Getting Your

WiTS

(Workflow information Tracking System)

On

Work

A Step-by-Step Guide

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Introduction

What is WiTS

WiTS is a workflow management system that will provide corporate consistency through business process management and automated workflows. This automated workflow system enables HR to monitor and track the status of a vast array of actions, correspondence and approvals. It enables the HR to track the location, responsible person/body, action status, action effective/due date, etc., of personnel and other HR actions (i.e., awards, employee relations, correspondence, FOIA requests, etc.); with system access, WiTS can communicate status of actions to administrative staff and management officials through its monitoring views; allow for the measuring of performance of HR staff (trend analysis); identify improvement areas; identify staff skill and competency in HR areas; provide a variety of reports (i.e. workload, gain/loss); and promote/facilitate the provision of customer service through improved communication and timeliness in completing actions.

WiTS is secure and web-enabled, and with appropriate remote privileges, can be accessed over the Internet from anywhere.

What Can WiTS Do For Me?

Currently

- Provide tracking where there currently is none
- Reduce the number of inquiries from customers regarding the status of actions
- Facilitate and expedite the transmission of approvals and provide communication regarding the status of actions
- Provide real-time monitoring of actions
- Send notifications when a workitem has been received or completed
- Send and receive comments and/or attachments with the workitem
- Send reminders
- Provide workload analysis and distribution
- Provide reporting tools
- Single Sign On through the NIH Portal
- Prioritize actions
- Automatically route actions to designated back-up when primary is out of the office

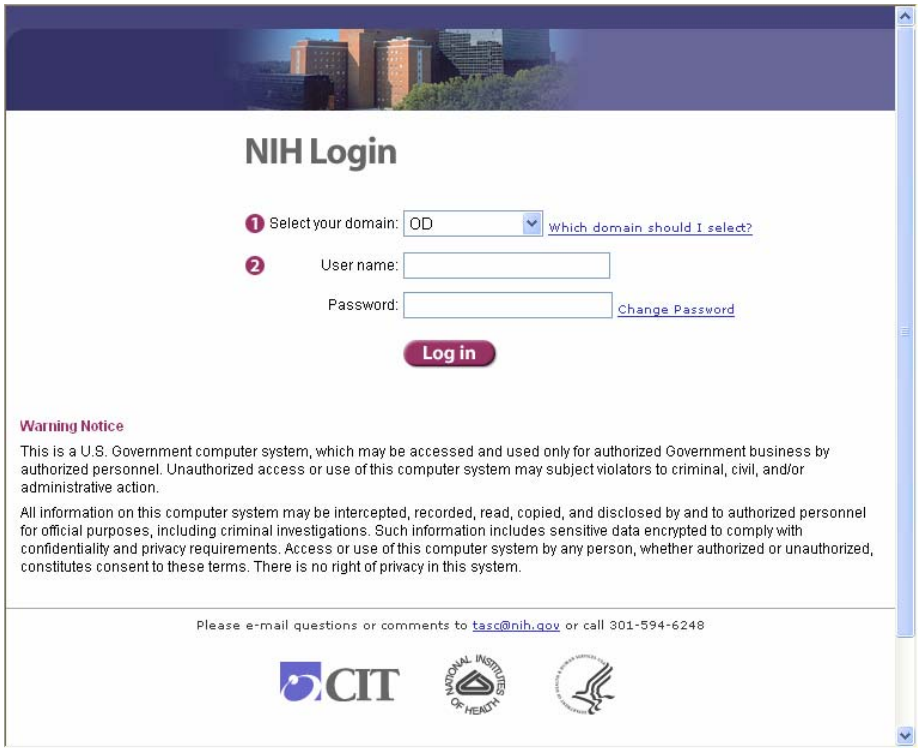
Future

- Provide electronic/digital signature capability
- Send/process benefit forms in PDF format with Adobe digital signatures
- Interface with other HR systems (e.g. QuickHire, QuickClassification, E-OPF, EHRP)

Working with WITS

Accessing WiTS for the First Time

Go to the WiTS Website at: http://wits.od.nih.gov. You will see the following screen:



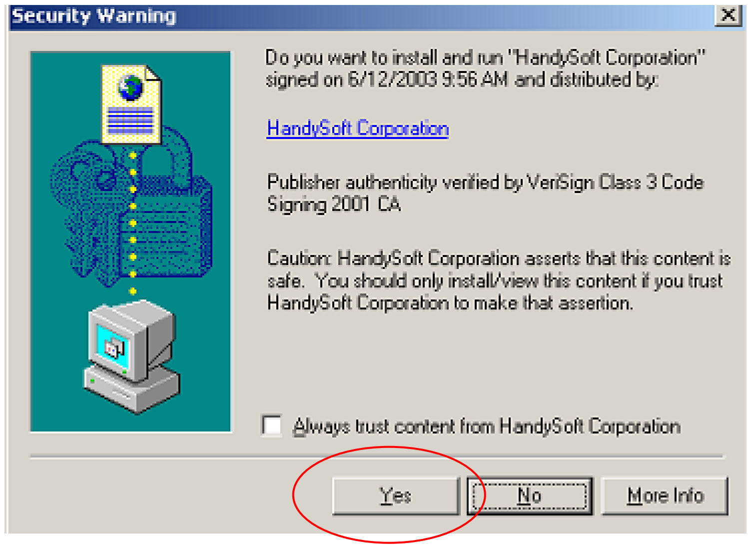
1. ***Select*** your domain.
2. ***Type*** in your Network User ID (usually the first 7 letters of the last name followed by first initial) Example: smithj for Joe Smith.
3. ***Type*** in your network password. ***Click*** on the  icon.

After you've logged into WiTS, the Workitem Handler Install Wizard will appear to install the WiTS software onto your computer. Please Note: You must have administrative privileges for your computer to successfully install the application onto your PC (See Troubleshooting.)

Installing the Workitem Handler onto your computer – (This will occur when accessing WiTS from a new computer.)

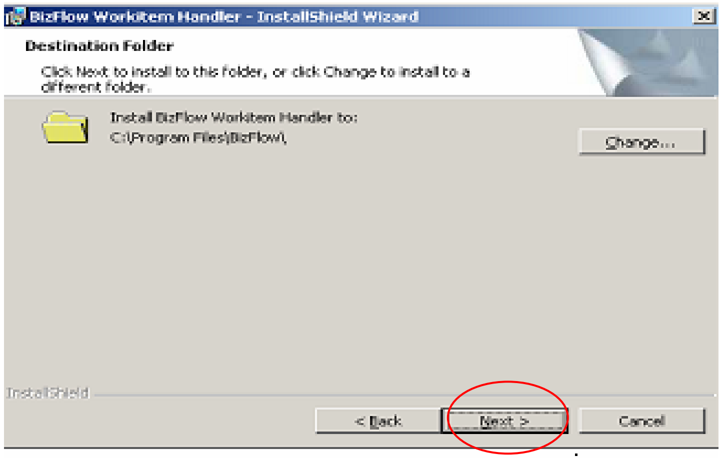
If using Internet Explorer:

At the Security Warning dialog box, click "*yes*" to enable the installation:

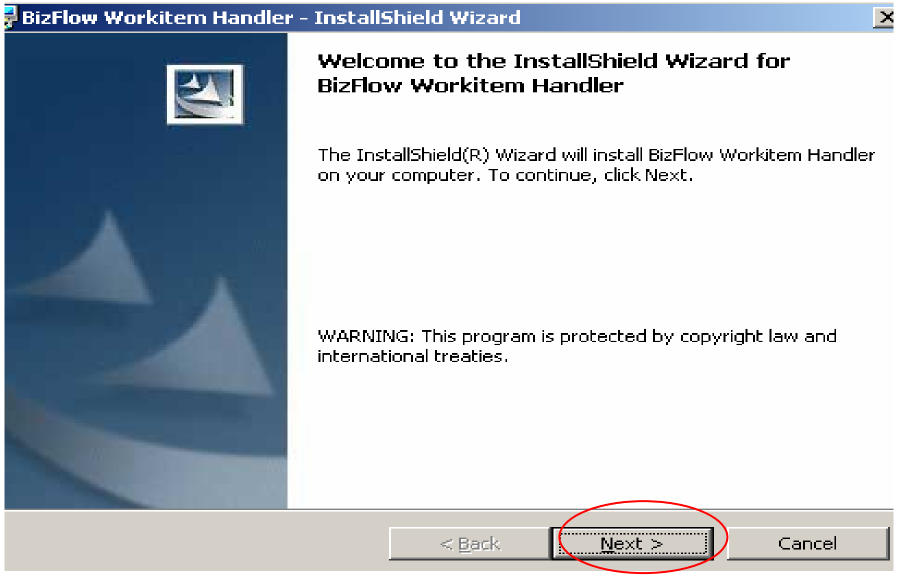


After clicking yes, the “Welcome to Bizflow Installation Page” will appear to indicate that the WiTS software is downloading onto your computer.

