



AHP Online Troubleshooting Guide

1. Purpose/Overview

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 alleviate the issues you are experiencing with AHP Online please contact Community Investment at **800-544-3452, ext. 2400** 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

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 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.

Browser Compatibility:

Verify what browser is being used to access AHP Online. AHP Online is currently compatible with Internet Explorer IE8-11.

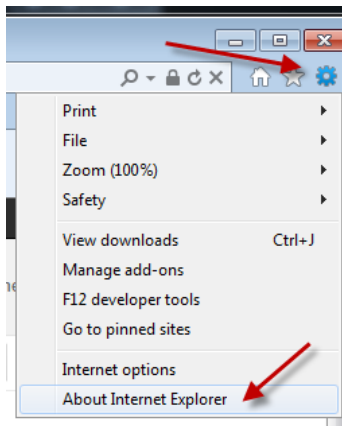
Please note other browsers such as Firefox, Chrome, Opera, and Safari may also experience formatting issues or other related errors.

Follow one of these steps to obtain the version of Internet Explorer you are using:

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:

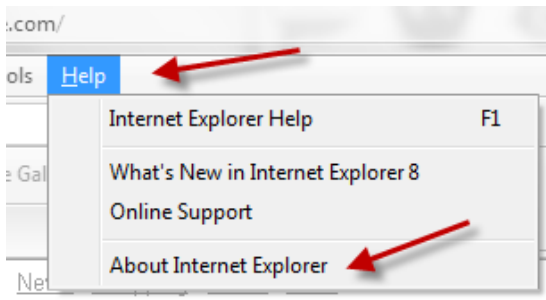
For Internet Explorer 9-11

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



For Internet Explorer 8

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



Here is an example of what pops up for IE8-11.





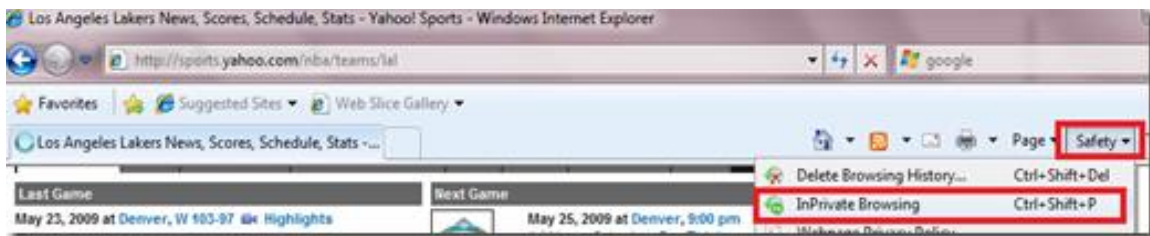
Temporary Internet Files/Cache:

1. In Internet Explorer launch the InPrivate browsing feature to test if caching is the problem causing AHP Online access issues. This feature will ignore all browser settings, add-ons, cache, temp files, etc.

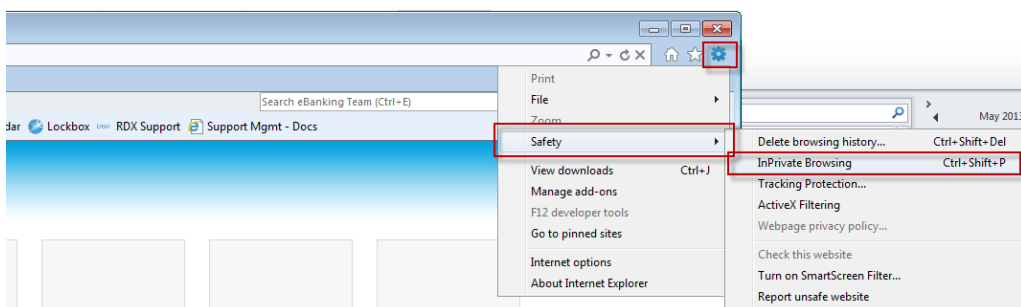
To set up the InPrivate feature via short cut, hit CTRL-SHIFT-P at the same time within Internet Explorer.

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

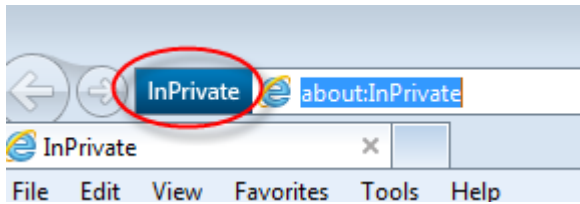
a) For Internet Explorer 8



b) 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.

