

Step 1 of 3 – Select a Class
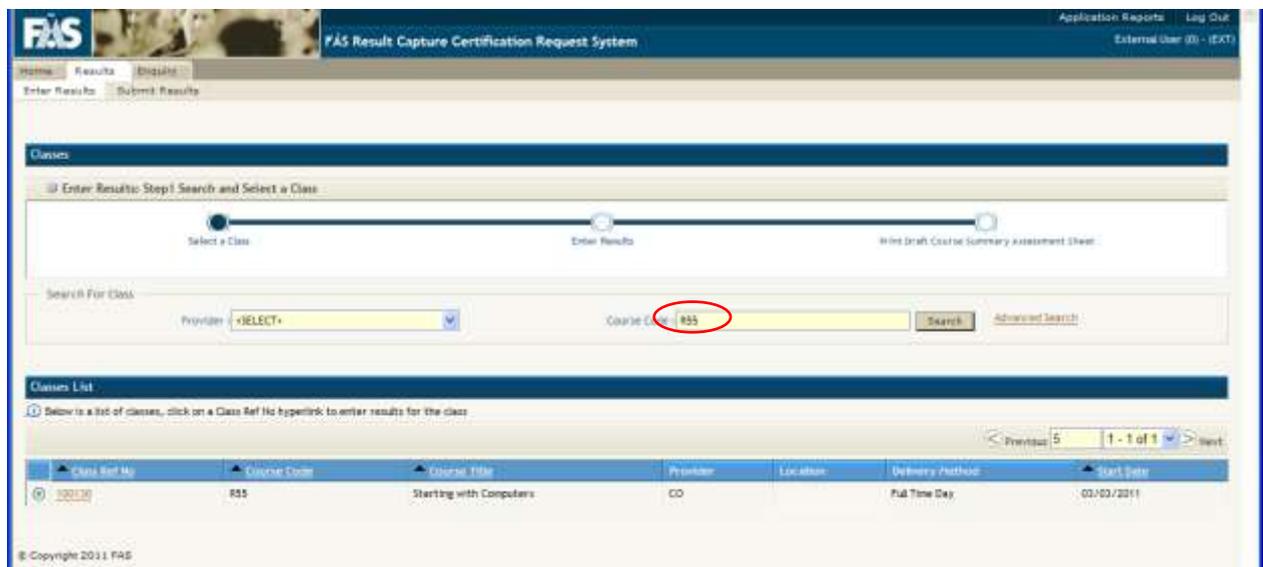
1. Search for your class by entering search criteria, e.g. Course Code

    You can refine your search further by clicking on 'Advanced Search'. This will allow you to search by Course Title, Delivery Method, Date Started From, Date Started To (i.e. the range of start dates to be searched), Class Ref. No. You may also leave these fields blank, click 'Search' and you will be presented with a list of all your classes with an end date within the last twelve months. If earlier classes are required, contact your SOLAS RCCRS Local Administrator, i.e. the person from whom you received your username and password.

When searching for a class to input results for LTIs, CTCs or STPs on the RCCRS you should enter the Provider Code in the Provider field **and** include it as part of the course code in the Course Code field, e.g. Provider Code: CO, Course Code: **CO**B4J. You can also enter the class reference number to find a specific class.

2. Click 'Search' – a list of classes that match your search criteria will appear
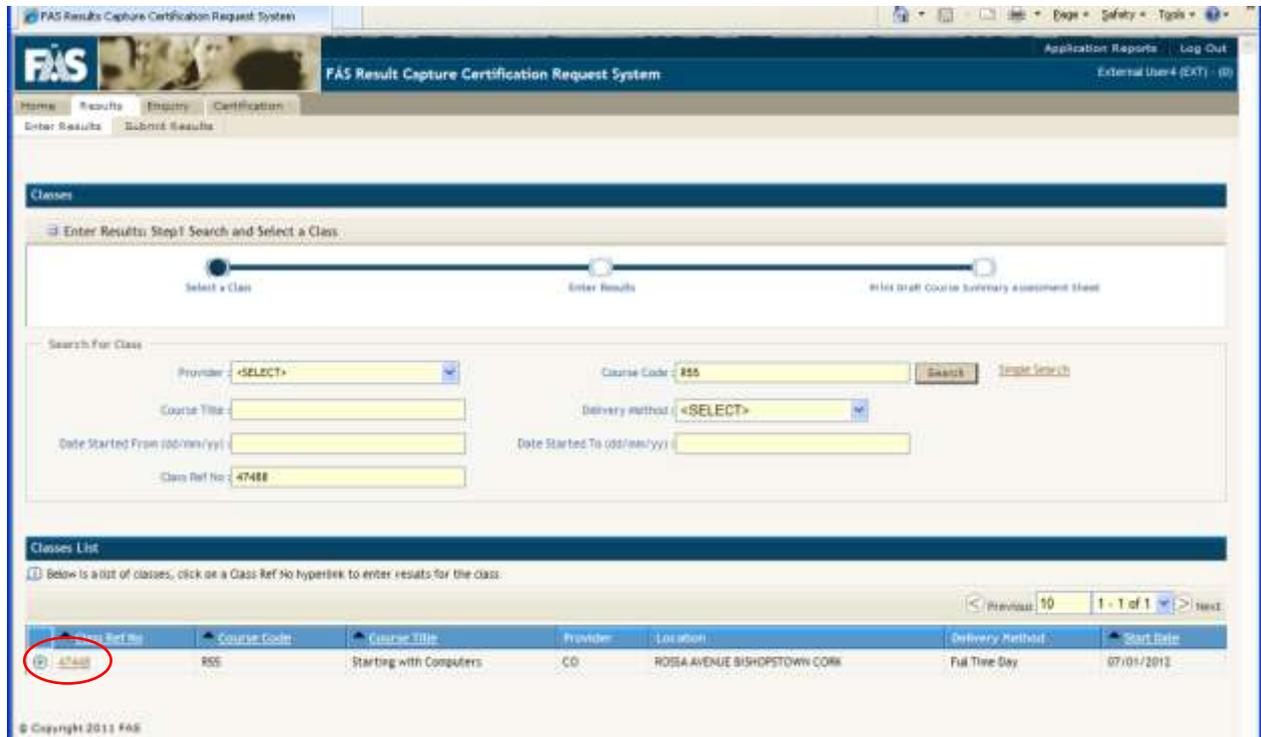
3. Select the class for which you wish to enter results by clicking on the Class Ref. No. hyperlink. The 'Enter Class Results' screen opens.

Step 2 of 3 – Enter Results

You can enter the results for each learner individually or you can batch enter results.

1. **To enter results for each learner individually**, type the appropriate grade in the field relating to the relevant learner and assessment using the keyboard or select the appropriate grade from the Grades dropdown list. The Grades dropdown list appears when you click in the results box and shows only grades that are used by the relevant awarding body.

   When you click in a result box, the learner (i.e. row) and assessment (i.e. column) for which you are entering a result on the result entry grid are highlighted. This enhancement will allow you to clearly identify that you are entering the result in the correct cell, thereby reducing the possibility of data entry errors. Communications is selected for learner Seth Cyrus in the screen shot above.
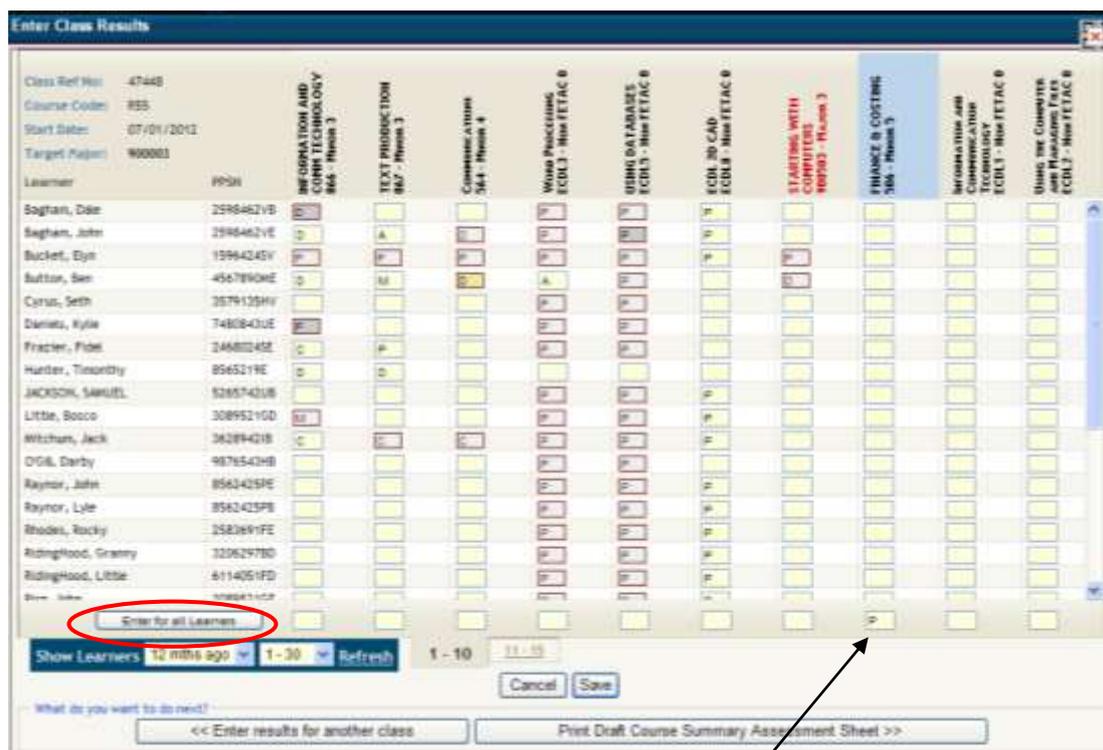
2. **To batch enter results**, type the grade into the field corresponding to the relevant assessment and click 'Enter for all Learners'. This will enter the same result for all learners on that screen. To enter results for additional learners select the next screen of learners. (See '**If there is more than one screen of learners'** below).

   Note: You must enter the result first and then click the 'Enter for all Learners' button.

   The RCCRS checks the grade entered against the grades used by the relevant awarding body. If an invalid grade code is entered the box turns red. Click in any result entry box to see a list of grades available for the relevant awarding body.