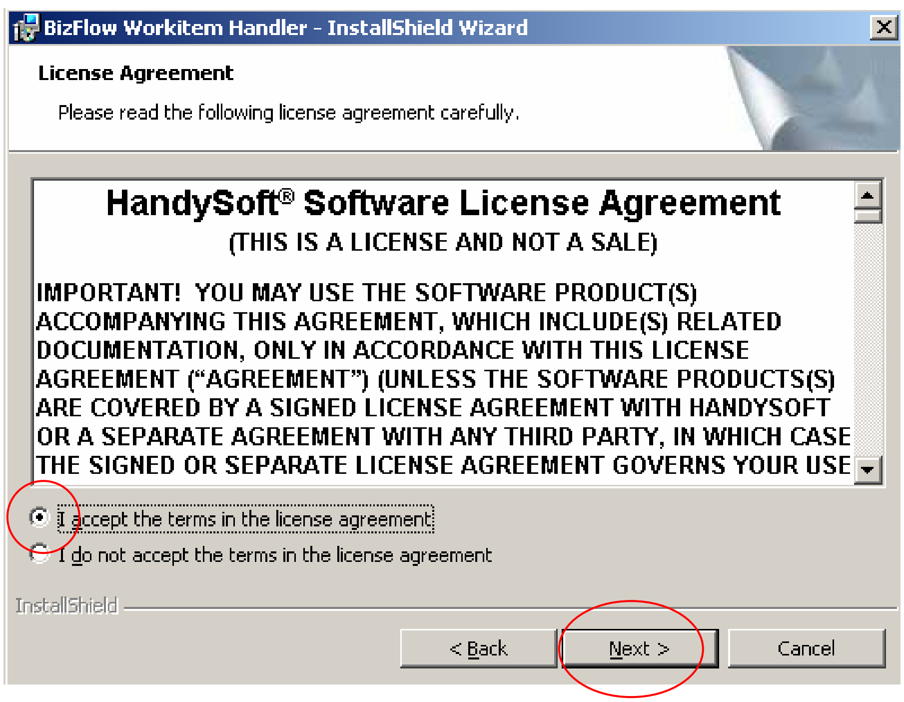
After the download is complete, the Bizflow Workitem Handler InstallShield Wizard will appear:


BizFlow Workitem Handler - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install BizFlow Workitem Handler to:
C:\Program Files\BizFlow\
Change...
InstallShield
< Back
Next >
Cancel

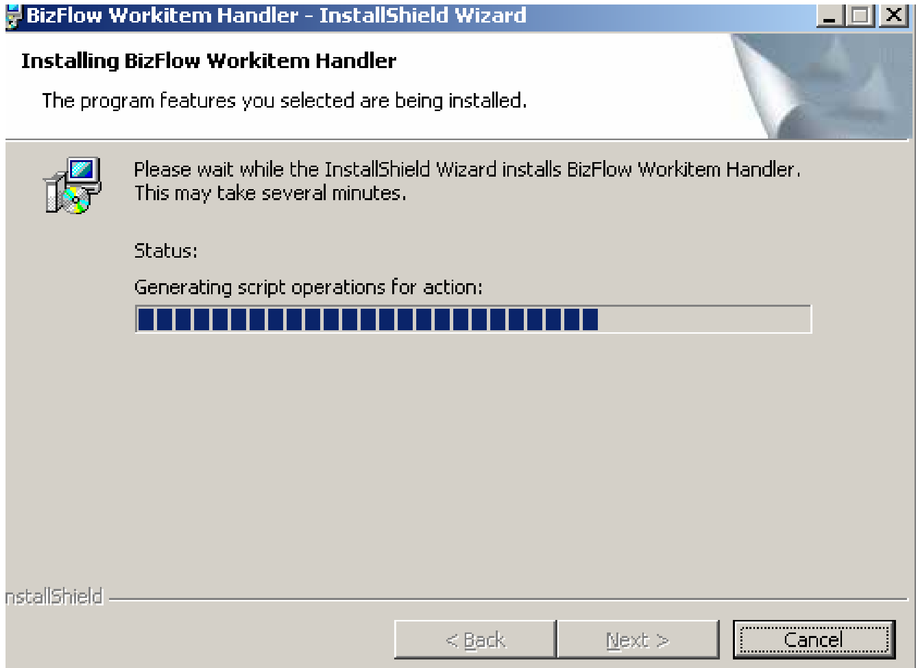
At the “Bizflow Workitem Handler InstallShield Wizard”, **click *“Next”***.



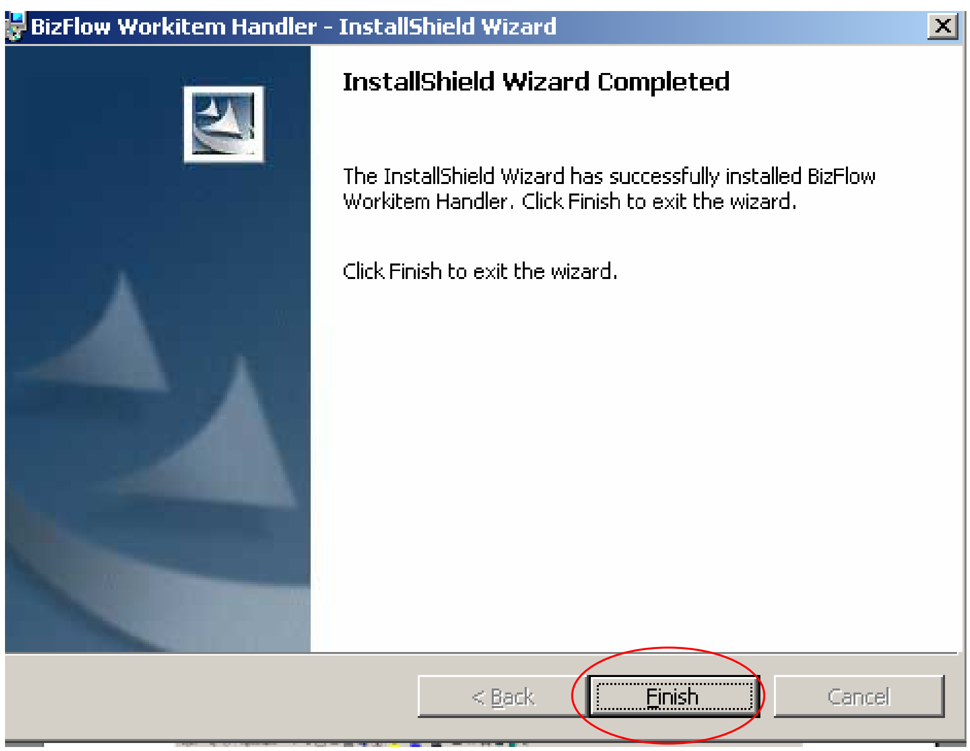
At the Software License Agreement box, **click** on the **“*I do accept the terms in the license agreement*”**, then **click *“Next”***.



You will then see the dialog box indicating that the program features are being installed onto your computer.

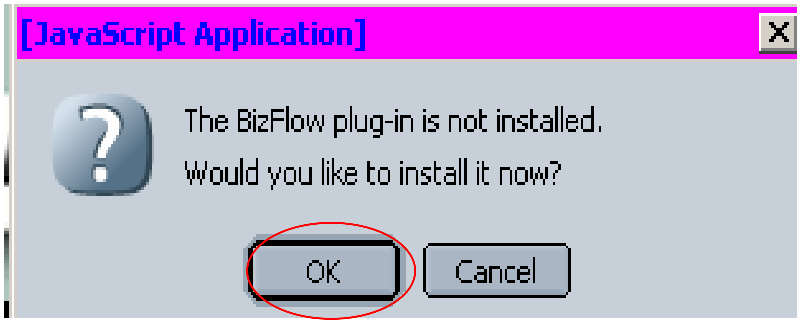


At the InstallShield Wizard Completed dialog box, **click “*Finish*”**.

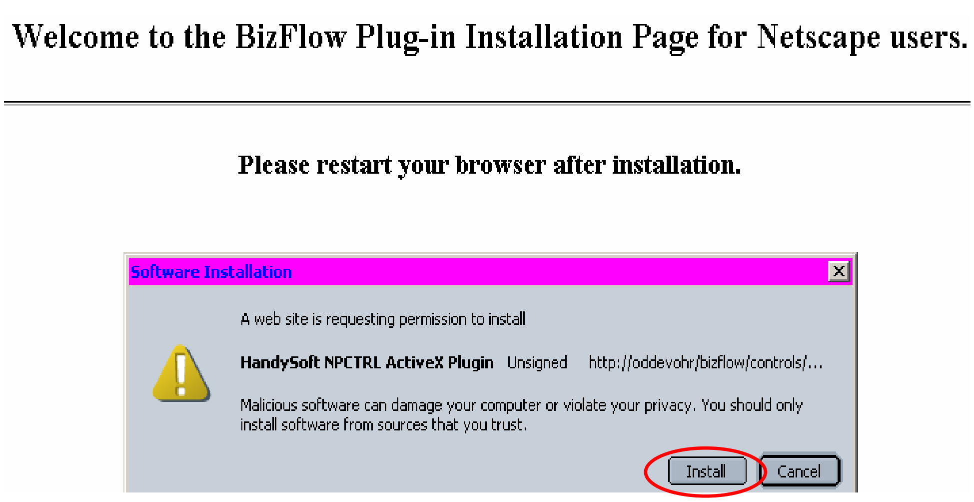


If using Netscape:

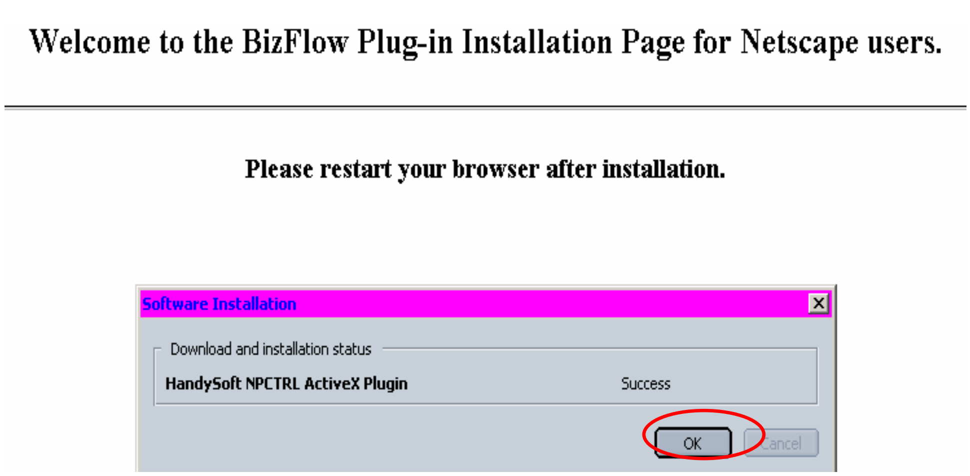
The Javascript Application dialog box will appear. **Click *"OK"***



