

Frequently Asked Questions

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2. Application does not open after I login, due to pop-up blocking software.

If you have pop-up blocking software enabled on your computer, the application will not run. You need to change your pop-up blocking software to allow the following site:

216.85.60.38

Depending on the type of pop-up blocking software is on your computer, your procedure to allow a specific site will vary. Below are links to common pop-up blocking software and their solution.

[Internet Explorer](#)
[SBC/Yahoo Browser](#)
[Google Tool Bar](#)

3. When is training available?

Training is offered Thursday and Friday from 9 am to 4 pm at the Tarrant County ACCESS lab. Each training session ranges from 1.5-2 hours. If you are interested in training, please call Kim Flannigan two days in advance to check for availability.

4. What is "Error 691?"

Check Caps Lock. Passwords are case sensitive.

Retype username and password, making sure no extra spaces/characters exist.

5. Do you have manuals available online?

Download Homeless Manual
[Download Welfare to Work Manual](#)
[Download Common Case Management Manual](#)

6. I received a "Server Execution Error." What do I do?

Please contact your Network Administrator.