3. Change individual grades if necessary by clicking in the grade box and selecting or typing the correct grade.

   - If a result field is **dark grey** this means that the result has been submitted to the SOLAS TSO. The results are now locked for the inputter and cannot be edited. If required, however, they can still be returned by the TSO. Once returned the result field is white again and the result can be edited.

   - If a result field is **light grey** this means that the learner has an approved result for this assessment in this class. These results cannot be changed but it is possible to enter a new (repeat) result in a light grey field. To do this, click on the result field, a pop-up box will appear with the message <Enter Repeat Grades> and showing the learner's result history for this assessment, if there is more than one previous result. Click <Enter Repeat Grades> and enter the new grade for the learner. **NB: Only repeat results that are an improvement will be included in uploads to QQI/FETAC[1], where QQI/FETAC is the awarding body.**

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[1] QQI/FETAC has merged with QQI/HETAC, NQAI and IUQB to form Quality and Qualifications Ireland (QQI)

- If the <u>result field is</u> **yellow** this means that the learner has previously achieved an approved result for the same assessment in another SOLAS class. The result will flagged as Previously Achieved in SOLAS on the F12.

4. Click 'Save' on the main Enter Class Results screen when all results have been entered.

   Note: If you are entering a large number of results it is advisable to click the 'Save' button regularly.
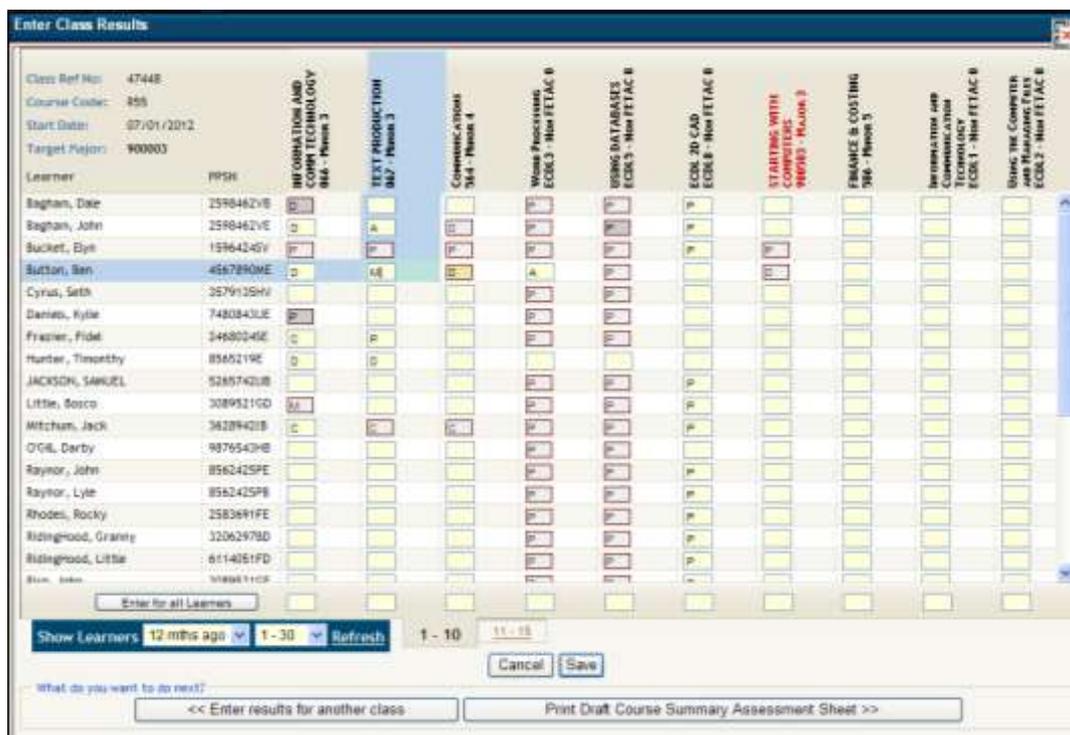
   Note: As results are input and saved for an assessment, the assessments are moved up so that populated columns are at the beginning of the list and empty columns are at the end. In the example above, a grade for the Major Award has been entered so this has moved up and is now appearing on the first screen.

5. Under 'What do you want to do next?' select either 'Enter results for another class'; this will return you to the first step of the Enter Results Wizard

   Or
   'Print Draft Course Summary Assessment Sheet' to print a summary of the results you have entered. See 'Step 3 of 3 – Print Draft Course Summary Assessment' below.

To view additional learners:

The 'Enter Class Results' screen displays a maximum of 300 result entry fields, e.g. if there are ten assessments, 30 learners will be displayed; if there are five assessments 60 learners will be displayed, etc. The maximum number of assessments displayed on the screen is ten.

- Use the scroll bar on the right of the screen to move up and down the list of learners and enter results
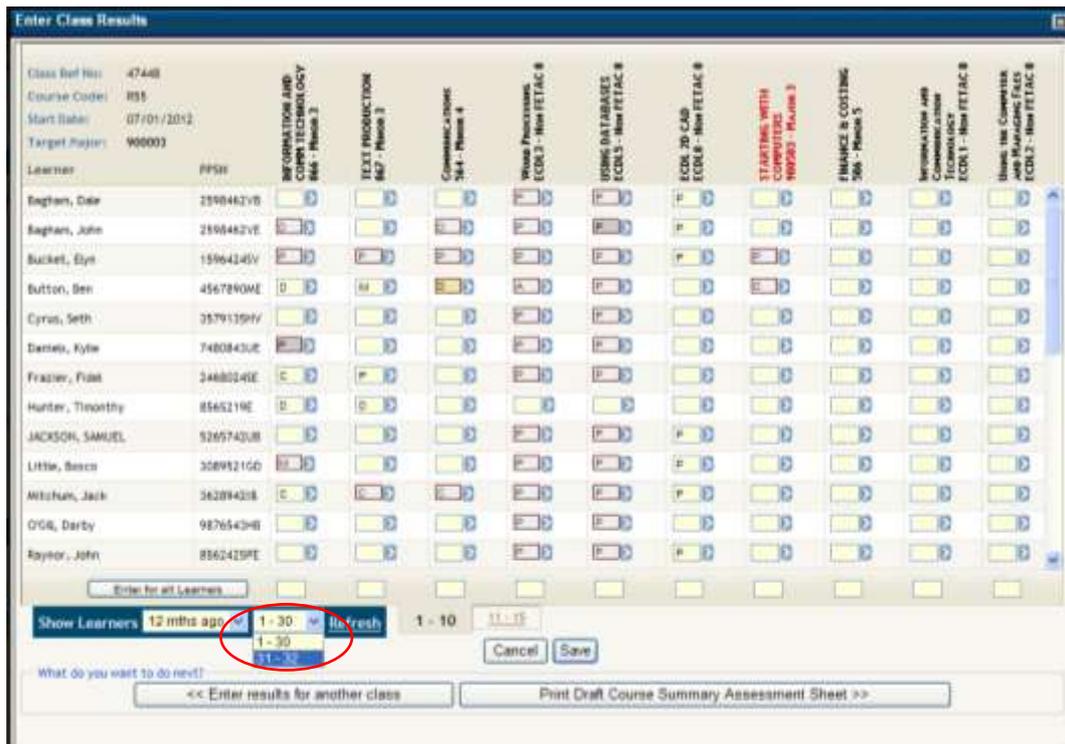
If there is more than one screen of learners, an additional dropdown option will appear, to allow you to move to the additional learners – see red circle above.

NB: Before moving to the second page of learners, save any results you have entered on the first page by clicking 'Save'.

- Select the dropdown arrow beside the 'Refresh' hyperlink
- Select the next set of learners (31-32 on the screen above)
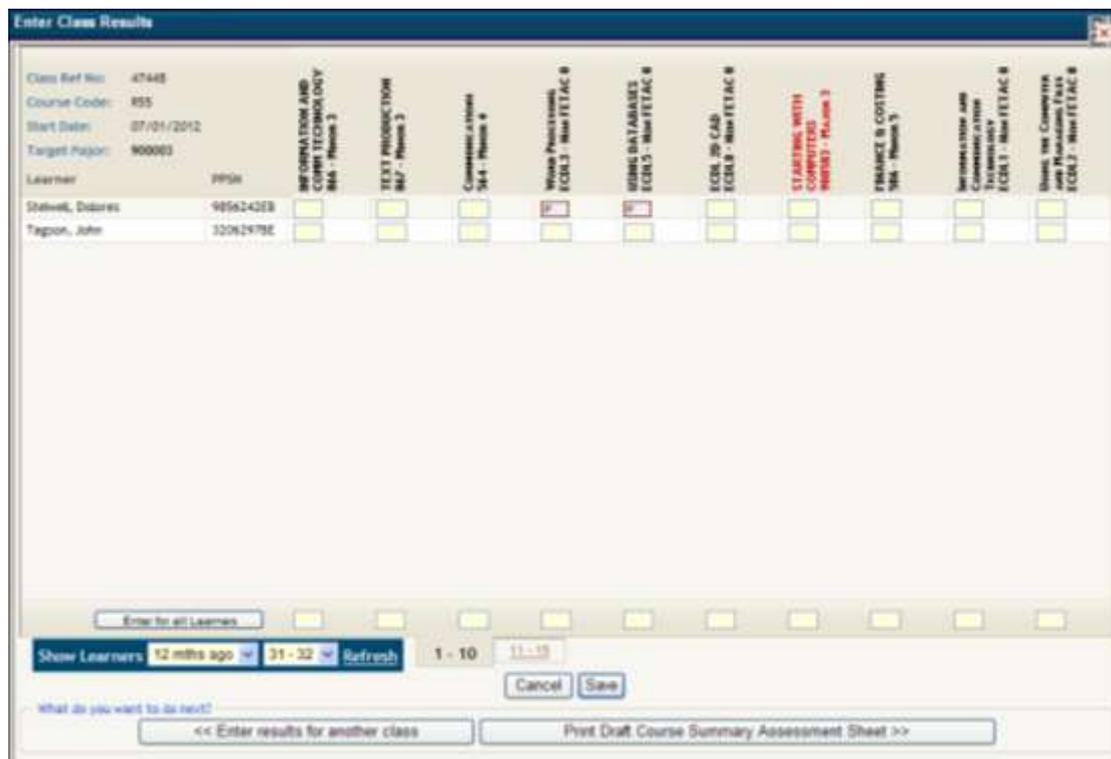
- Click 'Refresh'. The additional learners are displayed; you can now continue to enter results.
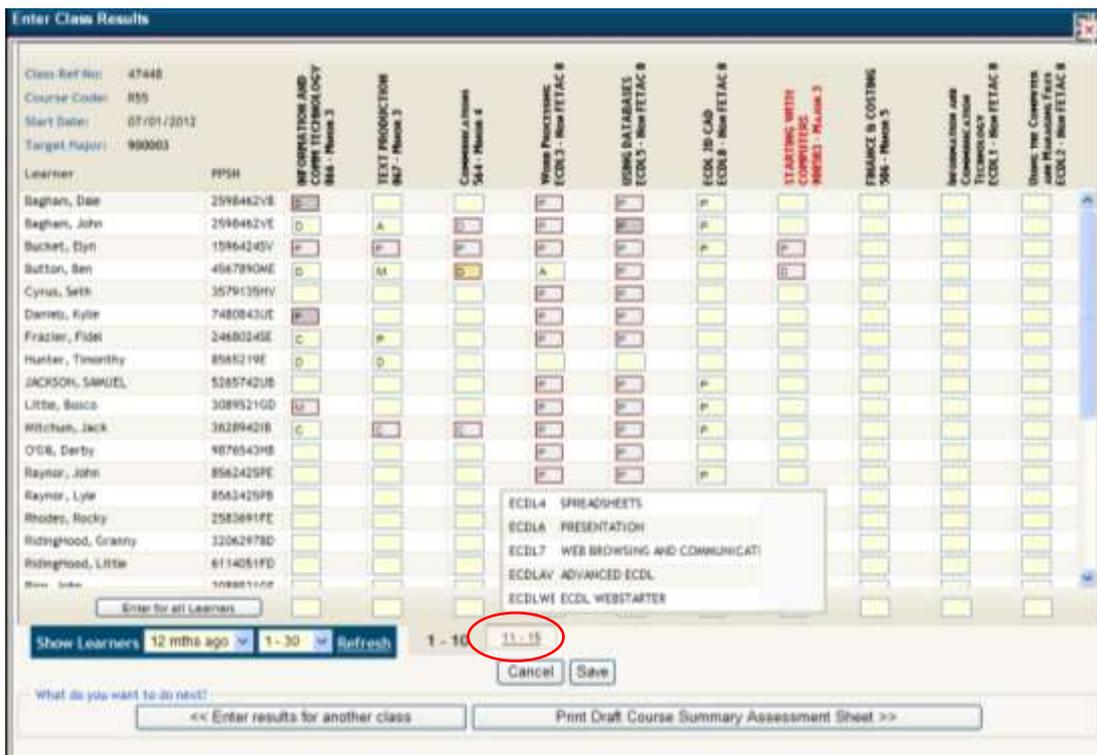
To view additional assessments:

