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COMPTROLLER

www.ioc.state.il.us

FY 2010 ONLINE REGISTRATION GUIDE & FAQ FOR LOCAL GOVERNMENTS

(This guide intended for governments who are only required to register and who are not required to submit financial reports)

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Updated 5/15/2010

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INTRODUCTION

Illinois statute (15 ILCS 405/23.7) requires all units of government to register with the Illinois Office of the Comptroller. This document provides instructions to register your government with our office. ***Comptroller Connect Internet Filing*** is the simplest way to satisfy the statutory registration requirement. The password that allows local governments to log on and complete the registration information is included in our cover letter. If this password has been misplaced, please call the Local Government Assistance Hotline at (877) 304-3899 to obtain another copy. The following instructions will assist local government to register their unit online with the Illinois Office of the Comptroller.

BROWSER SETTINGS

Comptroller Connect and Your Browser

The Comptroller Connect Internet Filing program attempts to allow users with older browsers to successfully use the Internet program. Of course, the version of your browser directly relates to how well Comptroller Connect will function. So if possible, upgrade to the latest version of your browser.

Clearing Your Temporary Internet Files / Cache

While you are updating pages in Comptroller Connect, your browser is storing older versions of those pages in a “Cache” as ‘Temporary Internet Files’. If you do not clear your cache or ‘Temporary Internet Files’, your browser may pull up an older page instead of the current page you are working on. This means you will see old data (i.e. old totals, missing data) while going from one page to the next. To alleviate this problem, locate your browser’s setting related to the Cache and clear out your cache.

- For Internet Explorer users, go to your Windows Menu Bar and click on ‘Tools’, ‘Delete Browsing History’ (versions lower than 7.0 go to ‘Tools’, ‘Internet Options’, and ‘General Tab’), and in the section ‘Temporary Internet Files’, click ‘Delete Files’.
- For Firefox, go to your Windows Menu Bar and select ‘Tools’, ‘Options’, ‘Privacy’, and ‘Settings’. Select ‘Cache’ and click **OK**. Under ‘Private Data’, select checkbox ‘Always clear my private data when I close Firefox’ and click **OK**. This will delete the temporary files stored in your Internet browser’s temporary file folder. Exit out of your browser once you have deleted your temporary files. If you do not see results, you may need to reboot your computer.

Comptroller Connect and Cookies



You must enable your browser’s cookies in order to use Comptroller Connect. When you enter your login and password on the login screen, the Comptroller Connect Internet Filing Program stores that information in a “cookie”. How does this benefit you? We have secured all the pages within the program with a password to protect the data that you enter. The cookie allows you to store your user name and password, without it you would have to type in your username and password every time you went to the next page. Usually this setting can be found in Tools, or Options, or Internet Options.

Security Settings



If your browser security setting is set to Medium (or lower), it will automatically select the options needed for your browser to work successfully with the Comptroller Connect program. If your company’s policy prevents you from resetting your security, talk to your network section and let them know the recommendation for a Medium setting. If you are unable to use the recommended setting, then enable the following options in your browser window:

- Java
- Java Script
- Java Applets
- Java Permissions
- ActiveX Plug-ins
- ActiveX Controls
- ActiveX Java Scripting

