



## **REGISTERED USERS FREQUENTLY ASKED QUESTIONS ABOUT YFIRES**

- 1. I have noticed that when selecting a drop down list item by hitting the ENTER key it skips fields or moves to the next screen. Why does this happen?**

The drop down list items has been developed to select the item by clicking on the appropriate answer. When the user hits the ENTER key it will move it to the next selection which may be two fields away. This is a double action. Please remember to select the proper drop down list item by clicking on it which should move it to the next available field.

- 2. Why does the Program Administrator name appear on the public site?**

The Program Administrator is listed so that people from your particular program will know who to contact for access to the case management and national database. This may also be used by other programs or youth firesetting related organizations. No other information program information is available except your website (if you provided it). This can help give people easy access to your agency or program.

- 3. I have registered our program. How long will it take before I received notification that the program has been approved?**

The YFIRES Executive Team has set a 48 hour period for review and approval of a program. The process may take less time, but at times the Site Administrator may be unavailable due to travel or other commitments. The process is quite simple; the registration is reviewed to assure it is complete and does not duplicate an already registered program.

- 4. I have requested to be approved as a program user or data retriever for a program. How long before I will receive notification that I have been approved?**

The program user and data retriever is approved by the program administrator. We do not control the requirement for them to approve within a specific period of time. We recommend that they review and approve any of these positions within 48 hours.

- 5. We would like additional items added to the case management system. How do we accomplish this?**

Currently, the software development for the case management and national database has concluded with this phase of the project. We are hoping that additional funds will be available within the next year to update the project with new items identified by program administrators and their staff. Any suggestions should be submitted through the "contact us" section of the

website. Please do not confuse suggestions with issues that need to be corrected on the website. These would be under the maintenance contract with the webmaster. The "contact us" section should also be used for complaints or problems.

**6. There are some fields that we do not collect information on or do not feel comfortable asking questions of the program participants. Do we need to complete all fields in the case management system?**

The only required information fields are the 20 national database elements. Without these fields completed you will not be able to submit to the national database. National database field data is necessary to record the extent of youth firesetting in the United States. The case management system was developed with input from professionals in many fields (fire service, law enforcement, burn prevention, burn center/hospital, mental health, juvenile justice and fire investigation; as well as national organizations affiliated with programs dealing with children and fire) and identified information that would help local programs develop and evaluate their risk and how to approach this issue. We suggest that you review the tabs for information that you will collect and remain consistent in the entry and use of the case management system.

**7. Will there be a cost for use of this case management system?**

Currently, there are no plans for this system to require an annual fee. We are exploring areas for funding the project over the coming years. Funding for a project of this nature is necessary and long term solutions are being explored. The YFIRES Executive team welcomes ideas. Submit ideas/suggestions through the "contact us" section of the web site.

**8. I have forgotten my password. How do I get it reset?**

If you are a program user or data retriever, please contact your program administrator who will be able to reset the password for you. If you are the program administrator, please contact the Site Administrator through the "contact us" button on the web site. The Site Administrator will then reset your password within 48 hours. Please remember to write down your password for future reference to prevent delay in accessing the database.

**9. Will the system time out, causing the information I've entered to be lost?**

No. As long as you keep the browser window open, you will not be logged off. That said, YFIRES recommends you close the system when you are not actively using it. Too many users operating at one time may slow the system and leaving it open may also allow others in your work area to see confidential information.

**10. If my program changes Program Administrators (of the YFIRES system), will all of our data be lost?**

No. A program can change the person assigned as the program administrator, such as when a person retires or is transferred to a different job. Contact YFIRES through the "contact us" function to make such changes. Cases can only be deleted by working with the Site Administrator.

**11. I cannot attach a file to the case I have created. What is the problem and how do I fix it?**

This happens occasionally. It is most often associated with a browser compatibility issue. We have found three solutions to often resolve these problems. The first is to hit the buttons "Ctrl" and "F5" at the same time while YFIRES is opened. When we make updates to the system, your computer may be trying to keep the old settings from before the update. This maneuver re-sets your computer to look at the new version and it can sometimes solve the problem. Another cause may be the computer system with your agency or organization. Sometimes firewalls prevent uploading of files, which moves the files to our cloud-based system. This would need to be resolved on your side. However, if you let us know what limitations exist, we may have other solutions from our system that can be created. The last solution may be in the browser used. We believe we have compatibility with all browsers now, but we don't know for sure. If you suspect this to be the problem, let us know and give us all the information you have about it. Often, a good test for any of these issues is to try uploading the file from another computer, perhaps a personal computer. This can verify that it is a problem on your side as opposed to one on our side and helps us troubleshoot or offer solutions. As with all issues of concern, you can best communicate with the YFIRES team by using the "Contact Us" button on the YFIRES.com web site.