A maximum of 10 assessments can be displayed on the Enter Results screen. If the assessment for which you wish to enter results does not appear on the first screen:

- Save any results you have already entered by clicking 'Save'.

- Move the mouse over the tab at the bottom of the screen (circled in screenshot above). A list of the assessments/awards on that tab will be displayed.

- Select the tab that lists the assessments for which you want to enter results.

- The additional assessments are displayed and you can continue to enter results.

Note: As results are inputted and saved for an assessment the assessments are moved up so that populated columns are at the beginning of the list and empty columns are at the end.

Step 3 of 3 – Print Draft Course Summary Assessment Sheet

1. Click on 'Print Draft Course Summary Assessment Sheet'. Your Course Summary Assessment Sheet will appear in a separate window. You can print this for cross-checking purposes if required. It should be securely disposed of and not sent to the TSO.

Note: The Draft Summary Assessment Sheet shows results that have been entered and **have not yet been included on an F12.** Results that have already been added to an F12 will not appear on the Draft Summary Assessment Sheet.

NB: When printing reports it is important that you use the printer icon (circled above) to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly

2. Close the Report Viewer window. This will return you to the 'Print Draft Course Summary Assessment Sheet' screen.

3. Click 'Exit Results Wizard'. You will be returned to the RCCRS Home Screen.

3.1 Recording Previous Accredited Training (PAT[2])

Previous Accredited Training (PAT) should be recorded in the RCCRS where a learner has previously received a certificate towards the achievement of the Major/Special Purpose/Supplemental award being requested, either in SOLAS or with another provider and, therefore, is not required to undertake the assessment a second time. The previous grade can be entered and marked as PAT. This grade is automatically highlighted as PAT on the printed F12 as a flag to the TSO approving the F12. Results marked as PAT will not be sent to QQI/FETAC as the learner has already obtained a certificate for the assessment concerned.

There are two different categories of PAT available:

(i) Previously Accredited Training achieved in SOLAS

If a learner has an approved result for the same assessment in another SOLAS class **which has not already been recorded in the RCCRS**, i.e. the result was recorded in a legacy system, follow the steps below:

1. On the Enter Class Results screen, click on the blue arrow beside the relevant result field. This will open a pop-up screen for that learner and assessment

2. Enter the Grade

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[2] Previous Accredited Training (PAT) should be used in the RCCRS where a learner has previously received a certificate towards the achievement of an award.

3. You are required to provide evidence of the accreditation in the text box. Confirm that evidence of PAT has been sighted and enter the certificate number and date of the award.

4. Click the dropdown arrow under 'Previous Accredited Training (PAT)' and select 'Previously achieved in SOLAS option

5. Click 'Save Result'. This result will not be sent to the awarding body. It will appear on the F12 and will be flagged as previously achieved in SOLAS.

Note: If required, the user has the option of replacing the Previous Accredited grade with a new grade if the learner sits the assessment a second time as part of the new course. However, a new QQI/FETAC cert will only be requested if the second result is an improvement.

If an improved grade is entered it is considered a new result and is no longer flagged as PAT.

(ii) Previously Accredited Training achieved <u>outside</u> of SOLAS
If the learner previously achieved certification for the same assessment outside of SOLAS, i.e. RCCRS has no history of this result, you can enter the previously achieved result and flag it as PAT. To record PAT achieved outside of SOLAS follow the steps below:
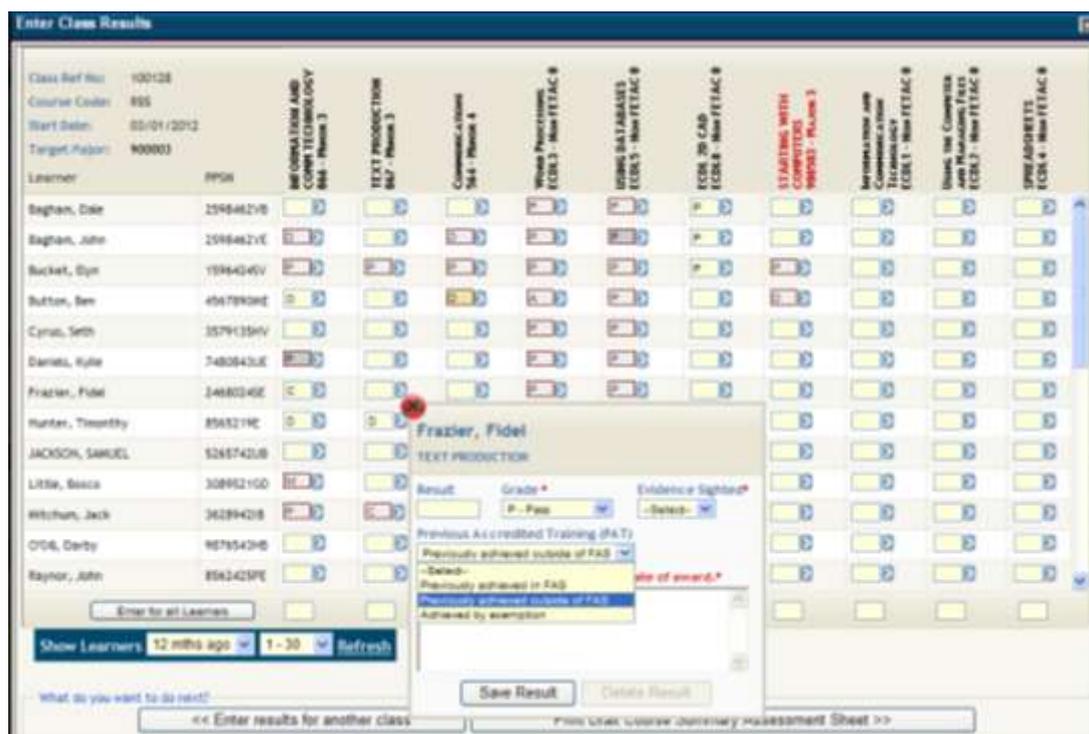
1. Click on the blue arrow beside the relevant result field. This will open a pop-up screen for that learner and assessment

2. Enter the Grade

3. You are required to provide evidence of the accreditation in the text box. Confirm that evidence of PAT has been sighted and enter the certificate number and date of the award.

4. Click the dropdown arrow under 'Previous Accredited Training (PAT)' and select 'Previously achieved outside of SOLAS option

5. Click 'Save Result'. This result will not be sent to the awarding body. It will appear on the F12 and will be flagged as previously achieved outside of SOLAS.

Note: If required, the user has the option of replacing the Previous Accredited grade with a new grade if the learner sits the assessment a second time as part of the new course. However, a new QQI/FETAC cert will only be requested if the second result is an improvement.

If an improved grade is entered it is considered a new result and is no longer flagged as PAT.

3.2 Recording Exemptions

Before recording exemptions please read the '**SOLAS Guide to Claiming a QQI/FETAC Common Award Exemption'.**

The RCCRS has the facility to flag a result as an exemption. To do this, follow the steps below:

a) If the exempted module is not listed for the class group in the RCCRS, you should complete the "*RCCRS Exemption Request from Community Second Provider or Contracted Trainer to Temporarily Link Award to Facilitate Exemption Request Form*" and submit it to the Training Standards Office, who should arrange for a help desk call to be logged on your behalf. Note: the component will only be available for a short period of time, to allow the result be inputted (for external users this is usually 1-2 days max). You will be notified via Training Standards Office that the module is available for a result to be recorded.

b) If the exempted module is listed for the class group in the RCCRS the inputter enters the result as "E" (for exemption). The details supporting this exemption must be recorded in the RCCRS and the process for doing this is as follows:

   i. The user Enters "E" as the grade and uses the "Result Details Screen" to enter the evidence by clicking on the result detail button (blue button with white arrow). See example below:

   ii. The following data with the red asterisk * must be provided:

Result	Leave blank
Grade*	*Select "E- Exemption"*
Evidence Sighted*	*Select "Yes"* (evidence must be sighted)
PAT* (*previous accredited training*)	*Select "Achieved by Exemption"* Option
Evidence Sighted*	*Select "Yes"* (evidence must be sighted)
Complete text box with details of previous accredited training being used for the exemption – this text box must be completed with the details of the Award.	
*User clicks "**Save Result**"*	

iii.   Save Result

Note that when the save result is entered, the inputter can only add information again for this learner in this "Result Detail Screen", by exiting this screen and coming back in again as per (i) above.