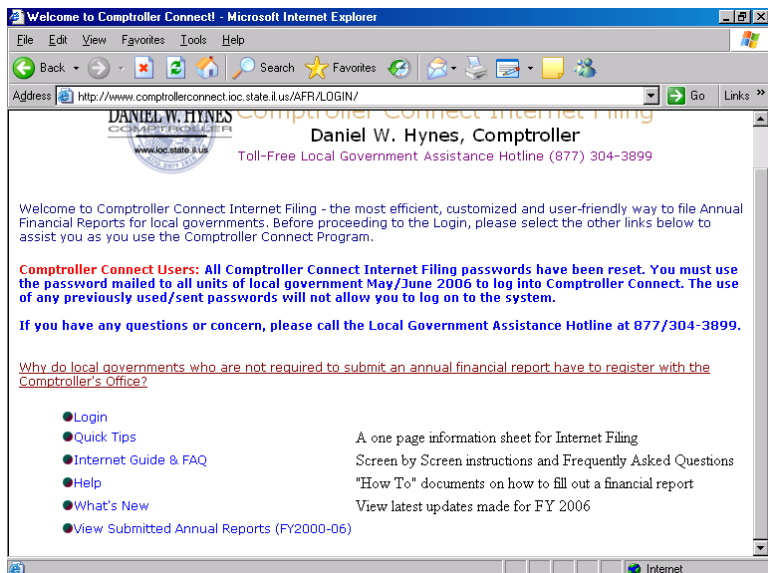
GETTING STARTED

- Go to the Comptroller’s Office's web site at www.ioc.state.il.us.
- Scroll along the top menu point to ‘**Departments**’, click on ‘**Local Government**’. Scroll down the menu, on the left side of the screen, and point to ‘**Comptroller Connect Internet Filing**’ and click on ‘**Log On**’.
- You are now at the **Introductory Screen** of Comptroller Connect Internet Filing.

LOGGING IN

INTRODUCTORY SCREEN

There are several helpful links on this screen to assist you register your government via Comptroller Connect.



- ✓ **NOTE:** ‘**Quick Tips**’, ‘**Internet Filing Guide & FAQ**’, ‘**Help**’, and ‘**What’s New**’ links are specifically for the current year. Access previous years support documents from the **Main Menu** (green menu at the top of the screen) upon logging in for that fiscal year.

- **Login**—will allow you to access the login screen and begin registering your government.
- **Quick Tips**—will provide you with a quick reference for Comptroller Connect. We strongly recommended that you print and read Quick Tips prior using this Internet program.
- **Internet Filing Guide & FAQ**—provides screen-by-screen instructions and allows you to review the answers to some of the Frequently Asked Questions by Comptroller Connect users.
- **Help**—provides information on how to register.
- **What’s New**—provides updates to Comptroller Connect Internet Filing program.
- **View Submitted FY 2000 – 2010 Annual Financial Reports (AFRs)** —allows you to access, view, and print AFRs submitted to the Comptroller’s Office in previous fiscal years.

LOGIN SCREEN - STEP 1

✓ **NOTE:** You may click on the link '**Back to Introduction Screen**' to go back to the previous page and review '**Quick Tips**'.

This step allows you to narrow the search for your unit of government.

- Select your **Type of Unit**. If you are unsure of your unit type, contact our office.
- Select the first letter of your government's name.
- Select the **Fiscal Year** for which you are registering.
- Click on the '**Continue**' button to advance to the second step of the Login process.

LOGIN SCREEN - STEP 2

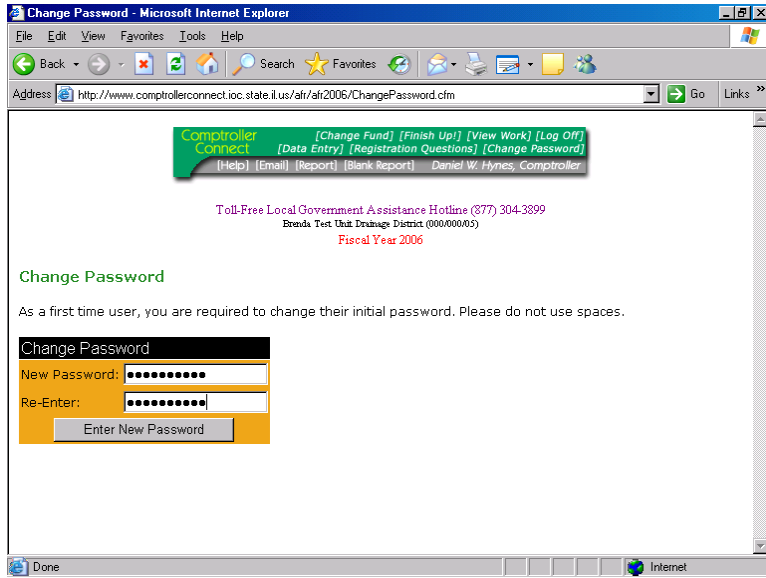
✓ **NOTE:** Before beginning **Step 2** make sure your Internet browser accepts “cookies”. Cookies save your password on your computer and are used by the Comptroller Connect program. You will not be able to proceed if your Internet browser is not set to accept cookies. Your computer’s Help Menu provides information about this option.