If the InPrivate browsing features does not fix the issue:

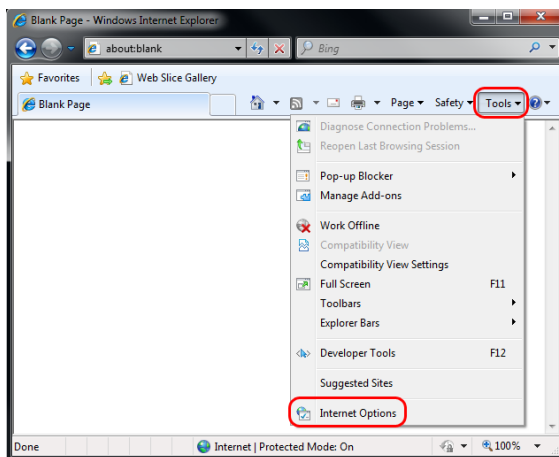
- For IE 10 and 11 users, skip down to the Compatibility Mode section.
- For IE 8 and 9 users, try accessing the site on another computer or contact Community Investment at **800-544-3452, ext. 2400**.

Clearing Your Browser Cache

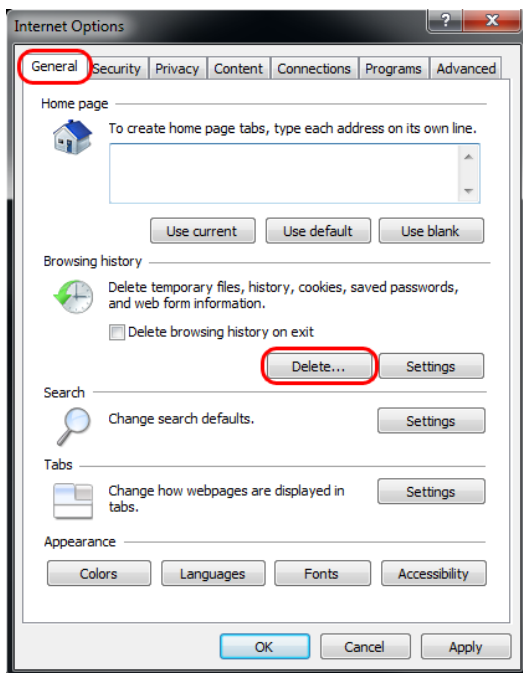
1. Follow these steps to clear out the internet cache (also known as temporary internet files):

A) For Internet Explorer 8

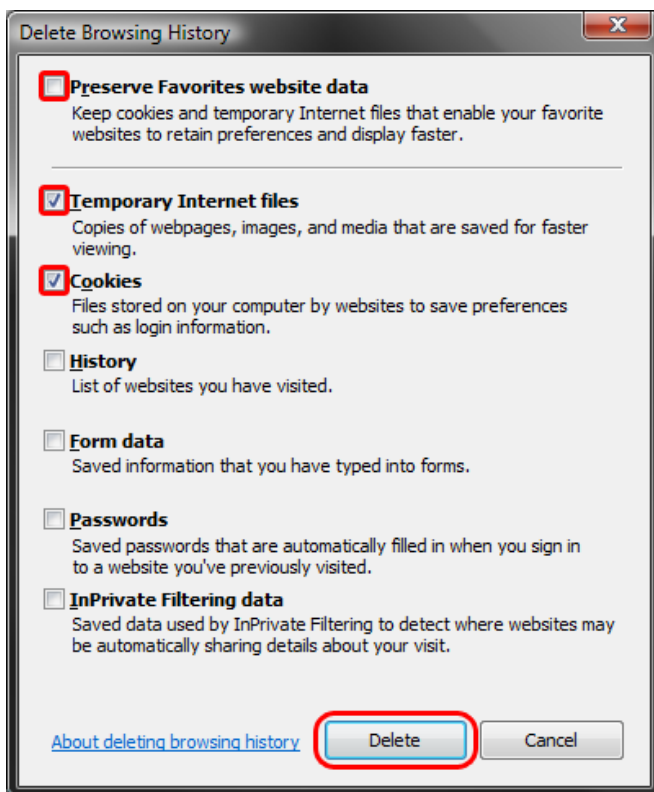
1. Click on Tools and select Internet Options from the drop-down menu.



