

PSC Solution: TIP0070

Date: 3/24/2011

Application: EMAPS

School Year: ALL

File Specifications: N/A

Solution Type: TIP

Title: How to retrieve saved data when an unexpected interruption to EMAPS access occurs

Issue Description:

This article describes a useful tip for retrieving data entered into an EMAPS survey after an unexpected interruption to a user's access. Access could be interrupted by various events including network outage, internet access outage, computer crash, etc. Depending on the type of interruption, the data may be retrievable via this method.

Solution:

EMAPS users should know that each time they enter a process within the system they create a new instance or a new task. Tasks save through the last point in which a user is working, and if they are not completed, then all questions may not appear to have saved within the system. These instances can be seen by pressing the task button on the top of the EMAPS home page. The top task contains the most recent task that was started by the user.

If an unexpected interruption to EMAPS access occurs, or if the user exited a survey without first saving entries at the end page of that process, use the following steps to return to the previous point in the survey:

- 1) Select the Tasks button at the top of the home page in EMAPS
- 2) Find and select (open) the first process that is listed in Tasks, typically titled "User Input Task"

The system should then return to the last page where data was entered before the interruption occurred, and display the most current saved work from your last session.

NOTE: Avoid closing a screen within an EMAPS survey before navigating to the end page of the survey and saving. Using the save feature at the end of the survey will help insure that no data is lost.