In Step 2, a list detailing those governments fitting the criteria defined in the Step 1 will appear. The list includes the Unit Name, County, and Unit Code Number. Scroll down to view the list and locate your unit of government. If your government is not listed you may need to redefine your criteria by clicking on the link '**Back to Introduction Screen**' located near the top of the screen. If you still do not see your local government listed, you should **STOP** and contact our office at 877/304-3899.

- When you locate your local government's name, verify that the corresponding county is correct. There are several units of local governments with the same name and it is important to ensure you have selected unit to register your government. If your unit of government does not appear on this list, contact our office at 877/304-3899.

- Click on your local government's name to highlight it, click the '**Enter Password**' field and enter exactly the **NEW** Comptroller Connect Internet Filing password that our office mailed to your government. All alpha characters in the password we sent to you are in lowercase.
- Once you have entered your password, click on the button titled '**Log In**' to advance to the next screen. If this is your first time logging in for FY 2010, the next screen titled '**Password Change Screen**' will prompt you to change your password. If you have logged in before, using your FY 2010 password, the next screen to display will be the '**Unit Confirmation Screen**'.

PASSWORD CHANGE SCREEN

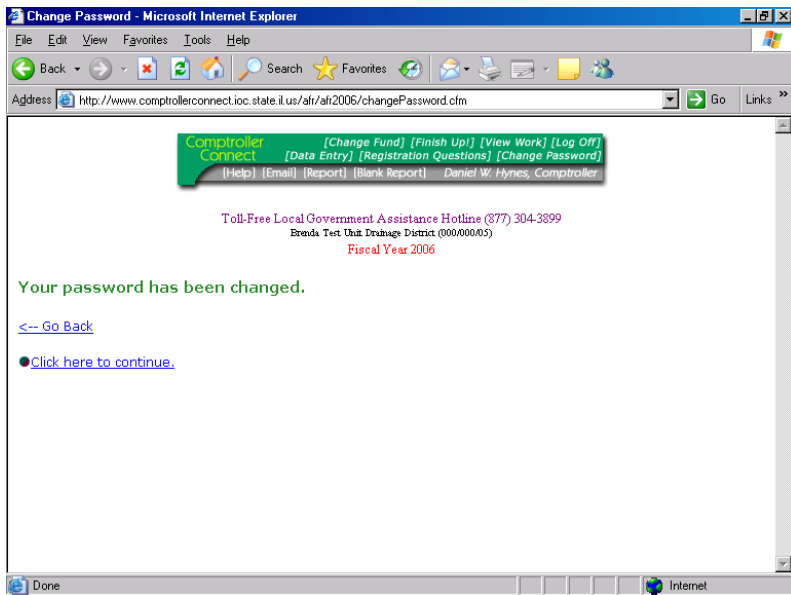


On this screen your government's unit name, unit code number, and fiscal year for which financial data is being submitted will appear. You must change your password. The new password must be at least six characters and may contain letters or numbers. **DO NOT USE SPACES OR SPECIAL CHARACTERS.** The same password can be used for multiple units.

- Type a new password in the field titled **Enter New Password** and confirm by typing it again in the field titled **Re-Enter** to complete your password change.
- Click on the button titled '**Enter New Password**'.