At the Software Installation dialog box, **click *"Install"***



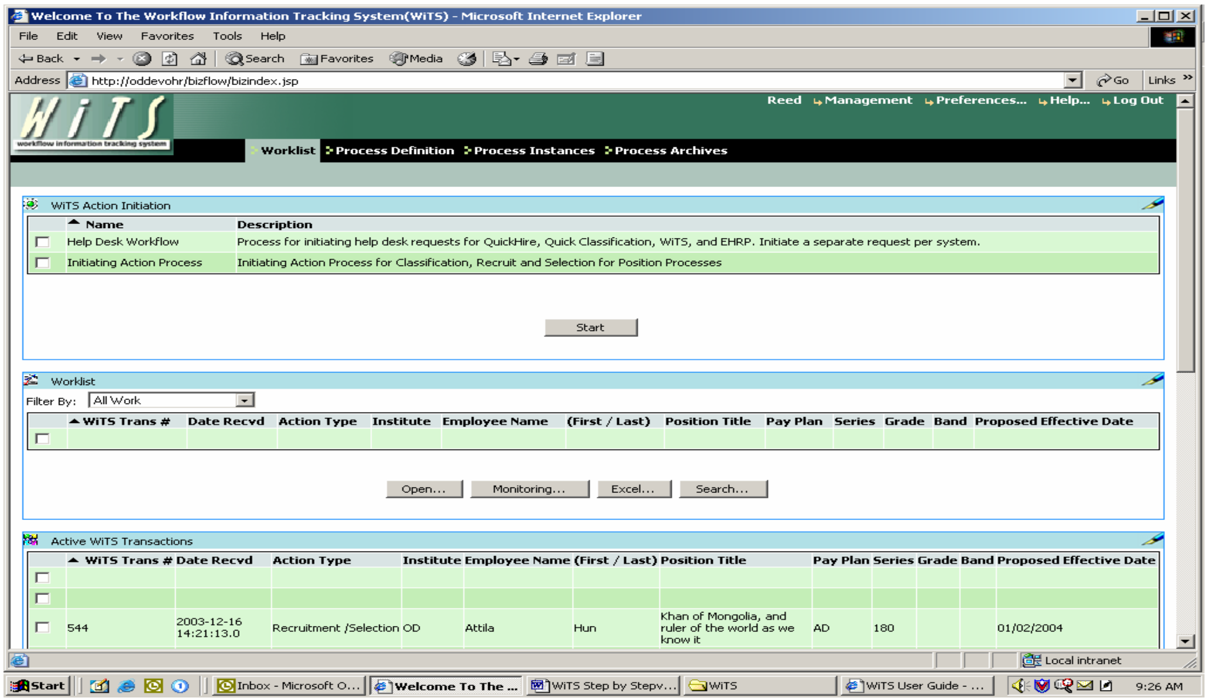
At the Bizflow Plug-in Installation Page, **click *"OK"***



Working on Actions

Your Work Area Page

Upon successful login, you will see your Work Area Page. (Note: The application download will occur only during your first login).



By default, your work area page has been set to the BizCoves view. WiTS BizCoves have been set up to make it easier to organize and simplify the way HR does its work. BizCoves are blocks of information, work activities, and functionality delegated to participants according to their responsibilities within the organization, and can be assigned to specific organizational units or user groups within WiTS. The blocks of information are presented in a simple user interface that provides at-a-glance access to pending work and reports.

The BizCoves are divided into the following areas:

- WiTS Action Initiation — work processes that you can initiate
- Worklist — immediate access to your workitems
- Active WiTS Transactions — access to all active workitems in your team / organization
- Archived WiTS Transactions* — access to completed workitems
- Report List* — access to a list of individual reports
- HR Systems Support (Help Desk) Worklist* – lists HR Systems Support work items requiring your attention
- My Active HR Systems Support (Help Desk) Transactions* – lists all of your open HR Systems Support tickets

* **Note**: *These BizCoves are not shown in the screenshot above.*

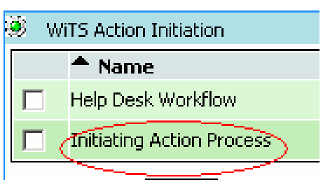
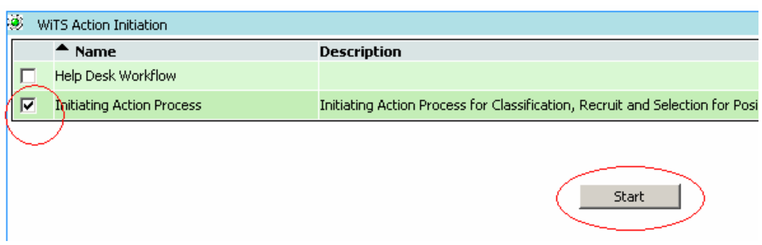
In addition to organizing work, BizCoves provide a series of buttons at the bottom of each block to help users perform necessary actions, such as completing other individual's work, forwarding work to other WiTS users, and monitoring the progress within each process. A description of the available buttons follows:

Start – initiates selected action
Open – opens selected action; allows for user to compute respective steps.
Forward – enables user to manually re-route the action to another WiTS User
Monitoring – enables user to determine where an action is within a process or view the steps taken by a completed action.
Excel – exports data into an Excel spreadsheet
Detail – allows the user to see narrative details about the action; also allows the user to have access to such important functions as: View; Complete; Monitor; Forward; Excel; Print, Refresh

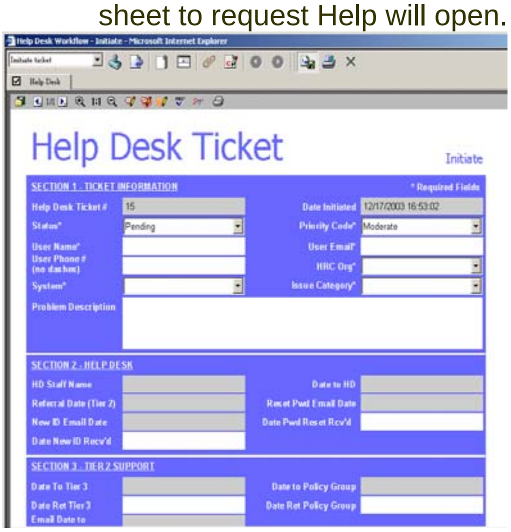
Initiating Actions in WiTS

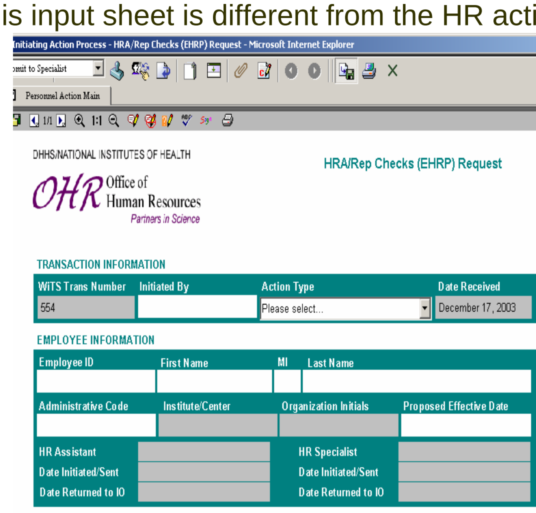
From the ***WiTS Action Initiation Bizcove*** on your work area page, you can initiate a variety of actions. Currently, there are two options for initiating an action. You may either select "HR Systems Support (Help Desk) Workflow" or "Initiating Action Process."

Once inside the WiTS Action Initiation Bizcove, you have 2 options to initiate an action. You can start a process by either:

Option 1	Option 2
Click on the name of the process to be started. 	1. ***Click*** on the check box beside the name of the process. 2. ***Click*** on the ***"Start"*** button 

3. After you've started a process, a blank input sheet will open. The input sheet will vary, depending upon the process initiated. For example, if you chose HR Systems Support (help desk), an input sheet to request Help will open.   This input sheet is different from the HR actions input sheet.





4. Complete the data fields on the input sheet as appropriate for the type of action that has been initiated. All mandatory fields are indicated by asterisks.

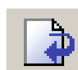
   After you've completed the appropriate fields on the Input Sheet, you have several options in addition to your response group list (See Moving an Action to the Next Step (Activity). You can:

   - Save the action as partially completed,
   - Close the action without saving,
   - Add a comment,
   - Add an attachment, or
   - Move the action to the next activity/participant in the process.

Note: *If the user misses a mandatory field, the system will prompt him/her to complete it before the action can be moved forward.*

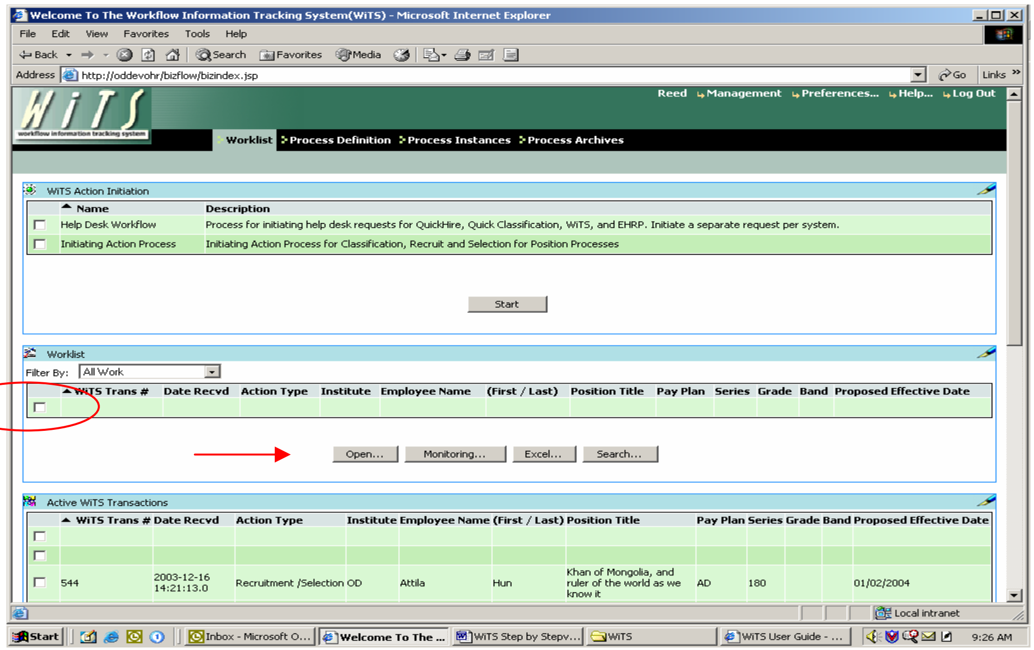
Saving a Partially Completed Action :

If you save a partially completed work item, WiTS keeps the information you have already entered, but does not send it to the next activity. The work item appears again in your Work Area as partially completed.