Once the result is saved it will show as follows:

3.3 Entering Results for learners who left more than 12 months ago

The 'Enter Class Results' shows learners who exited a course within the last 12 months. You can change this setting to display learners with an exit date of up to 60 months ago.
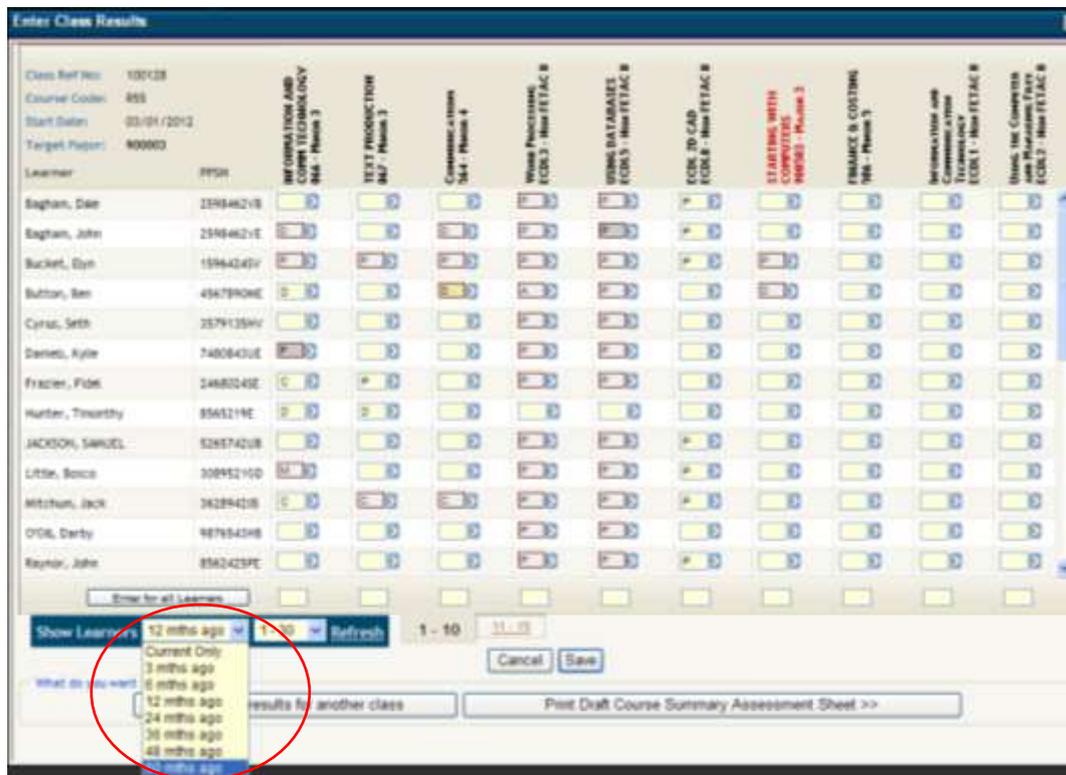
To extend the exit date:

a. Click on the dropdown arrow beside the 'Show Learners' field

b. Select the time period for which you want learners to be displayed

c. Click 'Refresh'; the screen refreshes to show additional learners

4. Submitting Results

Once you have entered results, you will want to add them to an F12 and submit them to the TSO.

4.1 Create and Submit an F12 Form

Create and submit an F12 form for classes for which you have entered <u>results that have yet to be added to an F12 form</u>.

1. Click on the 'Results' tab.
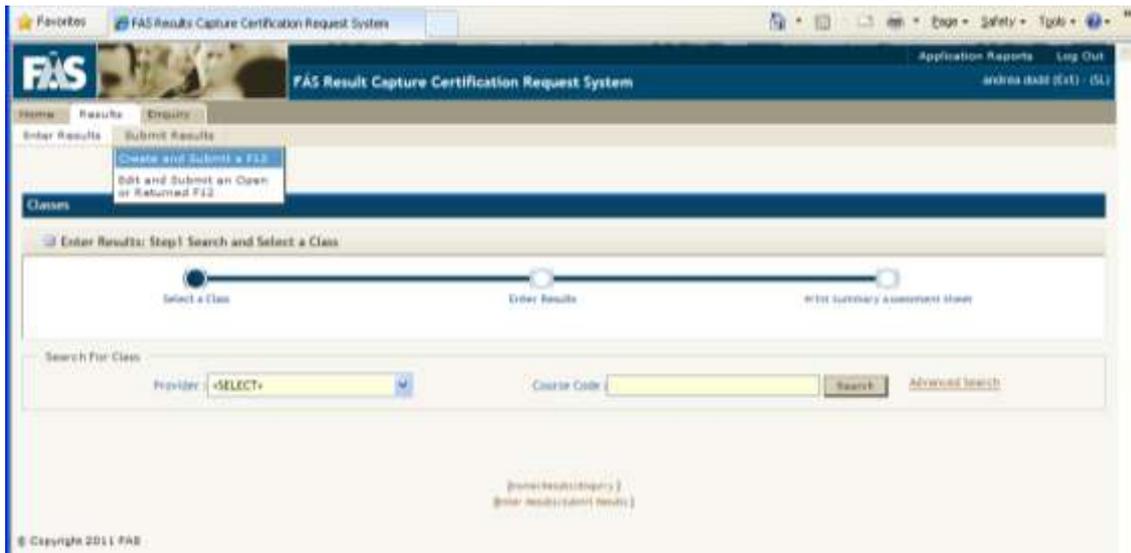
2. With the mouse over the 'Submit Results' tab, select 'Create and Submit a F12' – this will open a five-step 'Submit Results' wizard.

   A list of classes for which you have entered results that have not yet been added to an F12 will appear.

Step 1 of 5 – Select a Class

1. From the list of classes that appears, select the class for which you wish to submit results by clicking on the Class Ref No. hyperlink.

Step 2 of 5 - Create F12 form
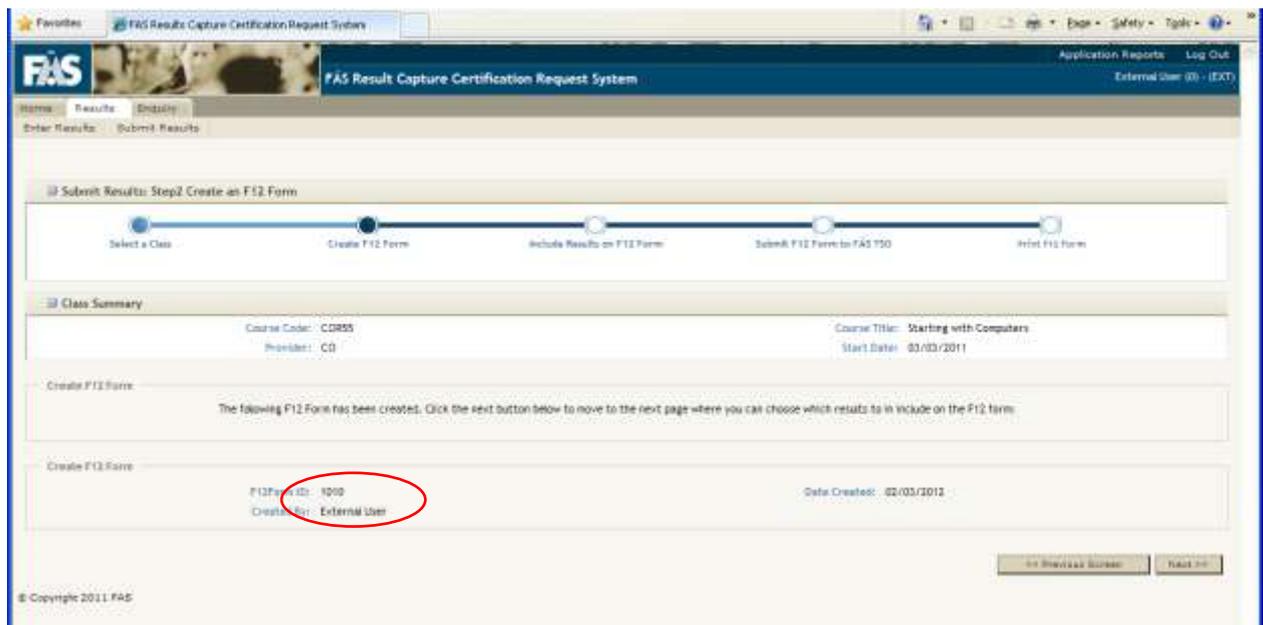
1. The F12 Form ID is automatically generated; you should note this for tracking purposes. You will also receive an email notification which will include the F12 Form ID. (See Section 7 'Email Alerts').

