Before you call the Help Desk: API Technical Advice

When logging into API, the username and password needs to be the same as your Active Directory credentials – same as you would use for logging into a computer at work or into Lawson/Launchpad.

If you try to log in with an <u>invalid username</u> but the <u>password is correct</u>, the warning message will read: *The user does not exist in the system, or the password is invalid.*

If you try to log in with a <u>valid username</u> but the <u>password is incorrect</u>, the warning message will read: *The user failed to authenticate against the directory.*

If you encounter a message that describes your account as being disabled, then your Active Directory account is locked, and you will indeed need to contact our Help Desk to have it unlocked.

If you have never done so, or if you are encountering new problems since the last time you used API from home, it is recommended that you run the System Checker. Click on the Actions icon at the top, then click the System button at the left, and then the System Checker icon in the center.

Microsoft .Net Code Access Security is not needed in our version of API, so the red X can be ignored.
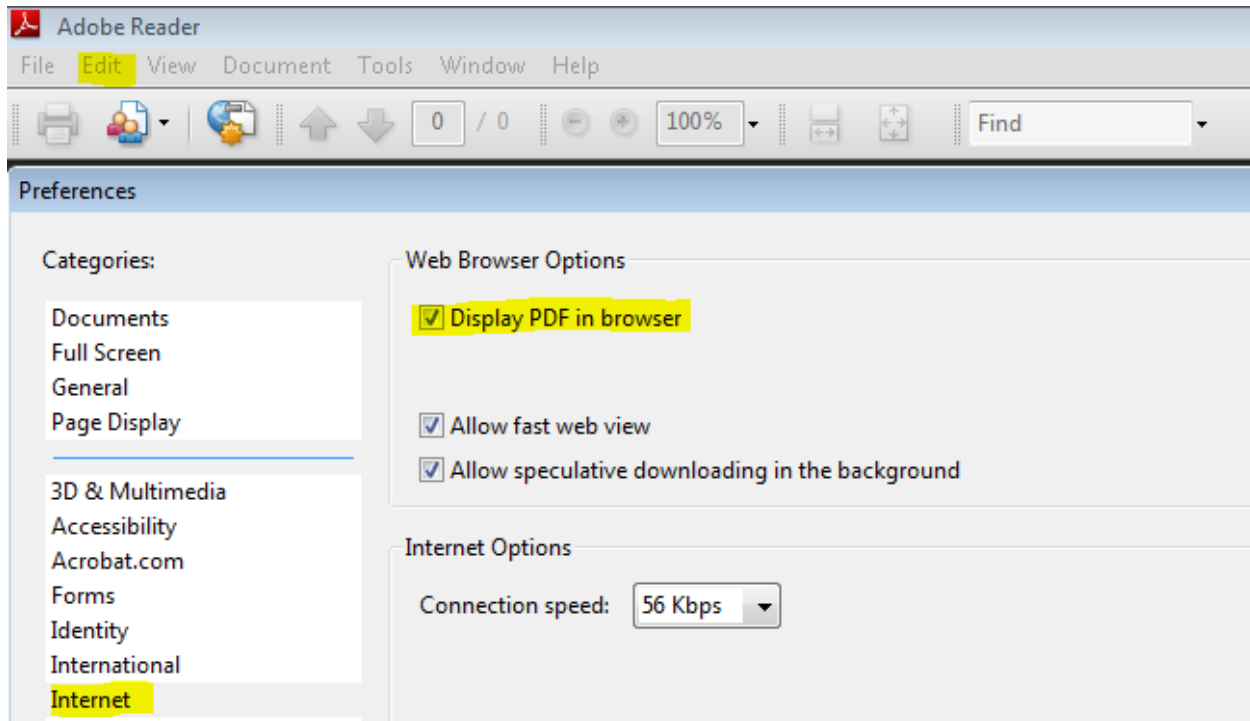

The Microsoft .Net Framework item will appear as not installed if the Checker is run in any browser other than Internet Explorer.

Additionally, Adobe Reader will show as not installed if the following Adobe Reader setting is not selected:

Microsoft Internet Explorer (versions 7 through 9) is the preferred browser for full system functionality. Chrome, Firefox, and Apple's Safari are supported, but with varying degrees of usability. Safari in particular may pose problems for some scheduling functions.

Internet Explorer 10 is not compatible, and this will be evident after login due to the fact that the main navigation icons will not respond when clicked.   This problem can be overcome, however, by going to the IE tools menu and selecting Compatibility View Settings, into which pvhmc.org can be added as a site for which compatibility view will be applied. If the browser's menus are hidden, use the key combination of **ALT + T** to bring down the list for IE Tools.

Disclaimer

Please note that any advice to change system settings on your computer is offered as suggestion only. Since we cannot anticipate all effects this may have on your system, implementation of these suggestions are done at your sole discretion.