1. ***Enter*** the data on Input Sheet.
2. ***Click*** the ***"save partially complete***  ***icon"*** on the menu bar at the top of the screen. Once you **click** the "***partially complete"*** icon, the workitem will be saved back into your active worklist to allow you to work on it at a later time.
3. If a signature is required and you have not signed the form, a pop-up box will ask if you want to sign the form. Click No to close without signing. **Click *"Yes"*** to add a signature before closing the form. **Note:** *The Electronic signature functionality has not been activated. You will be notified when electronic signatures can be used.*

Opening a Partially Completed Action :

If you've saved a partially completed action , and at a later time you want to complete the action, go to your Worklist BizCove.



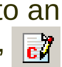
Then:

Option 1	Option 2
Click on the WiTS Transaction Number.	1. ***Click*** on the check box beside the WiTS Transaction. 2. ***Click*** on the "***Open***" button

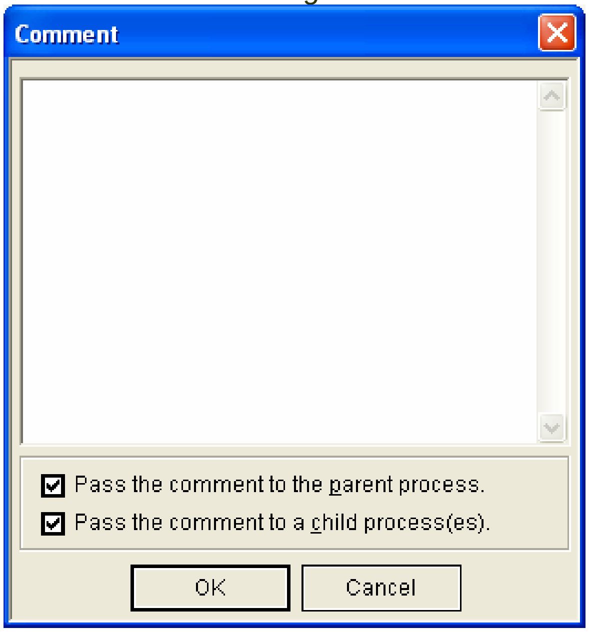
3. After you've opened the partially completed workitem, you will see the saved input sheet for that action.
4. ***Click*** the "***Enable Editing***  ***Icon***" to allow changes to be made to the Input Sheet upon re-opening,
5. Complete the data fields on the input sheet as appropriate. After you've completed the remaining fields on the Input Sheet, forward the action to the next activity (step in the work process and/or activity participant). See "Forwarding an Action to the Next Activity."

Adding a Comment

If you want to add a comment to an action, from the Input Sheet:

1. ***Click*** the "***Comments***"  icon.
2. Type your comment in the pop-up box that appears.
3. ***Click*** "***OK***" when finished. Your comments will appear along with any other comments that have been previously entered.

Be sure to check "Pass the comment to the parent process" and "Pass the comment to a child process(es)" if you want the comment seen throughout the entire action.



To edit a comment:
Select the comment and ***click*** "***Modify***".

To delete the comment,
Select the comment and ***click*** "***Delete***".

4. ***Click*** "***OK"*** When finished.

Adding an Attachment

If you want to add an attachment to an action:

1. ***Click*** the "***Attachments***" icon. An ***"Attach file"*** dialog box will open. Locate the file you wish to attach. You can attach any type of file.
2. ***Click*** "***Open."*** Your file will appear in a panel at the bottom of the screen.

Exiting Without Saving

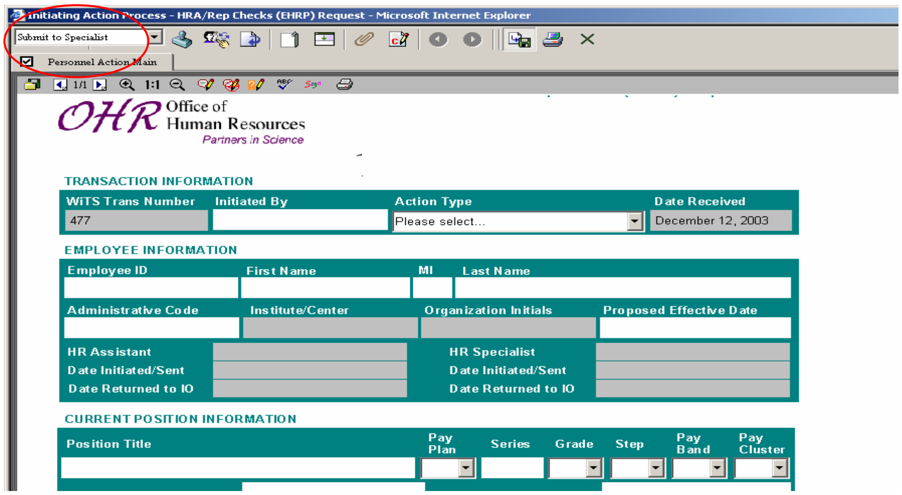
If you want to exit WiTS without saving the entered data:

1. If you do not want to save the information you've entered in the form, click the "***Exit without Saving"*** ***icon***.
2. The work item will remain in your Work Area, but any information you entered will not be saved.

Moving an Action to the Next Step (Activity)

To send the action to the next activity in the process,

1. ***Select*** the appropriate response from the drop down menu at the top left of the screen. The response menu contains a list of choices that will either direct the action to the next step in the process or complete an specific task (e.g., send an automated email).



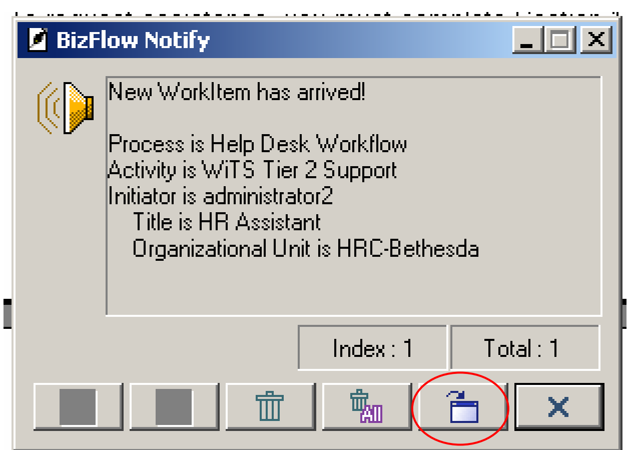
2. After you've chosen the appropriate response, ***click*** the "***Rubber Stamp icon"***  to the right of the response drop-down menu. Once you click the Rubber Stamp icon, the work item will be sent to the next step (activity) within the workflow. ***Note:*** If the next step in the process involves another participant, the workitem will no longer appear in your worklist. However, you can monitor the status of the action from the Active WiTS Transactions Bizcove.

Accessing Actions Sent to You

All work that is sent to you will appear in your Worklist Bizcove. There are two ways that you can access work that has been sent to you.

1. If you are logged into WiTS, you will receive a notice when a new action has been received in your worklist.

The Notification dialog box will show you the work that you need to complete, or if there is a deadline that you must meet. To open a new work item from the notification box:

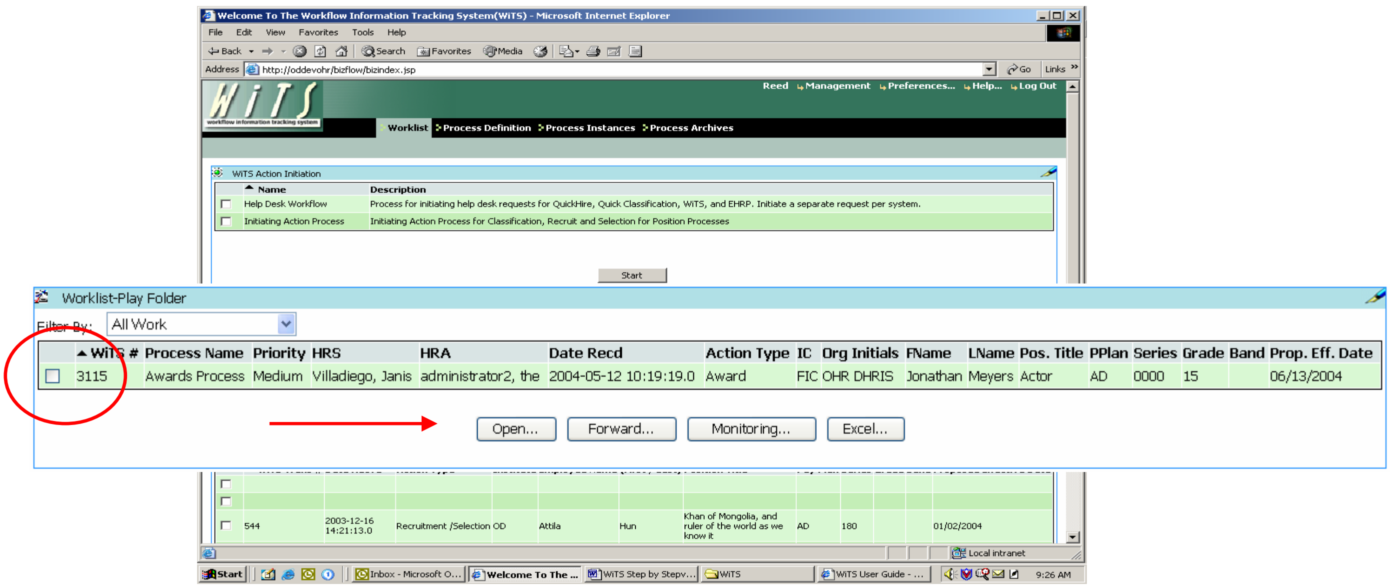


Click on the  icon. Clicking on this icon opens the ***Input Sheet*** for that action. After the Input Sheet has opened, you can fill-in the appropriate data fields for that action.

2. To open an action from your Worklist:

Go to your Worklist Bizcove. Then:

Option 1	Option 2
Click on the WiTS Transaction Number.	1. ***Click*** on the check box beside the WiTS Transaction. 2. ***Click*** on the "Open" button



3. The ***Input Sheet*** will open.
4. ***Complete*** the required information on the Input Sheet. After the necessary information has been entered, you may have several options to move/save the action. See "Initiating Actions" for options for moving or saving an action.

