

# AHP Online Troubleshooting Guide

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## 1. Purpose/Overview

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This document describes basic troubleshooting steps that may assist you with accessing AHP Online. Please complete these troubleshooting steps prior to contacting Community Investment for assistance. If these tips do not resolve the issues you are experiencing with AHP Online please contact Community Investment at 800.544.3452, ext.1173 with the following information:

- Browser type and version
- Username and user type (Lead Contact or Input Contact)
- A brief description of where you are encountering issues and any results of the steps listed below; screenshots of errors are also helpful

The two (2) most common issues that you may encounter include:

- Browser Compatibility
- Temporary Internet Files/Cache

## 2. AHP Online Troubleshooting

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As noted above, the most common issues are related to either browser incompatibility and/or internet browser caching. The following steps will determine browser compatibility, and if compatible with AHP Online, how to clear your cached internet history which may assist in successful AHP Online access.

***AHP Online cannot be accessed in multiple browser tabs or windows simultaneously. Make sure you have only one browser tab or window open with AHP Online before beginning the troubleshooting steps below.***

### A. Browser Compatibility:

Verify what browser is being used to access AHP Online. AHP Online is currently compatible with Internet Explorer versions IE8 - IE11.

Please note other browsers such as Firefox, Chrome, Opera, and Safari may experience formatting issues or other related errors.

Follow one of these steps to determine if you are using a compatible version of Internet Explorer :

1. Open Internet Explorer and hold down ALT+H then A (this auto selects Help and About)
2. Another option to determine the computer's browser is to follow these steps:

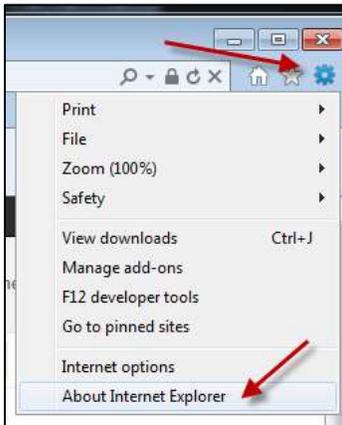
### For Internet Explorer 8

Open Internet Explorer, click Help, and then About Internet Explorer.



### For Internet Explorer 9-11

Open Internet Explorer and click on the Gear icon in the upper-right hand corner. Then click About Internet Explorer.



Here is an example of what pops up for IE8 - IE11.





**B. Temporary Internet Files/Cache:**

1. In Internet Explorer launch the InPrivate browsing feature to clear caching issues (temporary internet files) that may be impeding AHP Online access. This feature will ignore all browser settings, add-ons, cache, temporary files, etc.

To launch InPrivate feature via short cut, hit CTRL-SHIFT-P at the same time within Internet Explorer.

Another option to launch the InPrivate browsing feature is as follows:

**For Internet Explorer 8**



**For Internet Explorer 9-11**



2. Once the InPrivate browsing feature is set, open a new Internet Explorer window.



3. In the new Internet Explorer window log back in to AHP Online.

If the InPrivate browsing feature fixes the issue, continue on to clear your cache (see below).

If the InPrivate browsing features does not fix the issue:

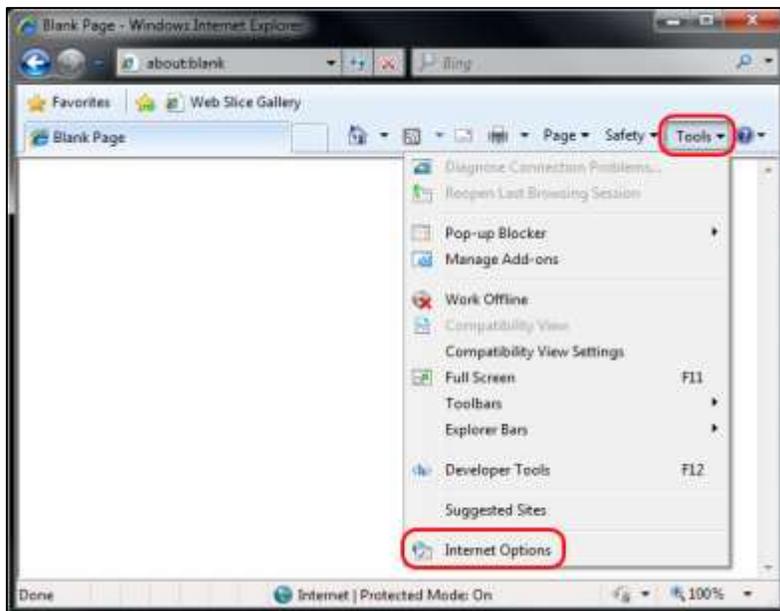
- For IE10 and IE11 users, skip down to the Compatibility Mode section.
- For IE8 and IE9 users, try accessing the site on another computer or contact Community Investment at 800.544.3452, ext.1173