2. Click 'Next' – a list of all of the results you have entered for this class appears.
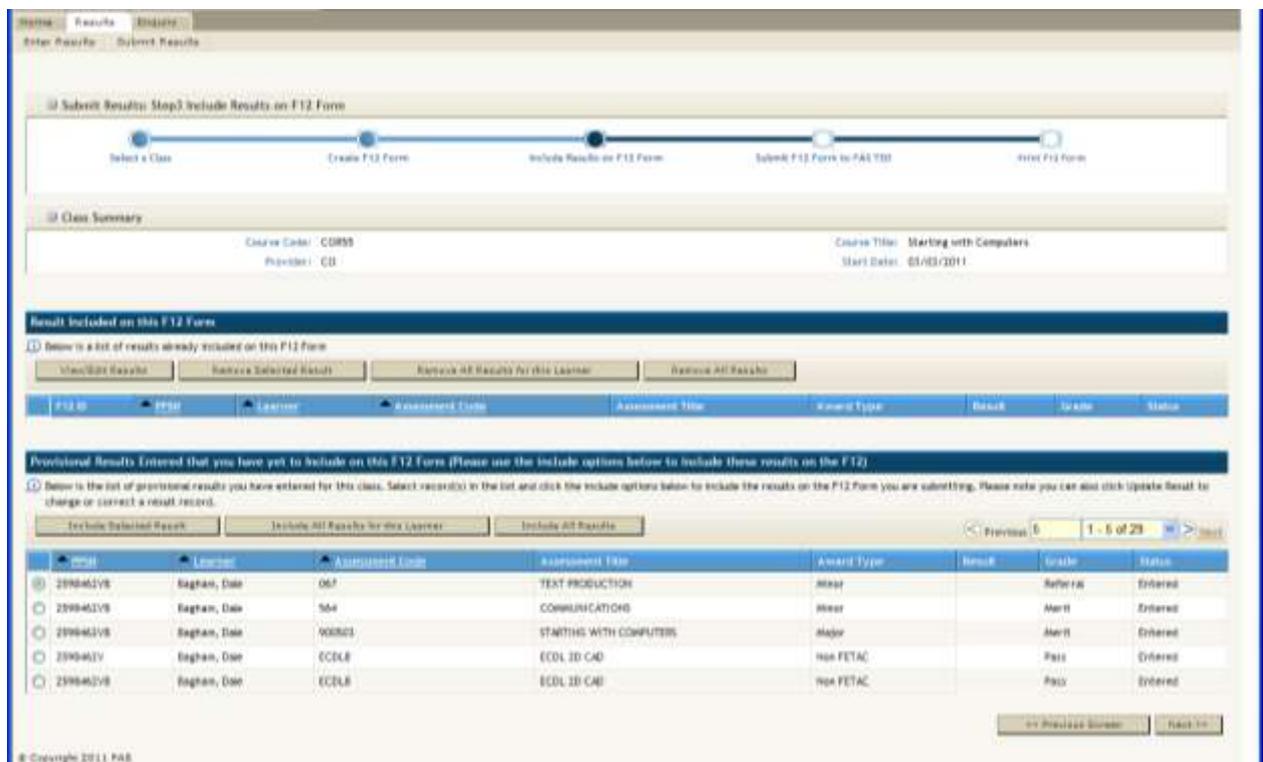
Step 3 of 5 – Include Results on F12 Form

1. Select the records you wish to include on the F12 form by selecting the relevant radio button.

2. Click the Include buttons* to add the records to the F12 form

   *The following options are available for adding results to an F12:
   - Include Selected Results – includes only the result you have selected for this learner
   - Include All Results for this learner – includes all results you have entered for that learner
   - Include All Results – adds all results for all learners in this class

   As you include results they will move to the section 'Results Included on this F12 Form'

   You can also edit or remove results already added to an F12 by clicking on the 'View/Edit Results' or the Remove** buttons, above the list of results already included on this F12 form.

   **The following options are available:
   - Remove Selected Result – removes only the result you have selected for this learner
   - Remove All Results for this Learner – removes all results you have entered for that learner
   - Remove All Results – removes all results from the F12

3. Repeat 1 and 2 above as required.
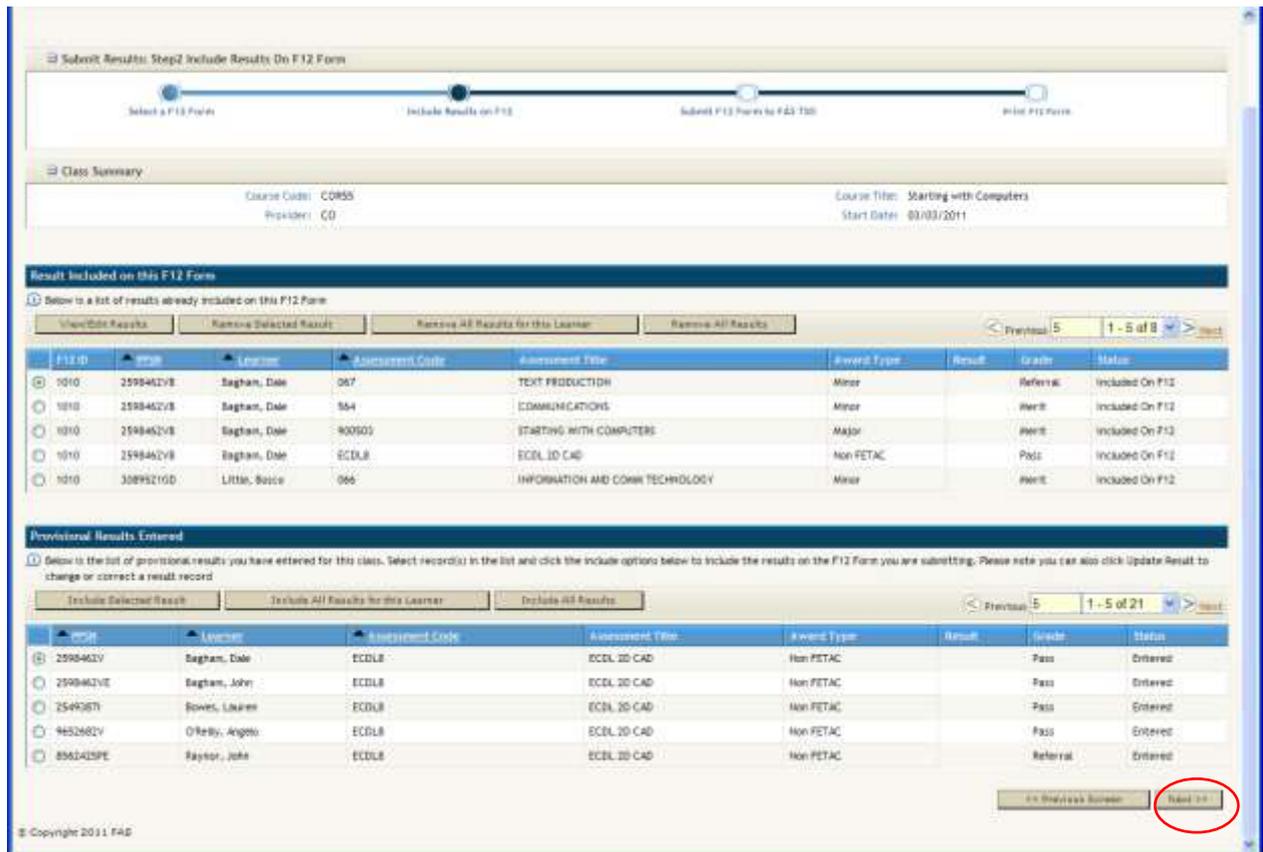
4. Scroll down (if necessary) and click 'Next' at the bottom of the screen.

Step 4 of 5 – Submit F12 Form

1. Click 'Submit F12 Form to SOLAS TSO'. You will be asked if you are sure you want to submit the F12 form.

   Note: Once you submit the F12 Form all results in this F12 will be locked and you will no longer be able to change the results.

2. Click 'OK'

Step 5 of 5 – Print F12 Form

1. Click 'Print F12 Form' to print a paper copy for your records.
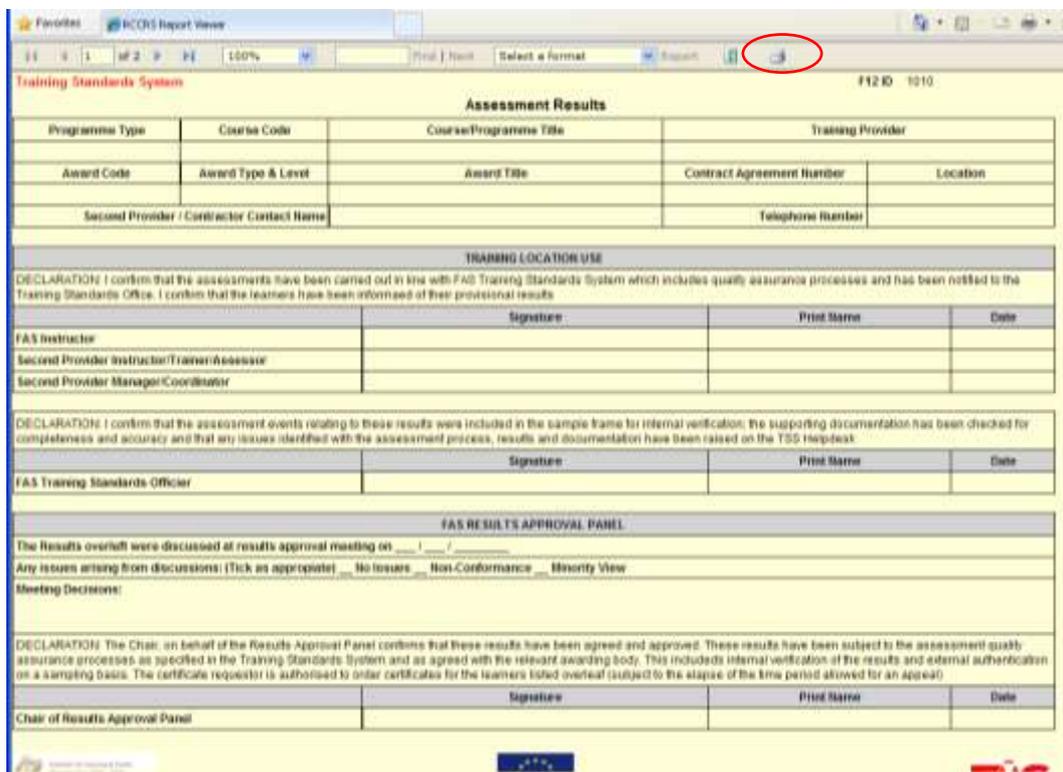
2. Your F12 will appear in a new 'Report Viewer' window. Remember to use the printer icon to ensure your F12 prints correctly. This F12 form should be sent to the TSO with the relevant signatures and Assessment Results Pack.