To forward the instance to the next step (activity/participant):

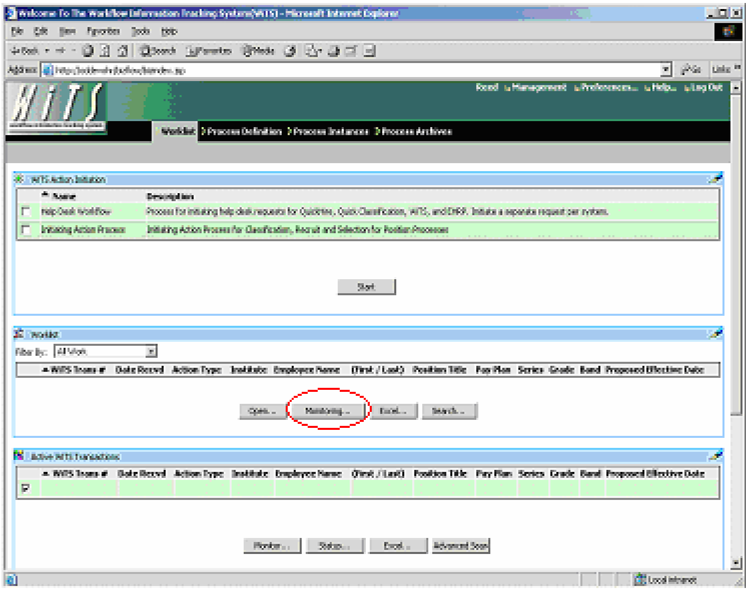
5. ***Click*** the "***Rubber Stamp***  ***icon***" to the right of the response drop-down list.   Once you click the Rubber Stamp icon, the work item will be sent to the next activity/participant based upon your response chosen from the response drop down menu.

Monitoring Actions in WiTS

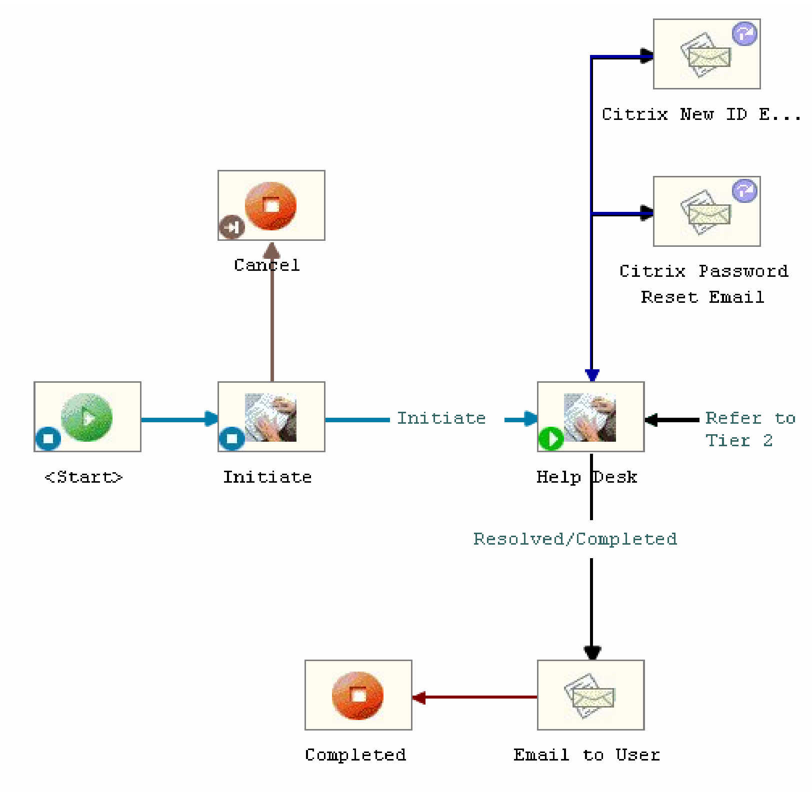
WiTS allows you to monitor an action (to view detailed information about it. Perhaps you've initiated an action and need to see who has the action, or what step the action (is currently at within the overall process). You may also want to view the details of an action that someone else has initiated, or to see whether or not there are attachments to the process instance, or when an action will arrive at your workstation.

To monitor an action:

1. **Select** a workitem from a Worklist BizCove by checking the check box next to it.
2. **Click *"Monitoring"***.



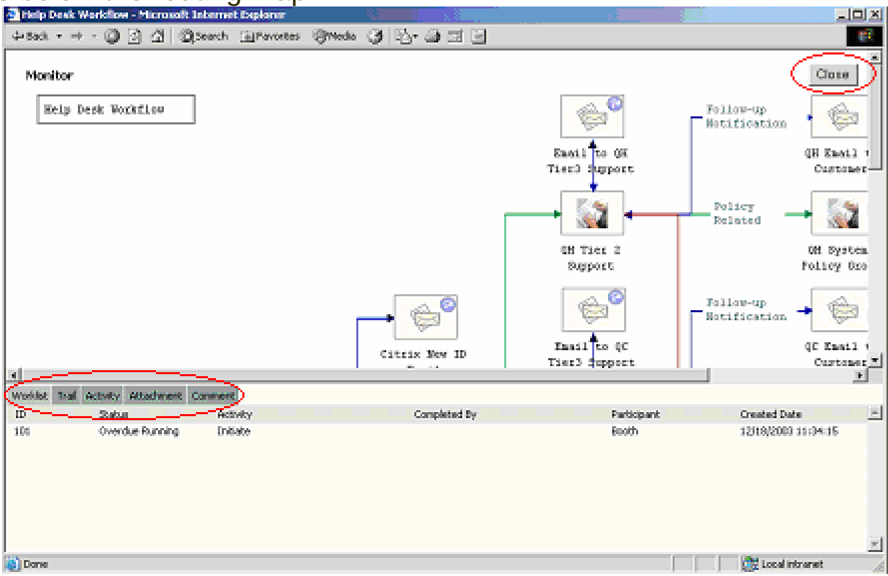
The Monitor window will open. You can then view the routing map of the process and obtain information about the action by clicking on the tabs at the bottom of the routing map (see explanation of tabs below). The thick blue lines indicate the route the action has taken. In addition, you will see icons in the lower left hand corner of the activity box which also provide an explanation of where the action has been and where it is (if the process has not been completed).



Activity Status Icons Descriptions

Activity Completed	Activity Skipped (Unnecessary)	Current Activity
		

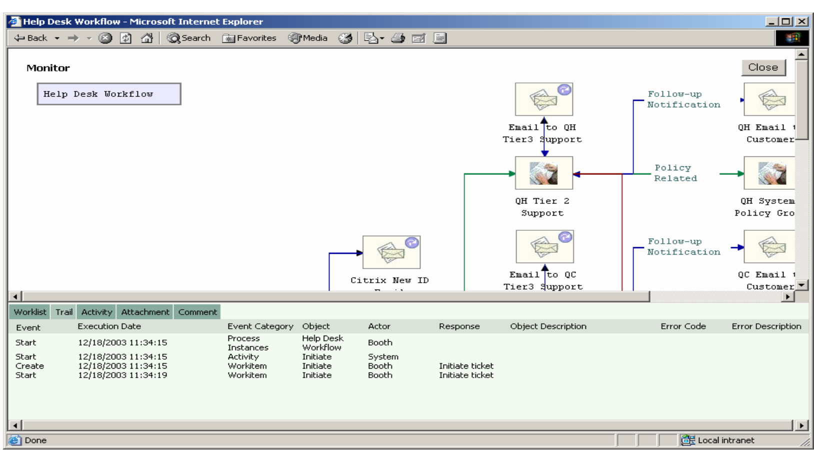
To view specific information about the action, e.g., trail, attachments, comments, etc. You can click on the tabs below the routing map.



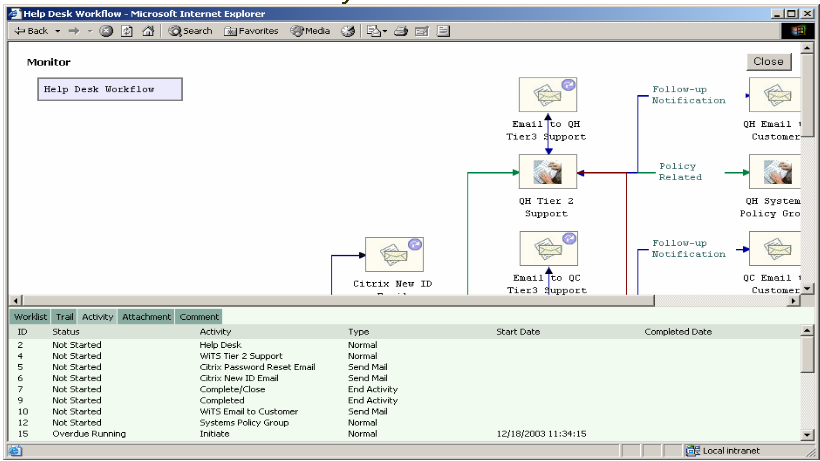
The tabs in the Monitor window include the following:

Tab	Description
Worklist	Lists the workitems for the process instance. The process instance may have more than one workitem per activity if there are more than one participant for that activity.
Trail	Shows the event log for items associated with the process instance, such as the instance itself, activities and workitems.
Activity	Lists the activities and gives details such as their status.
Attachment	Shows any files that have been attached to the instance by a user in his/her workitem.
Comment	Lists any comments that have been added to the instance by a user in his/her workitem.

Monitoring from Active Worklist – Trail: Provides a trail of when each activity was initiated for the action.



Monitoring from Active Worklist – Activity: Lists all of the activities the action has been through.