4. Clearing Your Browser Cache

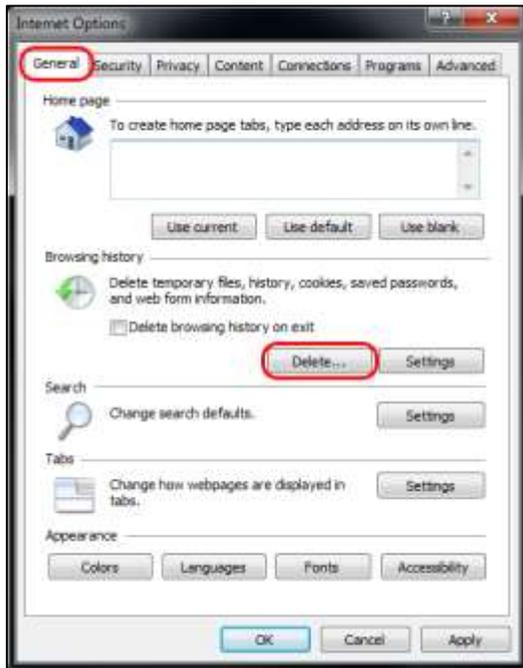
Follow these steps to clear out the internet cache (also known as temporary internet files):

#### For Internet Explorer 8

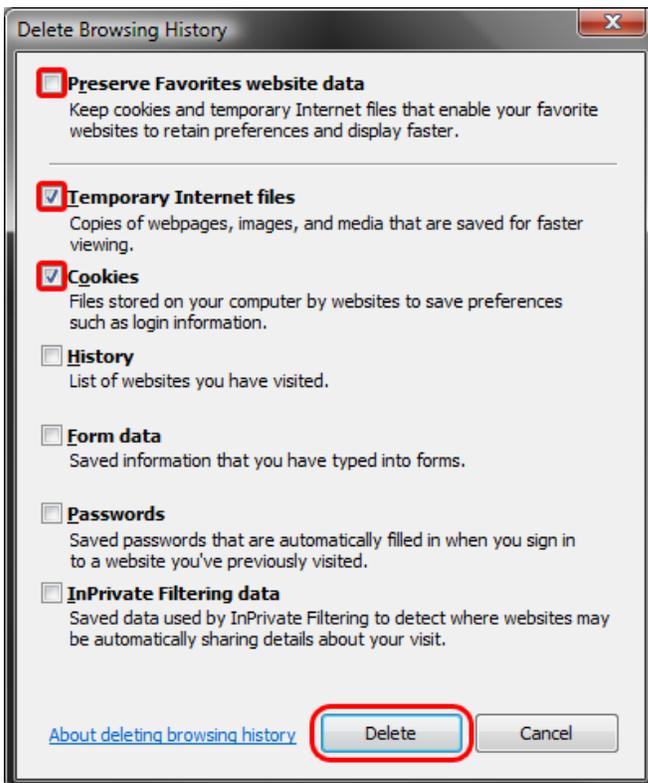
1. Click on Tools and select Internet Options from the drop-down menu.