3. Close the Report Viewer window. This will return you to the 'Print F12 Form' screen.

4. Click 'Exit Submit Results'. This will return you to the RCCRS Home Screen.

4.2 Edit and Submit an Open or Returned F12 Form:

Edit and Submit an Open or Returned F12 Form for F12 Forms you have created which are unfinished, have not been submitted or have been returned to you

➢ Open F12 forms are forms for which you have begun to enter results but have not finished or submitted

➢ Returned F12 forms are forms which have been returned by a TSO for correction

1. Click on the 'Results' tab.
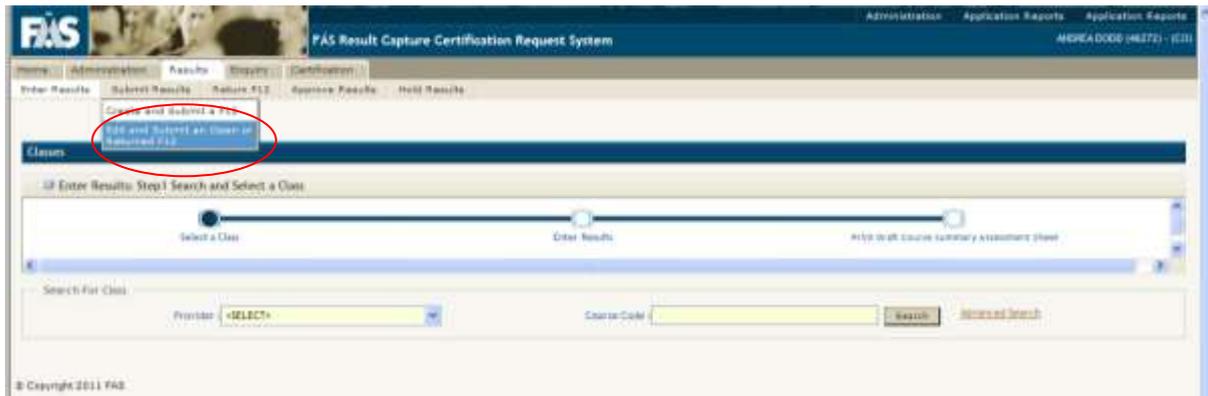
2. With the mouse over the 'Submit Results' tab, select 'Submit an Open or Returned F12 Form'. This will open a four-step **'Submit Results'** wizard.

Step 1 of 4 – Select an F12 Form
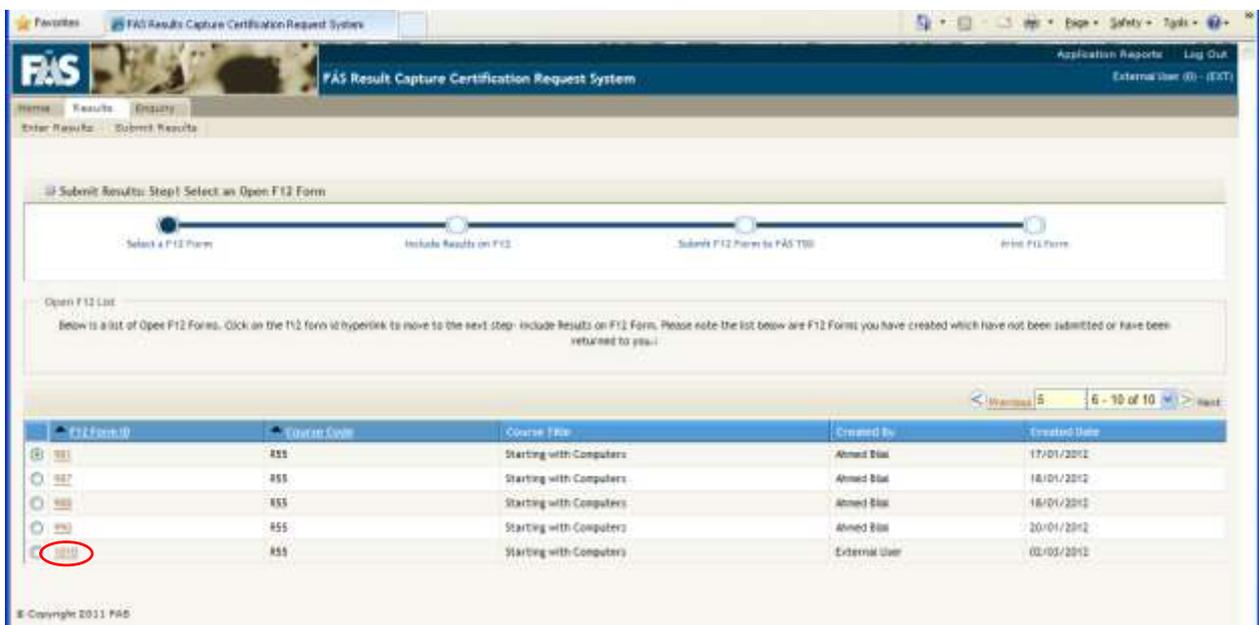
1. From the list of Open F12 forms that appears, select the F12 you wish to edit and/or submit by clicking on the F12 Form ID. The 'Include Results on F12' screen appears.

Step 2 of 4 – Include Results on F12 form

(To add additional results, that you have already entered, to the F12 form)

Note: <u>You must have entered the results already</u> using the 'Enter Results' screen. See
Section 3: Entering Results.

1. Select the records you wish to include on the F12 form

2. Click the Include buttons* to add the records to the F12 form

    *The following options are available:
    - Include Selected Result – includes only the result you have selected for this learner
    - Include All Results for this learner – includes all results you have entered for that learner
    - Include All Results – adds all results for all learners in this class

3. Click the Remove buttons** to remove records from the F12 form

    **The following options are available:
    - Remove Selected Result – removes only the result you have selected for this learner
    - Remove All Results for this Learner – removes all results you have entered for that learner
    - Remove All Results – removes all results from the F12

4. Click the 'View/Edit Results' button above the list of results already included on this F12 form to edit results already added to the F12 or returned to you by the TSO.
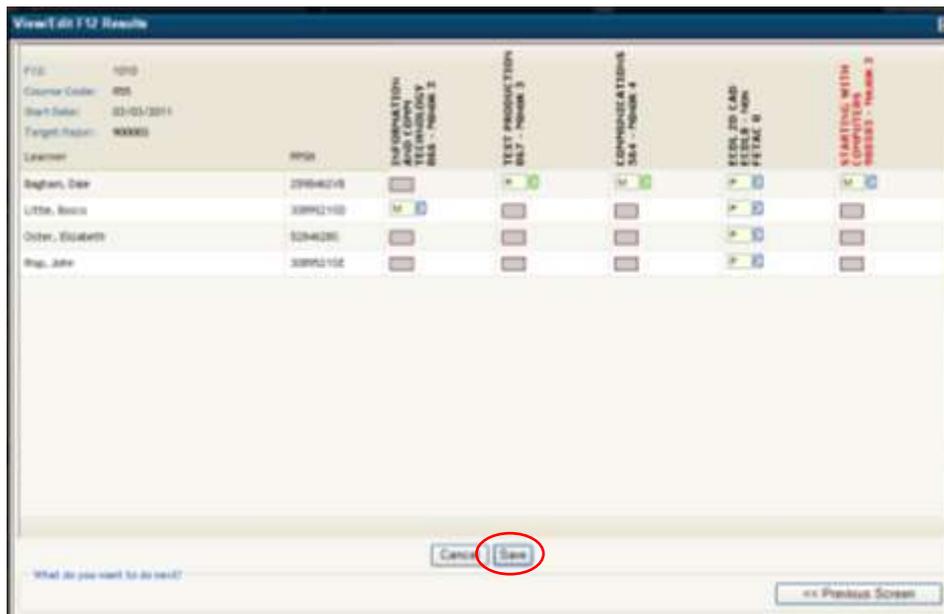
- Edit the results as necessary

- Click 'Save'

- Click 'Previous Screen' when you have finished editing results. This will return you to the 'Include Results on F12' screen

5. Repeat 1 to 4 above as required
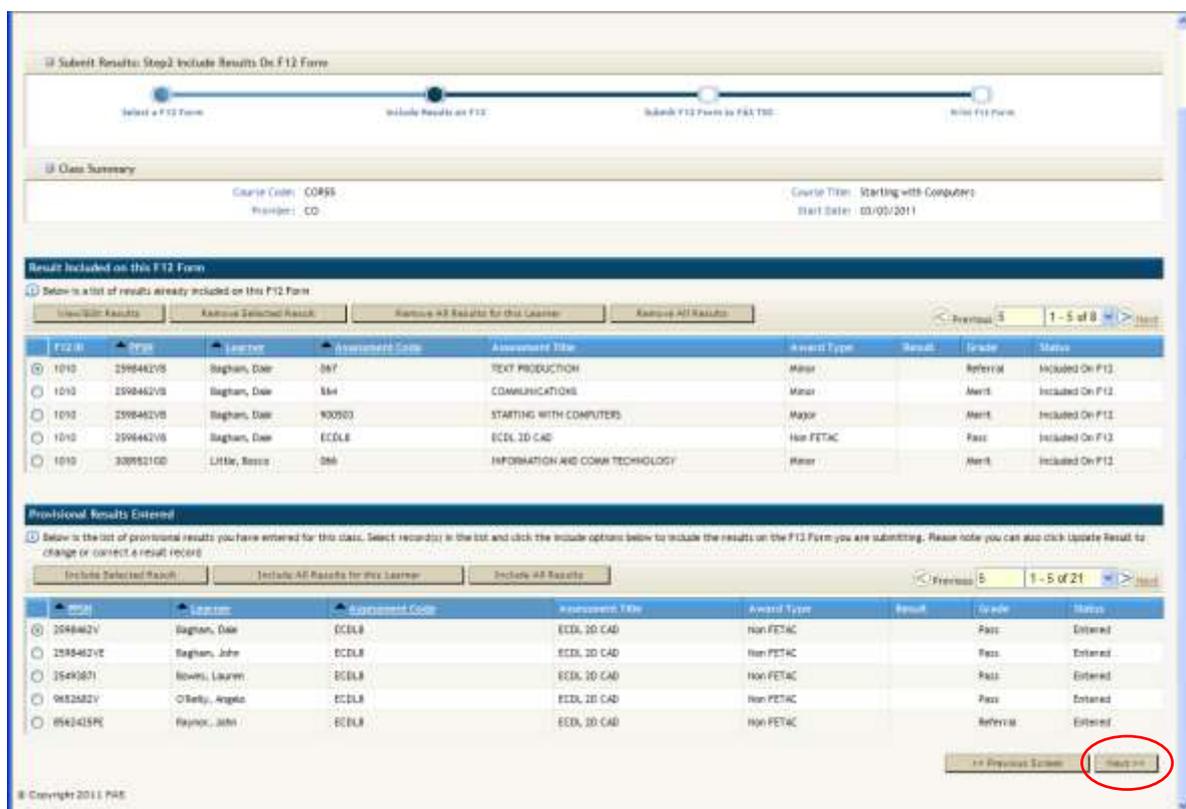
6. Scroll down (if necessary) and click 'Next' at the bottom of the screen

Step 3 of 4 – Submit F12 form to TSO

1. Click 'Submit F12 Form'. You will be asked if you are sure you want to submit the F12 form. **Note:** Once you click the submit F12 Form all results in this F12 will be locked and you will no longer be able to change the results.