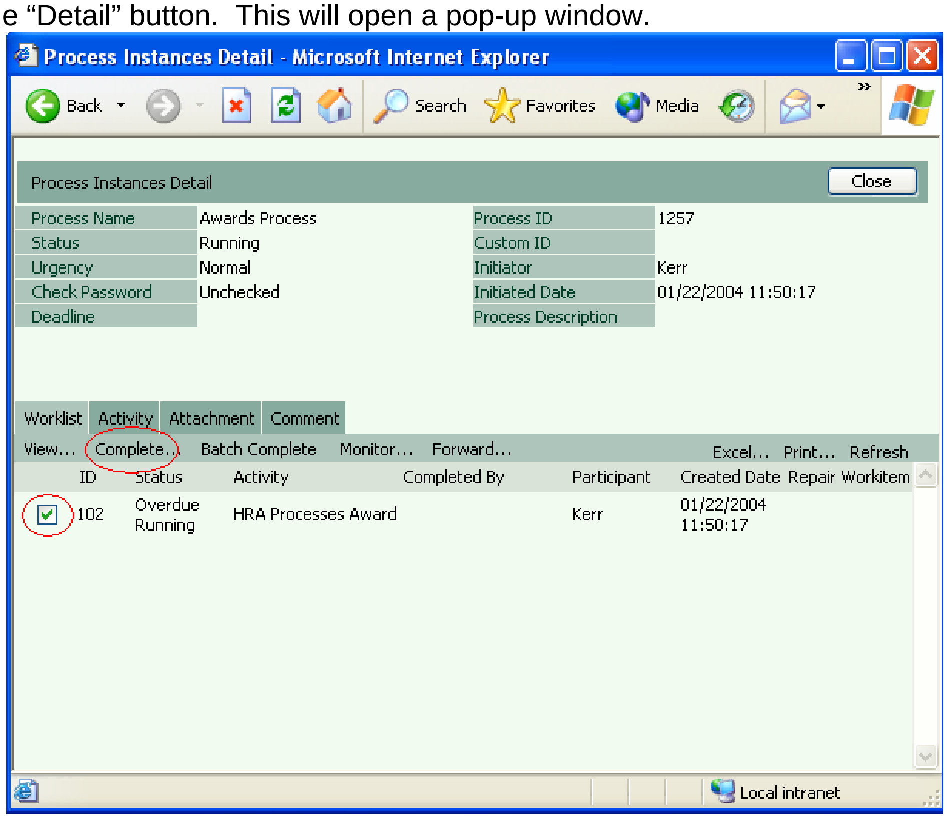


2. **Click *"Close"*** to close the Monitor window.

Completing an Action Assigned to Someone Else

Occasionally, it may be necessary to one user to access another user's action and complete it. This can be done in the following way:

1. Under the Active WiTS Transactions BizCove, check the box next to the action you wish to complete.
2. Click on the "Detail" button. This will open a pop-up window.



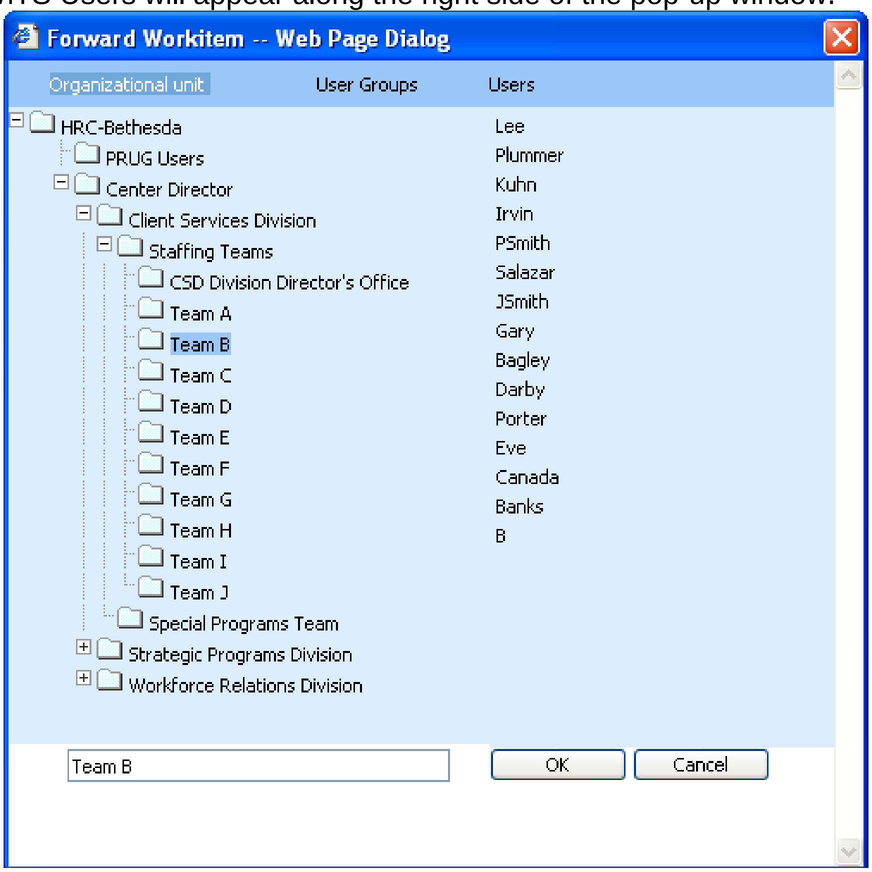
3. Check the box next to the activity you wish to complete. (**Note**: *You may only complete an action that has not already been completed. If multiple activities are listed, you will usually select the last activity listed*.)

4. Click on “Complete”
5. This will open the Input Sheet for the action you have selected. Complete and move the action forward as necessary.

Forwarding an Action to another WiTS User

Transactions within WiTS may be forwarded as needed to other WiTS users. To do so, users would do the following:

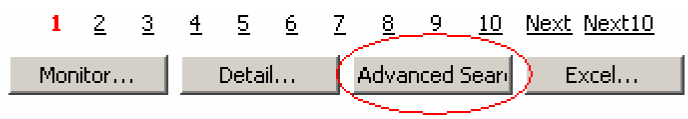
1. Under either the Active WiTS Transactions BizCove or the Worklist BizCove, check the box of the action you wish to forward. (**Note**: *This feature is only available for actions that have not yet closed*.)
2. Click on the “Forward” button. This will open a pop-up window with an organizational structure.
3. Click on the “+” to expand the folders and locate the part of the organization you wish to direct the action.
4. Click on the name of the Team / Branch / Group which contains the individual you are forwarding to. A list of WiTS Users will appear along the right side of the pop-up window.



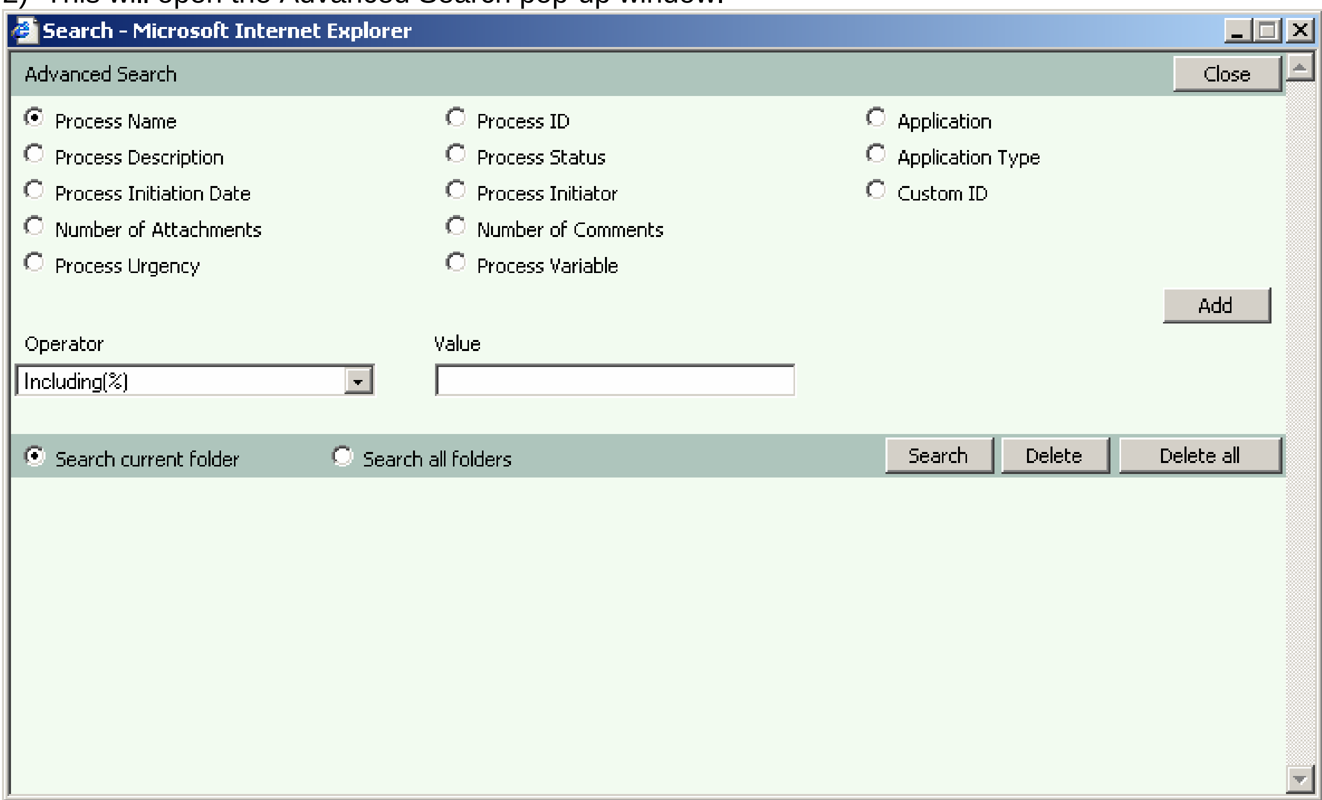
5. Click on the name of the individual who should receive the action. (**Note**: *You can only forward to one person*.)
6. Once the individual’s name appears in the text box at the bottom of the pop-up window, click OK. The user will receive a notification that a new work item is in their worklist.

Using the Advanced Search Feature in WiTS

1) Locate the Advanced Search button in the BizCove you wish to conduct your search and click on it. Remember, to locate all active instances of an item, conduct your search in Active Transactions. If the item you wish to search for has been closed, you will find it in the Archived Transactions.



2) This will open the Advanced Search pop-up window.



You may search by the following options:

Search Option	Description
Process Name	Allows users to search by the process name, e.g. "HR Systems Support (Help Desk) Workflow" or "Recruit and Selection"
Process Description	Not recommended / useful
Process Initiation Date	Allows users to search for actions based upon the date or range of dates that the action was initiated.
Number of Attachments	Allows the user to search by the number of attachments included in the action.
Process Urgency	Not recommended / useful. Allows users to search by the level of urgency assigned to the action.
Process ID	Not recommended / useful. Allows users to search by the Process ID. Note: WiTS Transaction Numbers (WiTS #) are a process variable.
Process Status	Not recommended / useful.

