

Tuesday, January 11, 2011

The UAN Support Line would like to provide resolutions to our most Frequently Asked Questions for Accounting Only 2011.1 from the past week.

**1. Can't remember the password?**

When you enter 2011.1 for the first time the password is uan (all lower case). You then have to change your password using better security measures such as longer passwords and using digits and special characters.



Quite a few users are calling in to have the password reset because they forgot the password. This is usually due to forgetting the **FORMAT** of the password. Passwords are case sensitive and can include more characters than previous passwords. Here is an example where all the passwords are really different all though they appear the same.

UAN User	Uan user	UAN01user	UANuser01
Uan User	uan+user	UANuser1	UANuserO1

Make sure that you can remember the **FORMAT** of the password as well as the content.

**2. When to install Version 2011.1?**

Page 1 of the [UAN Version 2011.1 Accounting Conversion and Setup Instructions](#) refers to "...complete up to section VI, part D, Step 1 (page 56) of the (2010) year end procedures..." To clarify, Step 1 reads *D. Go into the UAN Software to Advance Accounting to the New Year* and this is where you roll into 2011 in the current software (bottom of page 55 and top of page 56) and then **STOP** at *Step 2. Change Password*. You will then continue with the 2011.1 installation instructions.

**3. When entering new vendors and editing old, what exactly is the "Description" field?**

When you converted to 2011.1, the information in "Description" used to be the Vendor Number, Address Maintenance (Revenue Receipt) ID or the Withholding Payee ID. You no longer have those specific fields so it is now a true "description" line. We suggest you review what entries you have in your current list and then decide what you would like that field to have in it now and in the future. (General | Maintenance | Vendors/Payees | Add button)

The "Description" line when entering vendors/payees could describe the work or activity of the vendor/payee such as a vendor named "Legal Eagles and Associates" could have a description of "Lawyers" or a vendor named "Sam Spade Inc" could have a description of "Construction". Or, you could choose to create types like "Admin 01" for the lawyers or "Road and Street 37" for the construction vendor.

**4. Where are the prior year reports? How do I get into minutes or training?**

Some of items that were previously found in the UAN folder or the System Utilities folder are now in the UAN Tools folder found on your Computer Desktop and under the Start Button, All Programs, UAN. Some items such as the UAN Backup, Activate EFT and Reset Special Password are now within UAN itself. You can review which items are in UAN Tools by reviewing Appendix C of the 2011.1 Conversion and Setup Instructions.



**5. Are there any training or videos that can help with learning or troubleshooting 2011.1?**

UAN has added extensive help to 2011.1 that changes to meet your needs as you go to specific areas. By accessing the "Need Help?" button in the top right corner, you go directly to the pages and sections pertaining to the area you are in within the revised format 2011.1 Accounting & General Manual. Also, in the bottom left, you will see Related Screens that show links that correspond to the screen where you are currently.

New to UAN with 2011.1 is the use of detailed video that correspond with areas and topics with UAN and training topics. A great deal of the answers to your 2011.1 questions can probably be found by viewing video presentations UAN has already prepared and you can then ask further questions after viewing the video.

Screencast tutorials within the FAQ section located in the bottom left of your UAN screen focus on specific areas related to your current location. For example, an Appropriation Accounts Screencast Tutorial Overview is available while on the Appropriation Accounts screen in General | Maintenance. These videos are already located on your computer and are available at any time and at your convenience.

During the Step 2 training, recordings were made of the subject matter and topics by the presenters. For instance if you would like to see the step 2 training on Payments, you would select #14. These videos are located on UANLink and best viewed with a high-speed internet connection and by clicking the following link:

[http://uanlink.auditor.state.oh.us/training/training\\_online\\_recordings.htm](http://uanlink.auditor.state.oh.us/training/training_online_recordings.htm)

If you have any further questions, please contact us through the UAN Support Line at [uan\\_support@auditor.state.oh.us](mailto:uan_support@auditor.state.oh.us) or 1-800-833-8261.

Respectfully,

UAN Support