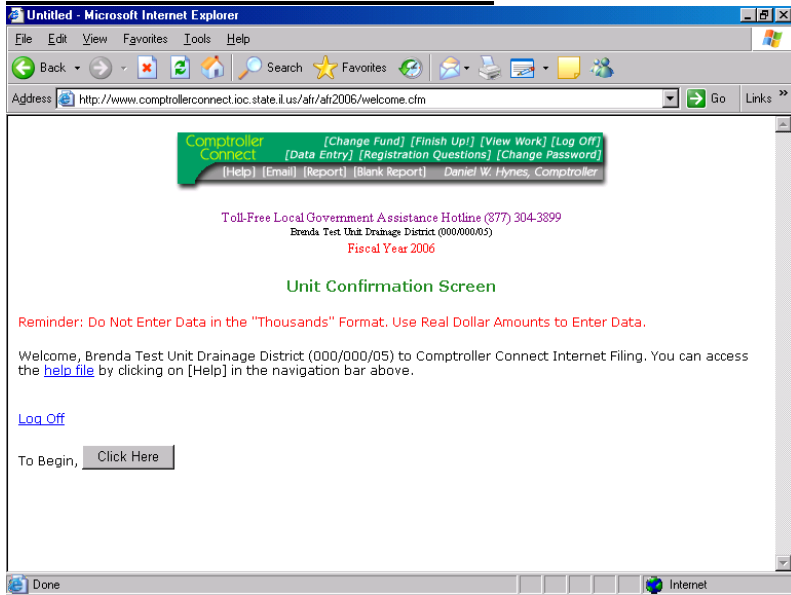
If you misplace or forget your password, the local government official to whom the original password was sent should contact our office. Passwords are provided to government's local officials only. Our office must have consent of the local government official to give the password anyone else.

✓ **NOTE:** When you are prompted to change your password, the program will prohibit you from using any password that has been used by your unit of government during the past three reporting years.



- Upon successful entry of your new password, confirmation will be indicated and you can continue, by clicking on the link '**Click here to continue**', or by selecting '**Go Back**' to make any necessary modifications.

UNIT CONFIRMATION SCREEN



The Unit Confirmation Screen allows you to confirm your unit name, unit code number, and fiscal year. If this information is not correct, click on the '**Log Off**' link in the menu at the top of the screen to return to the Login Screen and start again. If you cannot locate your unit of government on Comptroller Connect, contact our office at 877/304-3899.

- Once you have confirmed your unit name, unit code number, and fiscal year, you can enter data. Click on the button titled '**Click Here**'. You will enter the **Registration Questions Section**.

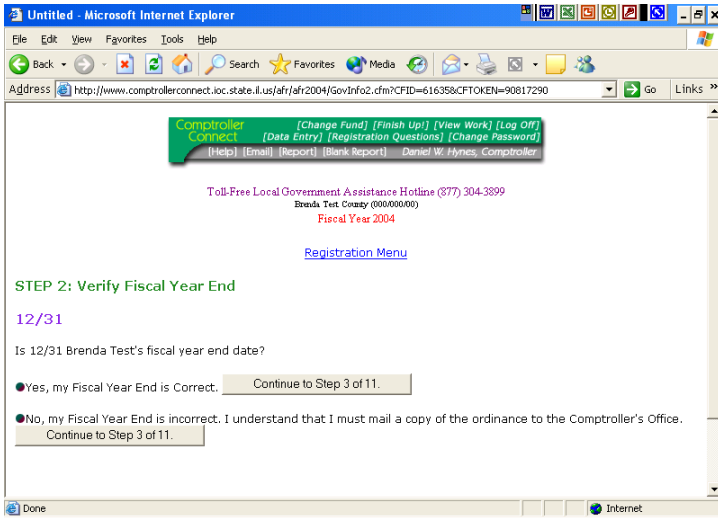
COMPTROLLER CONNECT MENUS

There are three Comptroller Connect Internet Filing menus throughout the Registration process.