Process Initiator	Allows users to search by the name of the individual who initiated the action.
Number of Comments	Not recommended / useful. Allows the user to search by the number of comments associated with a transaction.
Process Variable	Allows users to search by a number of WiTS/OHR-specific criteria. A list of the more useful process variables is included below as well as instructions on how to use process variables in conducting a search.
Application	Not recommended / useful
Application Type	Not recommended / useful
Custom ID	Not recommended / useful

3) Select the appropriate radio button

4) Complete the appropriate information

5) Click on "Add." This will add your search statement to your search criteria. You may add additional conditions to your search to refine results.

6) Click on "Search" once you have completed adding search criteria.

Upon clicking "Search" you will be redirected to your Work Area Page. If the BizCove you were searching under returns empty, no matches were found for your criteria. Modify your search as necessary. Click on your "Worklist" tab to remove the search filter from your BizCoves and see all items again.

Using the Process Variable Option to Conduct Searches

The radio buttons on the search form list the most common built in features of the BizFlow application. However, in the process of customizing WiTS to HR's needs, several process variables were defined. We have included of the process variables most useful to HR users when searching for transactions. **Note**: *All search results will be limited to records that the user has permissions to see*.

Label	Process Variable	Value Type	Options	Description / Suggestions
Action Type	**action_type**	String	Recruit & Selection; Classification (only); Career Change; Awards;	Use the "Includes%" operator and only part of the process name when searching, e.g. select the "Includes%" operator and type in "Awards". This will pull only Recruit & Selection actions.
Current Administrative Code	**admin_code**	String		Limited by user's access privileges.
Current CAN	**can_no**	String		
Date SF-52 Recv'd	**date_received**	String		Mm/dd/yyyy format
Effective Date	**effective_date**	String		Mm/dd/yyyy format
Employee ID	**employee_id**	String		

Current Grade	**grade**	Numeric	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15	
HR Assistant	**hr_assistant**	String		HRA names in the system appear as “Smith, Joseph”. If searching for an HRA, use the “Includes%” operator and type in just the last name to reduce the chance of getting no results due to typo.
HR Specialist	**hr_specialist**	String		HRS names in the system appear as “Smith, Joseph”. If searching for an HRS, use the “Includes%” operator and type in just the last name to reduce the chance of getting no results due to typo.
Initiator E-mail Address	**initiated_by**	String		Unless the initiator e-mail address is known exactly, users should use the “Including%” operator to maximize results.
IC	**institute**	String		Will look for institute by initials, e.g. Office of the Director would be OD.
Current Job Code	**job_code**	String		
First Name	**first_name**	String		
Last Name	**last_name**	String		
MI	**mi**	String		
Organization Initials	**org_inits**	String		
Current Pay Band	**pay_band**	String		
Current Pay Cluster	**pay_cluster**	String		
Current Pay Plan	**pay_plan**	String	Options are: AD, GS, EE, ES, WG	
Current Position No.	**position_no**	Numeric		
Current Position Title	**position_title**	String		
Proposed Effective Date	**proposed_effective_date**	String		Mm/dd/yyyy format
Current Series	**series**	String		
Current Step	**step**	Numeric	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	

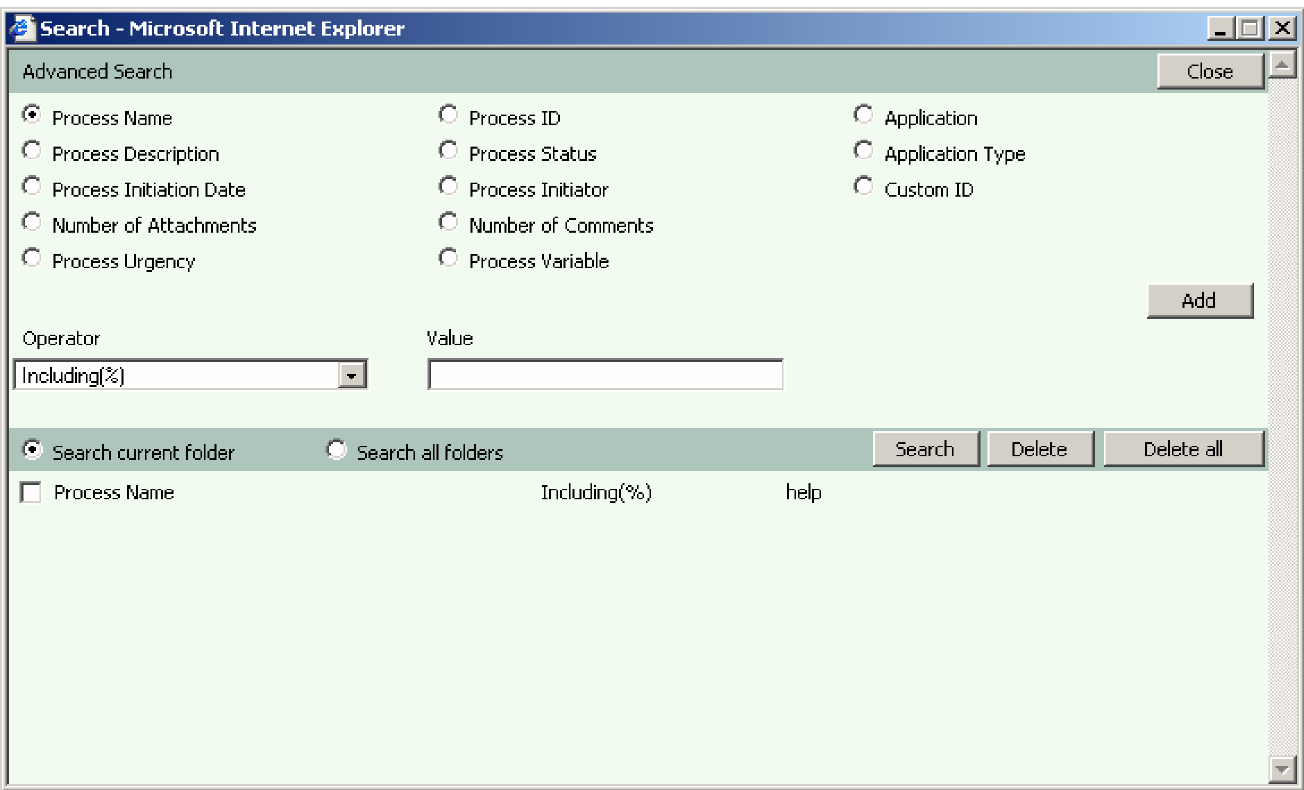
Current TK Number	**tk_no**	String		
WiTS #	**transaction_number**	Numeric		

To use these process variables:
1) Click on the Process Variables radio button
2) Select the appropriate Value Type for the Process Variable you'd like to search on
3) Type in the Process Variable name exactly as it appears in the Process Variable column
4) Select the appropriate Operator for the action you wish to perform
5) Type in the desired Value you wish to include, match exactly or exclude from your search results
6) Click on Add. If you wish to add additional search criteria, you may do so by repeating steps 1 through 6.
7) Click on Search after you have added all search criteria.

Upon clicking "Search" you will be redirected to your Work Area Page. If the BizCove you were searching under returns empty, no matches were found for your criteria. Modify your search as necessary. Click on your "Worklist" tab to remove the search filter from your BizCoves and see all items again.

Search Tips

1) Use the "Including%" when you're not sure of the complete title / phrase of the search item, e.g. When looking for the HR Systems Support (formerly Help Desk) Workflow set the criteria as follows:



Note: *The Process Name has been set to include "help".*

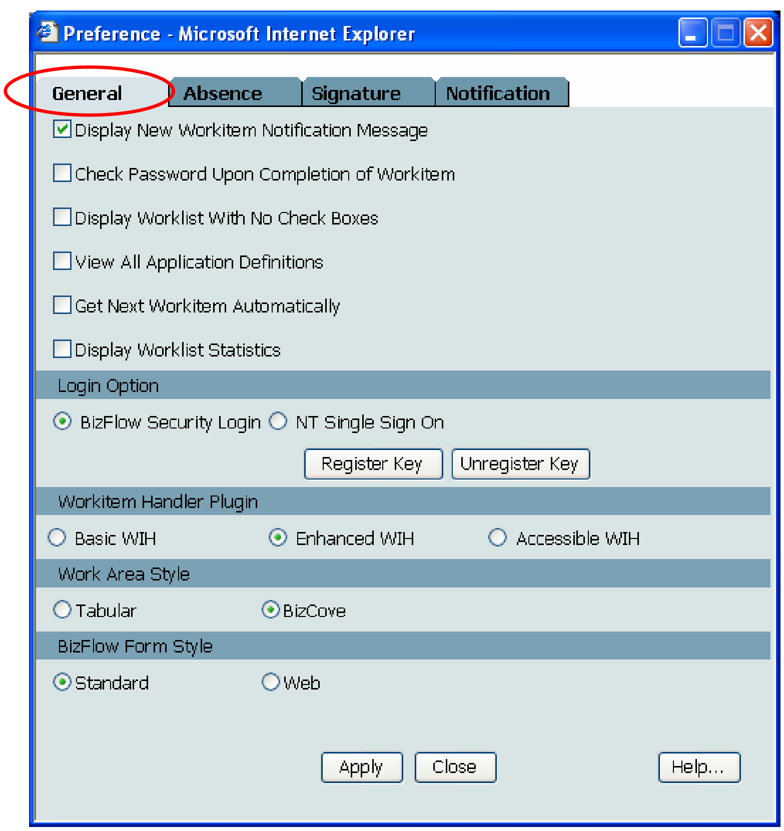
Reports & Metrics Information

WiTS provides for several types of reports that can be exported to either Excel or PDF. These external reports are being made available as additional HR processes are defined and implemented via Crystal Reports.

System Preferences

Click the ***"Preference"*** link along the top right corner of the WiTS main screen.