2. Select the General tab at the top and then click Delete.

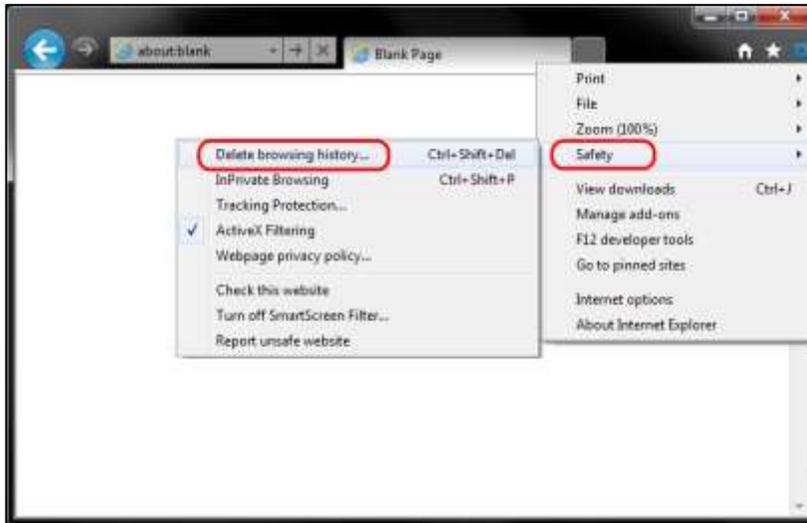


3. Check the Temporary Internet files and the Cookies boxes, then click Delete.

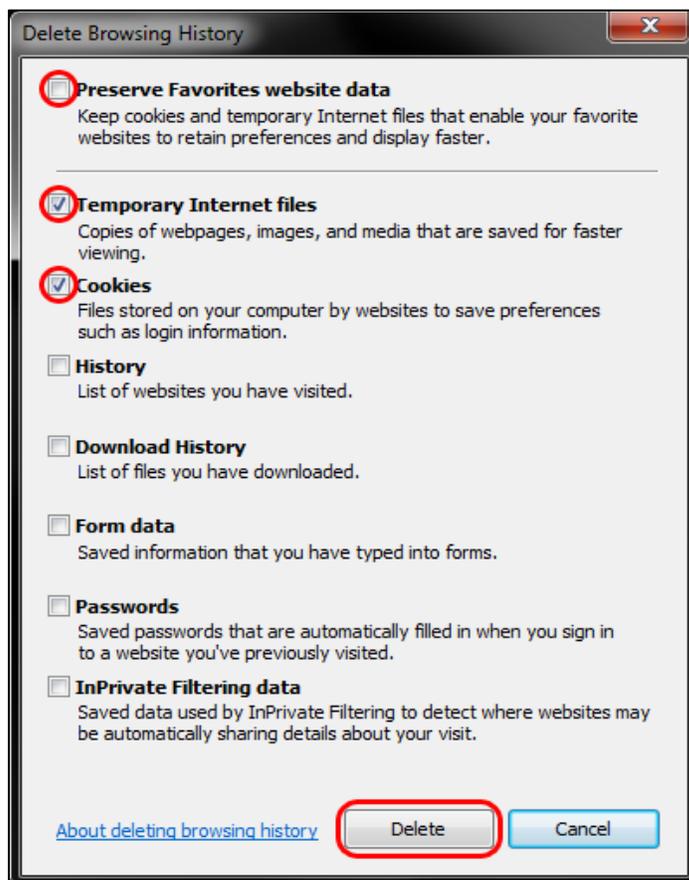


## For Internet Explorer 9-11

1. Click on the Gear Icon, then Safety, then Delete browsing history or just press Ctrl+Shift+Delete.



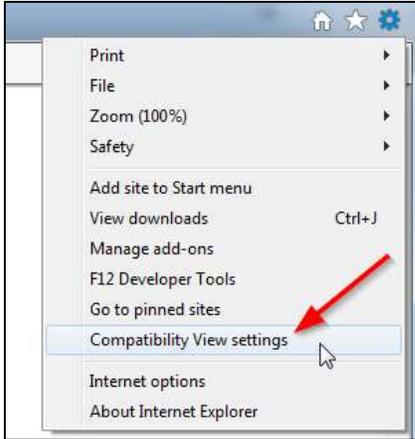
2. Check the Temporary Internet files and the Cookies boxes, then click Delete.



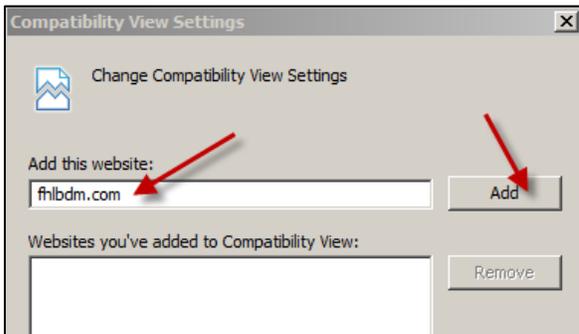
When this is complete log back in to AHP Online. If the issues persist try accessing the site on another computer or contact Community Investment at 800.544.3452, ext.1173.

**C. Enabling Compatibility Mode (For IE10 and IE11 users only as a last resort)**

1. Open up IE10 or IE11, click on the Gear icon and select Compatibility View settings.



2. Enter [fhldm.com](http://fhldm.com) under Add this Website: and click Add.



3. After clicking Add, fhldm.com should be listed under Websites you've added to Compatibility View. Click Close.



**Restart Internet Explorer and try to log in to AHP Online again. If the issues persist try accessing the site on another computer or contact Community Investment at 800.544.3452, ext.1173.**

### **3. Financial Feasibility Spreadsheet Upload Troubleshooting**

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Some of the older versions of Microsoft Excel do not save macros and will reject the spreadsheet upload.