



This form is used to report data and/or program related issues regarding the FACILITY database, Supplemental, or the LASP Online Access System. Before submitting this form, users must ensure that they have followed proper standard operating procedures [please refer to <http://web.ncifcrf.gov/rtp/lasp/fac/user.asp> for additional guidance]. Part A and B are to be completed by the user. Please return this form and all required applicable screen shots to Jaime Greear [greearj@mail.nih.gov] for processing. You will receive an e-mail confirming receipt of this form. If you have questions, please feel free to contact Jaime Greear [greearj@mail.nih.gov or 301-846-6527].

#### PART A – ISSUE TO BE REPORTED

Name: \_\_\_\_\_

Type of Issue:

Animal Facility Location[s]: \_\_\_\_\_

Program will not load on your computer. Please specify:

Principal Investigator[s]: \_\_\_\_\_

\_\_\_\_\_  
 Data entry related issue [inventory reports not matching room inventory, online data not matching FACILITY data, etc.]

E-Mail/Phone #: \_\_\_\_\_

Group/Animal/Cage Issue [i.e., hidden groups]

Date and Time Issue First Noted: \_\_\_\_\_

Other: \_\_\_\_\_

Brief Description of Issue: \_\_\_\_\_

#### PART B – TROUBLESHOOTING STEPS

These troubleshooting steps must be completed prior to submitting this form. Please check the steps that have been completed and provide the applicable screen shots [ALT-Print Screen in the applicable program, open Word, enter CTRL-V on a blank document which should paste the screen into the application, and save the document] by e-mail with your form submission.

- The EDIT reports have been reviewed*
- Inventory reports have been reviewed [Supplemental and Online Reports]*
- Checked hidden areas [animals hidden alive, cages hidden with animals, groups hidden with active cages/animals]*

- The Group history log has been reviewed*
- Check with administrative staff and other users working in FACILITY [at the time issue occurred]*
- Check FACILITY website for updates*
- Other: \_\_\_\_\_*

- Screen shots of issue [if applicable]*
- Screen shots of reports [if applicable]*

- Screen shot of history group log [required]*
- Other: \_\_\_\_\_*

#### PART C – RESOLUTION

Date Issue Received: \_\_\_\_\_

Date Issue Resolved: \_\_\_\_\_

Type of Issue: \_\_\_\_\_

Date User Notified: \_\_\_\_\_

Comments: \_\_\_\_\_

**PLEASE SEND COMPLETED FORM AND SCREEN SHOTS TO JAIME GREEAR [greearj@mail.nih.gov]**