2. Click 'OK'. TSO staff will receive an email notification of F12s submitted, including the F12 ID.

Step 4 of 4 – Print F12 Form

1. Click 'Print F12' form to print a paper copy for your records. Your F12 will appear in a new window. The re-submitted F12 form retains its original ID No.

   Note: When printing reports it is important that you use the printer icon, shown above in the red circle, to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly.

   This F12 form should be sent to the TSO with the relevant signatures.

2. Close the window. This will return you to the 'Print F12 Form' screen.

3. Click 'Exit Wizard'. You will be returned to the RCCRS Home screen.

5. Returned F12s

If an error is identified on an F12 form, the TSO will return the F12 form to the submitter for re-checking and correcting.

- The Status of the results on the form is 'Returned'.

- The person who submitted the F12 will receive an email notification that an F12 has been returned.

- The submitter then goes through the Edit and Submit an Open or Returned F12 Form process – the F12 form, when resubmitted, retains its ID No.

6. Entering Certificate Numbers

All **non-QQI/FETAC results** become available on the 'Enter Certification' screen as soon as they are approved so you can manually enter certificate numbers.

For **QQI/FETAC results**, the status changes to 'Certificate Requested' when the file is uploaded to the FBS by SOLAS IT.

Note: QQI/FETAC certificate numbers will be populated automatically when SOLAS receives the return file from QQI/FETAC. All other certificate numbers must be entered manually.

1. Click on the 'Certification' tab

2. You can search for all approved results or enter your F12 form ID and click "Search" to just see a list of all results on a specific F12.

3. To enter a cert number for one of your results click on the hyperlink for that record

4. The learner's name and the assessment/award you have selected will appear in the panel 'Enter Cert Details for the Selected Record' at the bottom of the screen.

5. Enter the certificate number in the 'Cert Number' field

6. Complete the 'Date Awarded' field

7. Click 'Update'

8. Click 'OK' when you are asked if you are sure you want to save the record; the certificate number and date awarded appear in the learner's record.

9. Repeat 3 to 6 for each result for which you wish to add cert numbers.

10. Click 'Exit Enter Cert Numbers'. The system returns to the Home screen.

7. Enquiries

There are two enquiry options available to you in the RCCRS

Results & Certs Enquiry allows you to search for learners using any combination of learner details, course details, cert number, award code, result status and F12 Form ID

F12 Enquiry allows you to search for a specific F12 using the F12 ID and/or the Class Ref No. This is useful for checking the status of an F12 or for identifying the F12s associated with a particular class.

7.1 Results & Certs Enquiry

1. Click the 'Enquiry' tab

2. Click 'Results & Certs Enquiry' to search for a specific learner

3. Using the 'Search' or 'Advanced Search' options, enter the criteria for your enquiry

4. Click 'Search'

5. When your search results are returned you can click on a learner's PPS No. to see the learner and course summary together with Result and Certification Number.

6. Click 'View Change History' to view records of changes made to the learner's results. You will be presented with a summary of the changes made to this result.

7. Click 'Previous Screen' to return to the Result Record Details. Continue clicking 'Previous Screen' to move back through the screens above to the Enquiry Screen. Alternatively, you can click on the 'Home' tab at the top of the screen to return to the Home screen.

7.2 F12 Enquiry

You can use this option to re-print an F12 report.
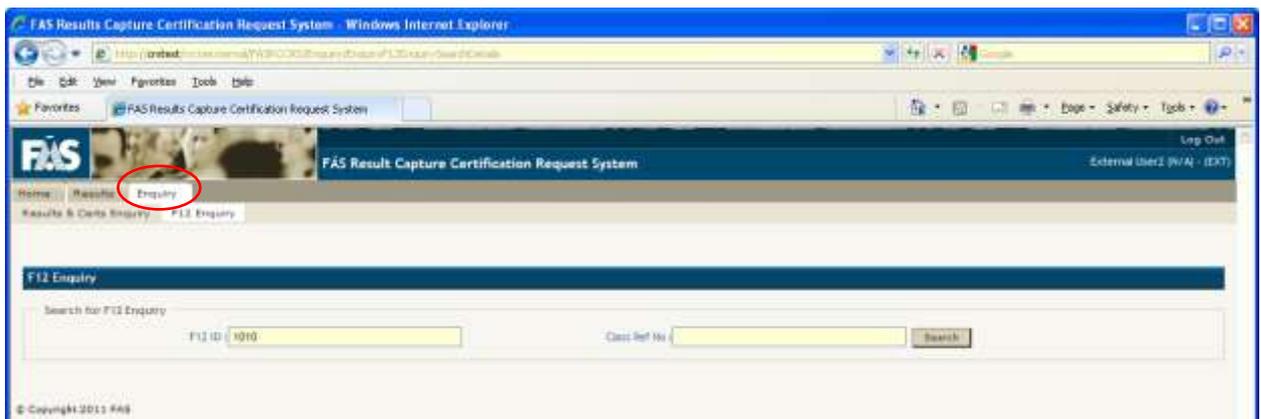
1. Click the 'Enquiry' tab

2. Click 'F12 Enquiry'

3. Enter the F12 ID and/or the Class Ref No.

4. Click 'Search'. If you entered the F12 ID, that F12 will be returned in the search results. If you entered the Class Ref No. a list of all F12s relating to that class will be returned. You can check details of the F12, e.g. Date Submitted, Date Approved, F12 Form Status

5. Click on the F12 Form ID number if you wish to print the F12 Report

6. Click 'Print F12 Report'
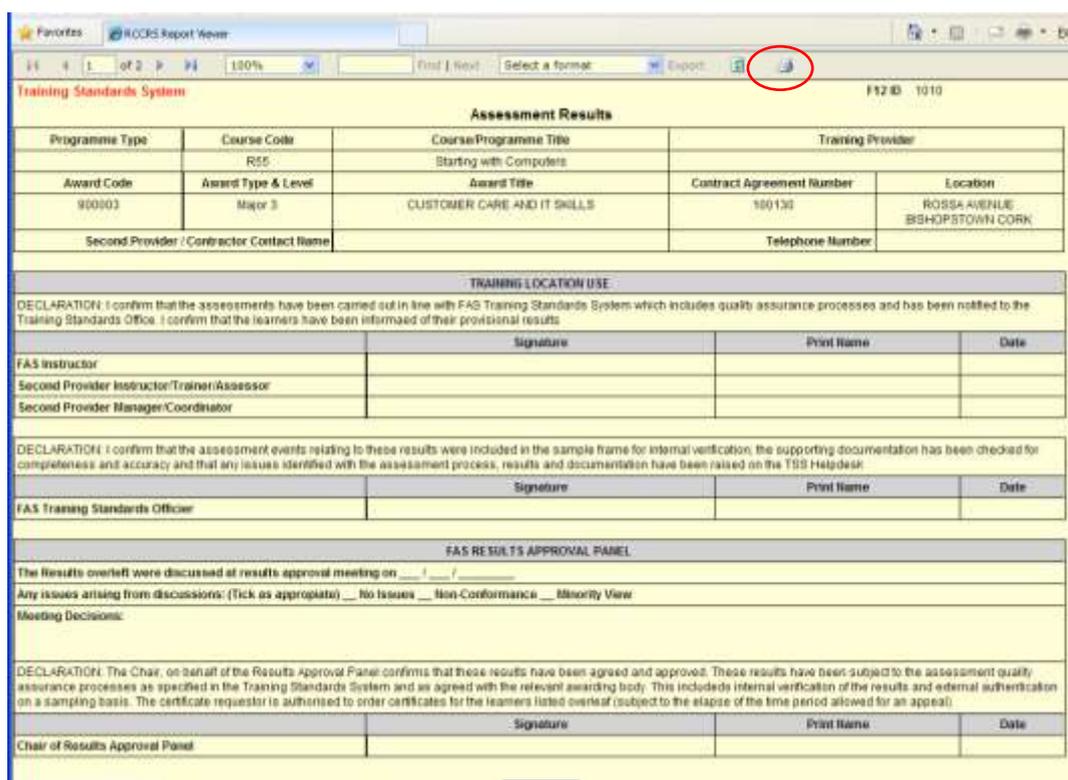
7. The F12 Report will open in a separate window. If you wish to print the F12 report remember to use the Print Icon to do so.

8. Close the Report Viewer window. This will return you to the 'Print F12 Report' screen.

9. Click 'Exit Enquiry' to return to the RCCRS Home Screen or 'Previous Screen' to return to the F12 Enquiry screen.

8. Email Alerts

There are two operations that generate an email alert:

1. Submitting an F12.

2. Returning an F12. An email alert is sent to the submitter and copied to the TSO

The email notification contains the following information:

- F12 ID
- Class Ref No
- Course Code
- Course Start Date
- Submitted/Returned By
- Submitted/Returned Date
- Return comments