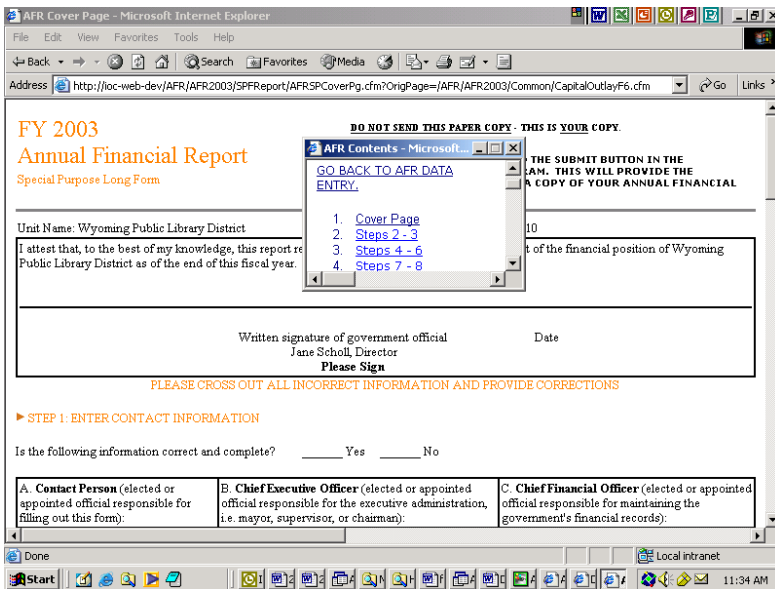
#1 - The **Main Menu** is located at the top of the screen and has a green background.

- **Change Fund** – N/A
- **Finish Up** – provides a list of errors, prints your finished report, and/or submits your registration to the Comptroller’s Office.
- **View Work** - provides an unformatted view of your data screen by screen. Printing this unformatted version (you may need to adjust your margins) allows a quick check your data. After going through each screen, click on '**Go To Registration Questions**'. Use the View Work option for faster printing and quick viewing.
- **Logoff** – allows you to end your current session.
- **Data Entry** – N/A
- **Registration Questions** - takes you to the Registration Questions. The steps that have been completed will be indicated.
- **Change Password** - allows you to change your password.
- **Help** - takes you to the Comptroller Connect Help File.
- **Email** –allows you to email suggestions, issues problems, and praise.
- **Report** –allow you to view and print a formatted Registration form. Use this to print a copy for your records the county clerk. Clicking on '**Report**' prompts a window to appear. Click on the small printer icon within the application’s window. Click on the '**Properties**' button and change the page layout/print setup from Portrait to Landscape. Difference may appear depending on the type of browser used. For example, if you do not have Microsoft Internet Explorer, you will not be able to print individual pages. **Do not close this window until all pages have printed.**
- **Blank Report** – Prints a blank Registration form. You must have Adobe Acrobat Reader to download and view report.



#2 – You can access all the pages in the **Registration** section in two ways:

- By clicking the **Registration Menu** link that appears after the **Step 1 - Contact Screen** under the green **Main Menu** in the Registration Section. This will cause a popup window to appear. The popup window will list all registration pages that you have accessed.
- By clicking on the desired page link on the menu at the bottom of the screen that builds as you go through the **Registration Questions**.
- Use these menus to navigate through the **Registration** section.



#3 - The **AFR Contents** menu will appear in the **View Work** section. It allows you to go to the step/page you want to view.

LOG IN

Frequently Asked Questions



Q. I do not see my type of government listed in the pull down section of Step 1?

A. Review the type of government you selected. For example, if you are a Soil & Water Conservation District, your government will not be listed under Conservation District. Call the Local Government Assistance Hotline at 877/304-3899 and we will help identify your government.

Q. I am a drainage district trying to log in AND enter financial data?

A. As of FY 2003, drainage districts are no longer required to file annual financial reports with the Office of the Comptroller. They are only required to register with our office. They can register using the password sent to them FY 2010 to access the Comptroller Connect Internet Filing program.

Q. I do not see my unit of government listed in the pull down section of Step Two?

A. If you are a new unit of government and have not registered with the Office of the Comptroller, your government will not appear in the pull-down list of this program. You should download a Local Government Registration Form and fax it to our office at 312/814-2986 or call the Local Government Assistance Hotline at 877/304-3899.

