

8. Logging Out

Currently, when the **Logout** button is selected from within the Reports the Login screen shown in Section 2 will appear. The user will be required to re-authenticate by entering their username and password again to return to the IDIS ONLINE application.

NOTE: The *Logout* feature is still under construction.

The user also has the option of closing the Reports window by selecting the **X** in the upper right corner of the window. This option will result in the same scenario described in the above paragraph.

According to HUD policy, you will be automatically logged out of IDIS Online if your session is inactive for more than **20 minutes**. If you are running a report that takes longer than 20 minutes, save the report in your **History** folder so that you do not lose the report if your session does time out after 20 minutes.

9. Resolving Problems Trying to Run IDIS Reports

In this section are listed the most common problems found by users when trying to run IDIS Reports and their possible resolutions.

Case 1 - Grantee who had his/her password reset is still unable to log into IDIS Reports.

Possible Resolution:

Steps:

1. Open up an Internet Explorer (IE) browser
2. On the toolbar click -> Tools -> Internet Options ->

There should be something on the General tab labeled as "Browsing History".

3. Please click on delete -> click ok/delete to choose default options.

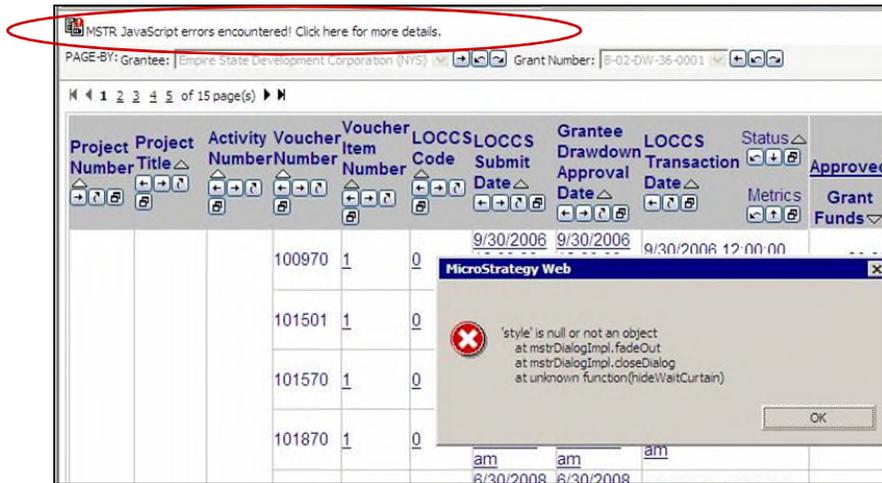
In this step you are deleting temporary files, history, cookies, saved passwords, and web information.

4. Wait until all items have been deleted, and then close out of all browsers (including this browser).
5. Once again open up an IE browser and test your access one more time.

Case 2 - User receives the following error using Internet Explore (IE) 8:**

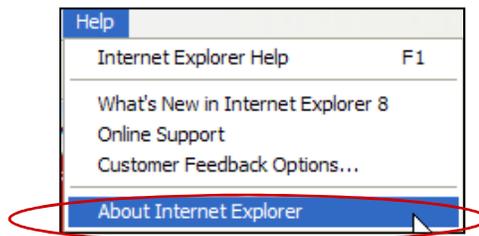
"MicroStrategy JavaScript error encountered! Click here for more details."

A pop up window shows the following:



**Note to find out if you are using IE 8 do the following:

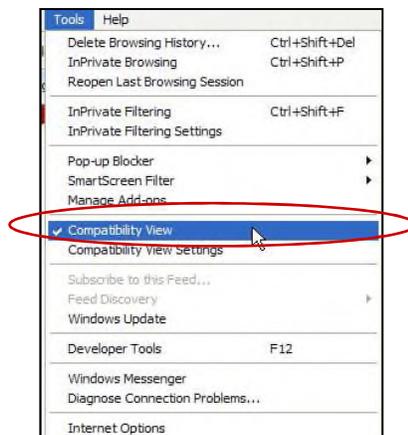
Open up an Internet Explorer (IE) Browser -> Help -> About Internet Explorer



Possible Resolutions:

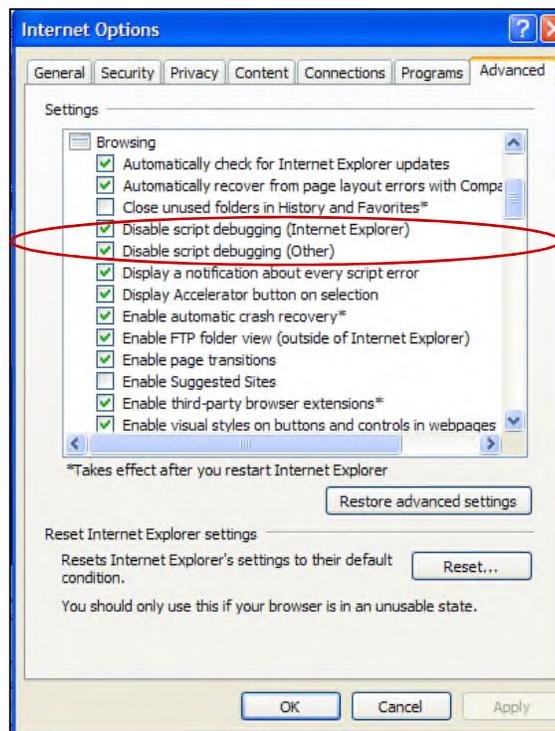
1. Check to ensure Internet Explorer (IE) Compatibility View is turned on:

a. Open up an IE Browser -> Tools -> Compatibility View -> *This should be checked off*



2. Disable 'Script Debugging (Internet Explorer) & Script Debugging (Other)' in IE:

- a. Open up an IE Browser -> Tools -> Internet Options -> Advanced Tab -> *Ensure the two items below are checked off*



3. Verify the IE Compatibility settings are properly set:

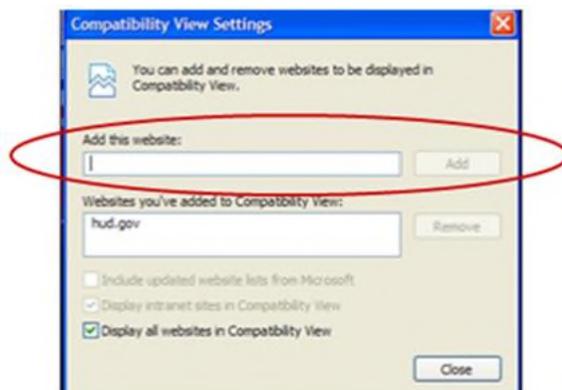
- a. Open up an IE Browser -> Tools -> Compatibility View Settings ->

i. Under 'Add this website' write 'hud.gov' (without quotes)

ii. Click Add

iii. Check 'Display all websites in Compatibility View'

iv. Click Close



4. Purge the IE Browser History Cache:

- a. Open up an IE Browser -> Tools -> Internet Options ->
- i. Click 'Delete' under General Tab
- ii. Click all five categories as shown below
- iii. Click 'Delete' as shown below

****Note:** You may have to wait a few minutes for this to complete. Close out of all browsers once completed and then go back into IE and re-test.