9. Warning/Error Messages

There are a number of warning/error messages in the RCCRS. These messages appear at the top of the screen with a brief description of the error together with the steps to be followed to proceed. An example is shown below.
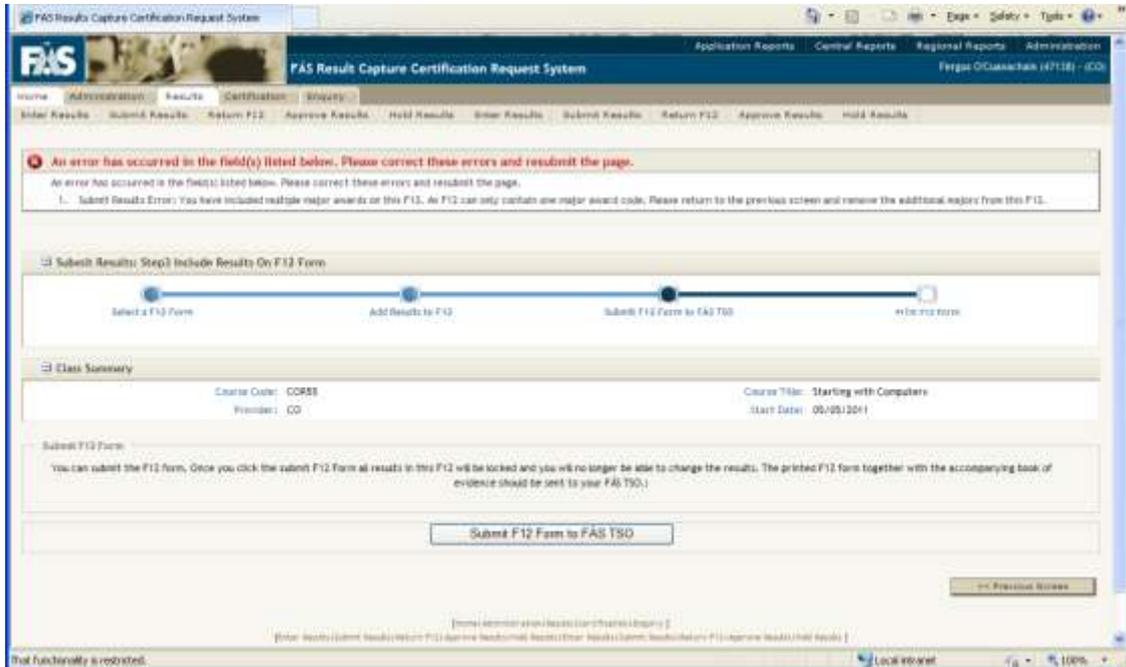
10. RCCRS GLOSSARY

The following is a glossary of terms used in the RCCRS:

Class Ref No: The reference number assigned to a group of learners by the SOLAS Client Services System. For contracted training courses it is typically the same as the contract number.

Course Code: An alphanumeric code, the first two letters represent the provider element and the last characters represent the course code itself, e.g. if the course code is AT65B the AT represents the Provider and 65B is the course code. **NB:** For CTCs, LTIs and STPs, if using the course code to search for your class, enter all five characters, e.g. COB6F. All other course types use only the last three characters, e.g. B6F

Locked Results: Results that cannot be edited. For results inputter, these are results that have been submitted to a SOLAS TSO. For TSO's these are results that have been approved.

Open F12: F12 forms for which you have begun to enter results but have not finished or submitted. Results on open F12s can still be edited.

Provider: This refers to the SOLAS system classification for the course provider and is not the provider name, e.g. if the course code is COB4J the Provider is CO (denoting Cork in SOLAS systems). When searching for a class to input results for LTIs, CTCs or STPs on the RCCRS you should enter the Provider Code in the Provider field **and** include it as part of the course code in the Course Code field, e.g. Provider Code: CO, Course Code: **CO**B4J.

Returned F12: F12 forms which have been returned by a TSO for correction. Results on returned F12 forms can be edited.

Saved Results: Results that have been entered and saved. These results can still be edited at any time until they are submitted to the TSO. When entering results it is advisable to click 'Save' regularly

Submitted: Results that have been input, added to an F12 and the 'Submit' button has been clicked. Submitted results are locked and can no longer be edited by the inputter.

Target Major: The Major/Special Purpose or Supplemental Award to which a course leads.

TSO: Training Standards Officer

11. Appendix – Installing ActiveX

Solution A

On most PCS after the user clicks the print icon for the first time in RCCRS they should be prompted to install a print control ActiveX (see "Do you want to install this software screen?" shot below).

The user should simply click the Install button. Once this install is complete the report will run fine

Solution B

Some users, depending on their browser settings, may not get this prompt. If that is the case it is likely they will see a message as shown below appear on the screen
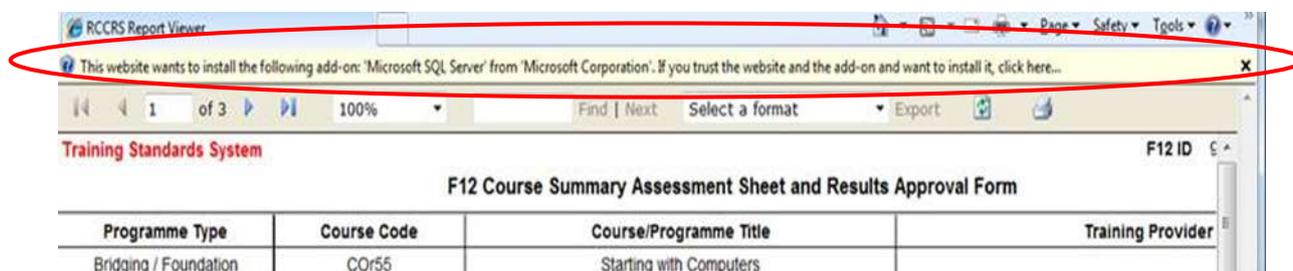
Click the message highlighted (i.e. "This website wants to run ….") and the Install Prompt as mentioned in Solution A above will appear.

Solution C

If neither the install screen nor the message listed in A and B above appears then it is likely that your browser security settings do not allow prompting for ActiveX control. If this is the case you will need to follow the steps below

1. Open Internet Explorer.
2. Click the Tools menu, and then click Internet Options.
3. On the Security tab, Select the trusted sites zone

4. Click 'Sites' to add trusted sited
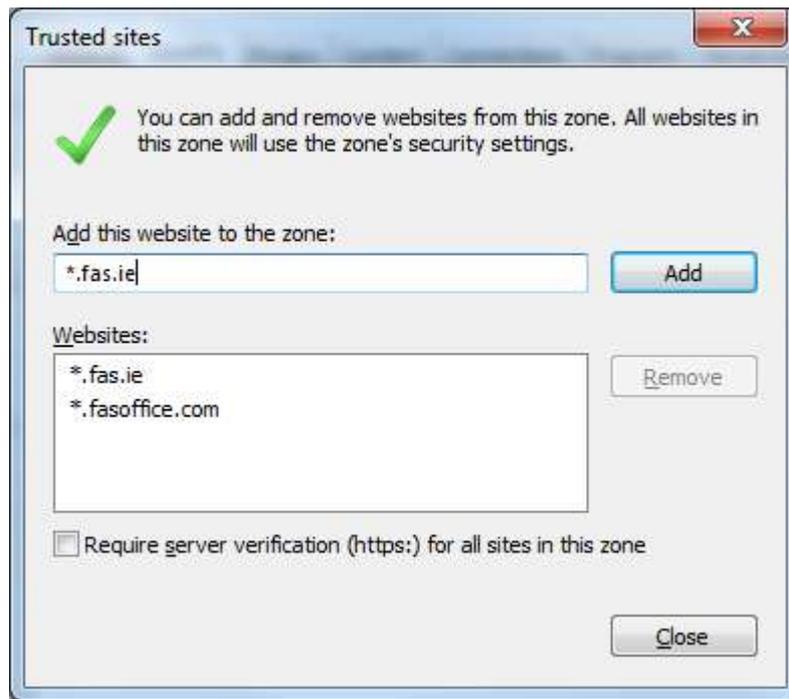
5. Enter *.fas.ie in "add this website to the zone" and then click Add

6. Click close to return to screen below

7. Click the Custom level button.

8. Scroll down the Security Settings list until you see ActiveX controls and plug-ins.
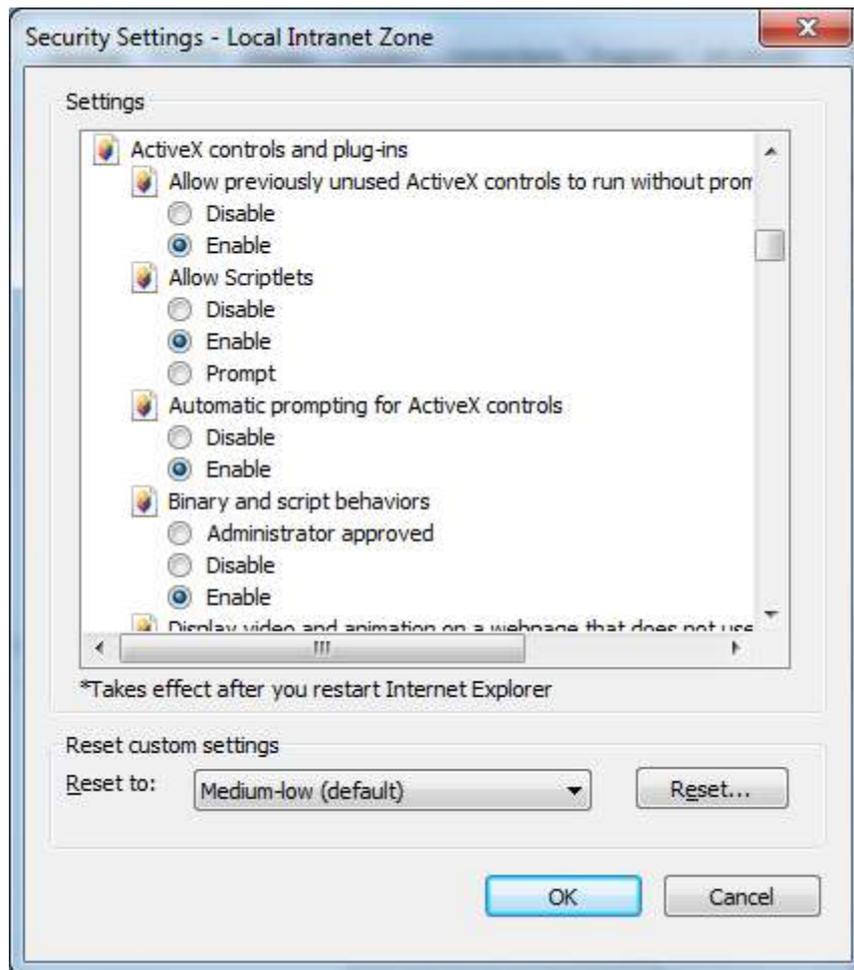
9. For automatic prompting for ActiveX controls, click Enable.

10. Scroll down to Download signed ActiveX controls and click Enable or Prompt.

11. Scroll down to Run ActiveX controls and plug-ins and click Enable or Prompt.

12. Scroll down to Script ActiveX controls marked safe for scripting and click Enable or Prompt.

13. Click OK, and then click OK again

Close your Internet Browser and go back into RCCRS and attempt to print the report again you should now get the "Do you want to install this software screen?" prompt described earlier in part A above.