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

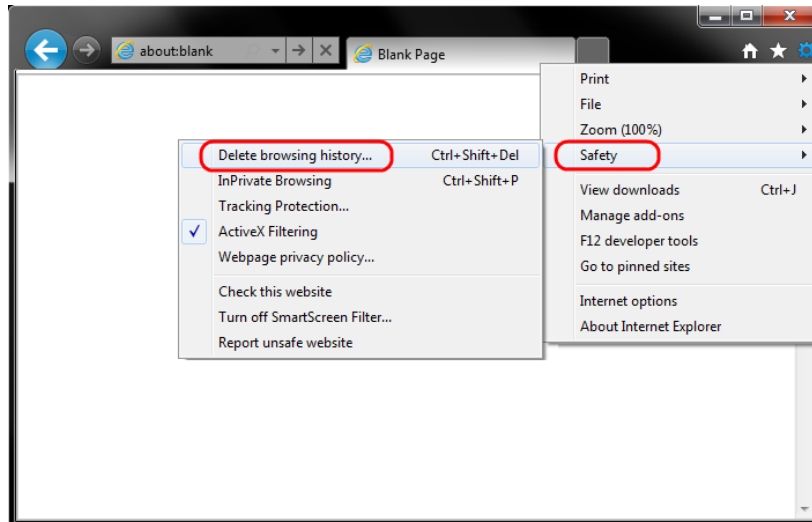


3. Only check the Temporary Internet files and the Cookies boxes, then click Delete.

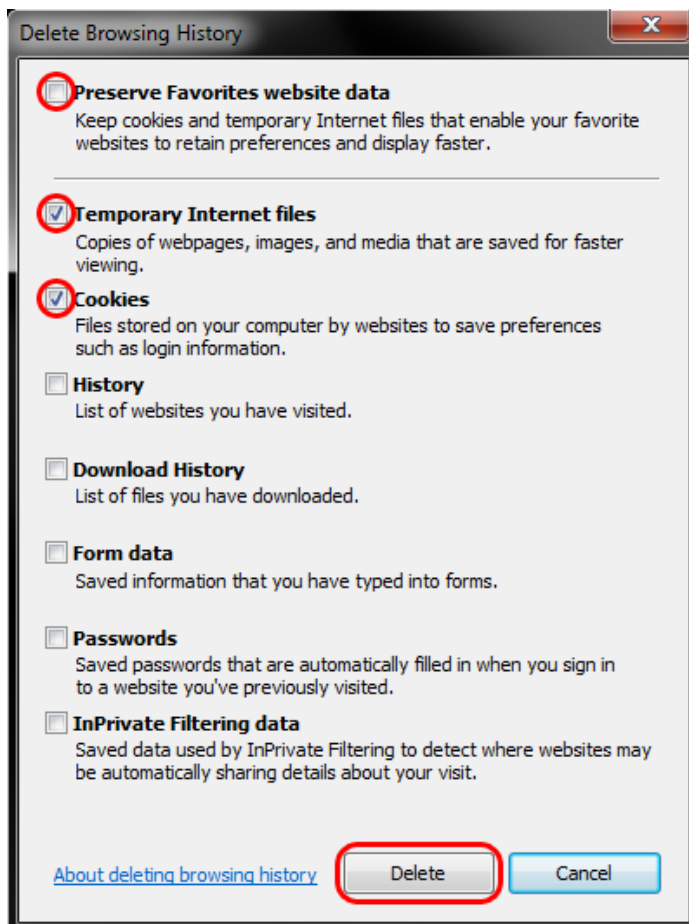


B) For Internet Explorer 9-11

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



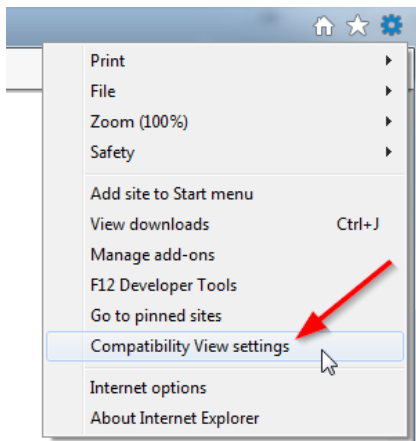
2. Only check the Temporary Internet files and the Cookies boxes, then click Delete.



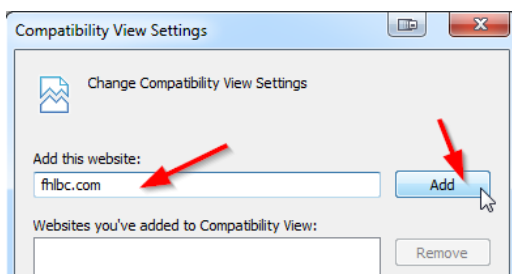
When this is complete log back in to AHP Online. If the issues persist try accessing the site on another computer or contact Community Investment at 800-544-3452, ext. 2400.

Enabling Compatibility Mode (For IE 10 and 11 users only as a last resort)

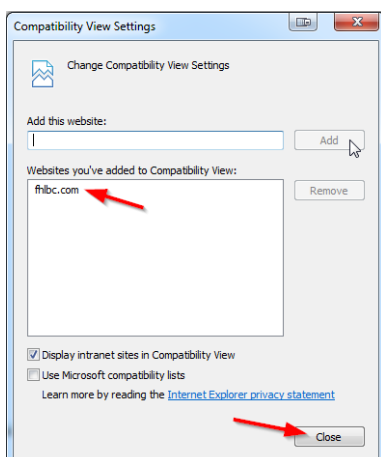
1. Open up IE10 or IE11, click on the Gear icon and select Compatibility View settings.



2. Enter **fhlbdc.com** under Add this Website: and click Add.



3. After clicking Add, **fhlbdc.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. 2400

3. Financial Feasibility Spreadsheet Upload Troubleshooting

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