The General tab will appear on top. The General tab of the Preference dialog box will appear giving you access to optional user settings:



Most users will not have to make any changes on the general tab. Occasionally, some users will not get their pop-up notifications. If this occurs, users should:

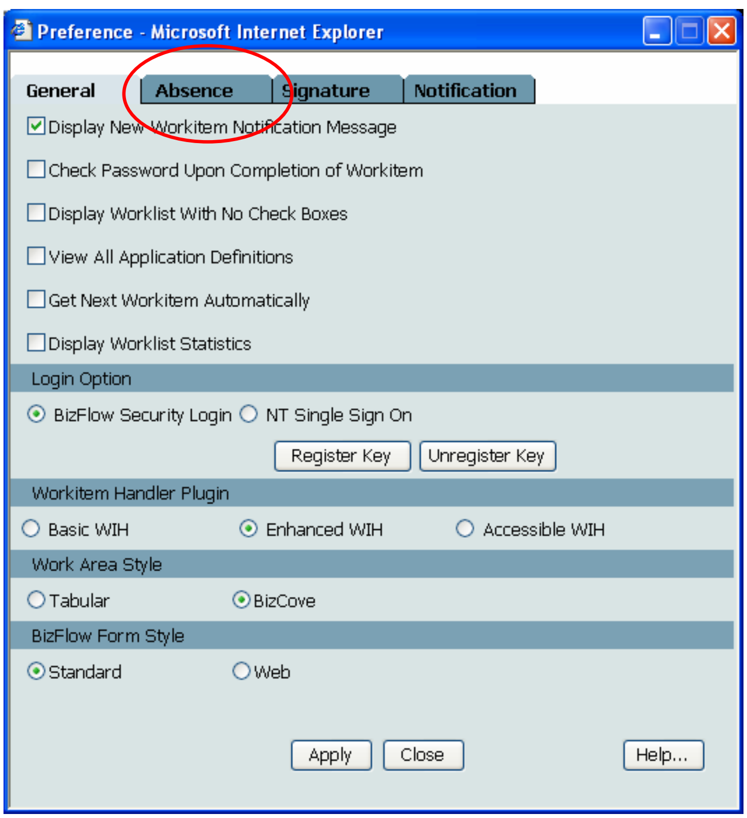
1. Click the Display New Workitem Notification Message (to remove the check in the box)\
2. Re-click the Display New Workitem Notification Message to re-add the check in the box
3. Click on Apply
4. Close out of the Preferences window
5. Log Out of the System
6. Log back in

This steps will re-enable this feature for users.

Setting User Absence (Out of Office)

When you are absent, workitems sent to you cannot be completed unless you designate someone else to handle your workload during your absence. WiTS allows you to designate someone else to complete the workitems in your absence. When the designated user clicks Designated Work in *their* Work Area, the work that has been designated to them is displayed.

The user sets the absence start and end dates, designates another user to handle their workitems, and creates a message to be displayed during the absence.



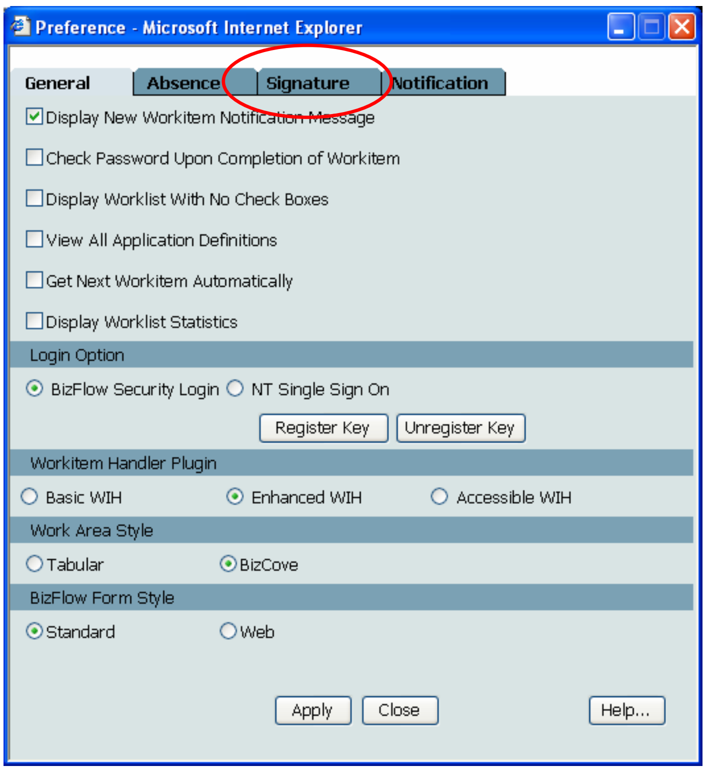
To set an absence:

1. **Click** the ***"Preference"*** link along the top right corner of the WiTS main screen.
2. The General tab will appear. **Click** the ***"Absence"*** tab.

3. **Click** the ***"Set Absent"*** checkbox.
4. **Enter** the ***start*** and ***end dates*** and ***times*** for your absence in the respective boxes.
5. **Click** the ***"Designate"*** button to select the person who will receive your work items during your absence.
6. **Type** a message that will appear to the designated person.
7. **Click *"Apply".***
8. **Click *"Close"*** to exit the Preference dialog box and return to the WiTS main screen.

Using Your Signature File – To be available soon

WiTS allows a digital signature to be used in its Form applications that require a signature. It permits a bitmap image file to be registered and applied rather than requiring you to manually draw a signature when requested. You can register more than one signature file and then select one of them to use, (i.e., one with just your first name and one with your first and last names).



The signature options are as follows:

Option	Description
Use Signature File	Checking this option enables the selected digital signature file to be applied to selected forms.
Signature File List	Lists the registered signatures. Each signature is associated with a digital bitmap file.
Add	This lets you add a signature and register a bitmap file to be used as the signature.
Modify	This lets you modify the bitmap file associated

	with the selected signature by selecting a new file.
Delete	This lets you delete the selected signature.

To register a signature file:

1. **Click *"Add"***. The Add Signature dialog box is displayed.
2. **Enter** a name for the signature file.
3. **Click *"Browse"***.
4. **Select** a file to use and **click *"Open"***. You can only use bitmap files (.bmp) as a signature file.
5. **Click *"OK"***. The signature will appear in the Signature List with a radio button next to it.

Note: The bitmap image should be no larger than 500 pixels wide by 50 pixels high. It is recommended that you create a signature with a dimensional proportion of 2 to 1, and restrict the size to less than 64 Kb. For example, a signature 100 pixels wide by 50 pixels high is optimum.

To select a signature to apply to forms:

1. **Click *"Use Signature File"***.
2. **Select** a signature from the ***Signature List*** by clicking the radio button next to it. The signature image in the associated file will be displayed.

Getting Help

WiTS Users have several options to get assistance with WiTS. A three-tiered system is in place to assist all levels of questions.

Tier I support consists of SuperUsers. At least four SuperUsers are available per operations team to assist staff in resolving some of the more common problems / issues. Non-operations staff will have a minimum of four SuperUsers in the Division.

Tier II support consists of HR Systems Support which also includes WiTS System and HR Systems Policy Support. Support at the Tier II level and beyond is only accessible via HR Systems Support. Routine issues handled by Tier II include:

- Reporting errors
- Submitting server tickets to OIT

Tier III consists of the WiTS Technical Support (Vendor).

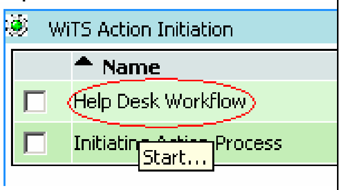
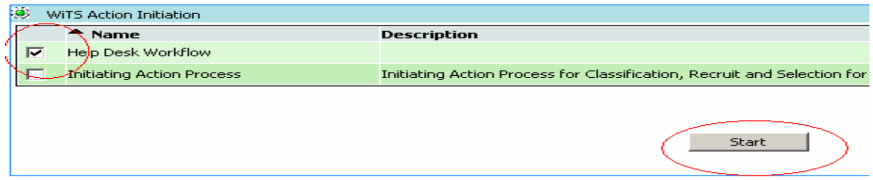
WiTS Users in need of assistance should:

1. Consult their SuperUsers to see if the issue can be resolved internally. If the SuperUsers cannot rectify the problem, then;
2. Contact HR Systems Support. HR Systems Support will then make the determination as to where the ticket needs to be directed.

Users may contact HR Systems Support in one of the following ways:

1. Call in a ticket to: **(301) 451-1436**, or;
2. E-mail HRSystemsSupport@od.nih.gov, or;
3. Initiate a help request within WiTS at http://wits.od.nih.gov

To initiate a Help ticket in WiTS:

Option 1	Option 2
Click on the name of the process. 	1. Click the check box beside the process. 2. Click on the "Start" button 

3. Upon starting the process inn WiTS, an **Input Sheet** will open.
4. **Complete** *"**Section 1**"* of the **Input Sheet** to request assistance.
5. **Select** the ***"Submit to HR Systems Support (Help Desk)"*** option from the response down-down menu.

6. **Click** the ***Rubber Stamp***  ***icon*** to the right of the response drop-down list. Once you click the Rubber Stamp icon, the work item will be sent to the HR Systems Support (help desk) for further action.

Users may monitor the status of their help ticket in the WiTS and will receive e-mail notification once the problem has been resolved. Once the ticket has been resolved, an e-mail summarizing the problem and resolution will be sent to the affected user.

WiTS Troubleshooting

Primary Issue	Resolution
Cannot open the WorkItem Handler (Input Sheet).	- Make sure the application is installed on your computer by looking in Control Panel → Add or Remove Programs. BizFlow should be listed in this folder. If it isn't, the application has not been installed on your computer. - Make sure user has administrative privileges on their PC. (Call OIT to check / grant privileges). - Make sure a pop-up blocker is not enabled at least during the initial installation of the Plug In (the first time you log into WiTS). - Use either Netscape Navigator or Internet Explorer to open WiTS. (Do NOT USE Outlook Favorites).
Input Sheet (Work Item Handler) appears disjointed and I can't type in it.	- Make sure the user's monitor DPI setting is Normal (96). Look in Control Panel → Display → Settings Tab → Advanced → General Tab. Change if needed. Setting should either be 100% or Normal.
Keep getting a blank page upon signing in.	- Make sure user has administrative privileges on their PC. (Contact the NIH Help Desk at 301.594.6248 or e-mail the "NIH Help Desk" to check / grant privileges). - Use either Netscape Navigator or Internet Explorer to open WiTS. (Do NOT USE Outlook Favorites).
Can't type / make changes to the Input Sheet	- Make sure the "Enable Editing of Selected Application" is selected. - If you are unable to select the "Enable Editing…" button, make sure you clicked on "Complete" and NOT "View" in the "Details" pop-up window.