Q. I keep getting the message that the password is incorrect?

A. Check to see if you have a zero or the letter "O" in your password. If so, replace the zero with the letter O" or vice versa. If this does not solve your problem, call the Local Government Assistance Hotline at 877/304-3899. Verify that your computer is set up to accept cookies.

✓ **NOTE:** All alpha characters in the password we sent to you are in lowercase.

YOU HAVE COMPLETED THE LOG IN SECTION!

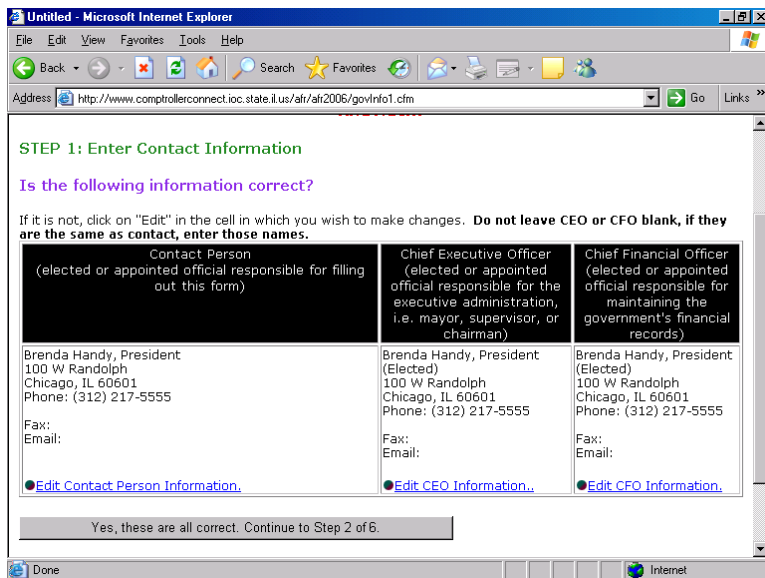
REGISTRATION QUESTIONS SECTION

Steps 1 – 6 must be completed by all units of government. Completing these six steps satisfy your local government's registration requirements. Several fields will contain pre-filled information, please closely review this information. If any of the printed information is incorrect, make the appropriate changes. Comptroller Connect will allow you to make the changes so that all of the information is correct and current.

The following details how to properly enter, save, and retrieve data for future use:

- You cannot skip questions. If a question or field does not apply to your government, indicate this by selecting '**No**' or by entering a zero in the field.
- Do not use non-numeric characters (e.g. a comma, dollar signs, and decimal points).
- Do not enter alpha characters in numeric fields.
- Do not use cents. Report in whole numbers.
- When adding or modifying records, you must click the **Add/Update** button to save records or modifications. Then click on the '**Continue to Step...**' button to advance to the next screen.

STEP 1: Contact Person



STEP 1: Enter Contact Information

Is the following information correct?

If it is not, click on "Edit" in the cell in which you wish to make changes. Do not leave CEO or CFO blank, if they are the same as contact, enter those names.

Contact Person (elected or appointed official responsible for filling out this form)	Chief Executive Officer (elected or appointed official responsible for the executive administration, i.e. mayor, supervisor, or chairman)	Chief Financial Officer (elected or appointed official responsible for maintaining the government's financial records)
Brenda Handy, President 100 W Randolph Chicago, IL 60601 Phone: (312) 217-5555 Fax: Email:	Brenda Handy, President (Elected) 100 W Randolph Chicago, IL 60601 Phone: (312) 217-5555 Fax: Email:	Brenda Handy, President (Elected) 100 W Randolph Chicago, IL 60601 Phone: (312) 217-5555 Fax: Email:
Edit Contact Person Information.	Edit CEO Information.	Edit CFO Information.

Yes, these are all correct. Continue to Step 2 of 6.

Please verify that the information in the Contact Person, CEO, and CFO fields is correct.

The contact person should be the local government official responsible for filling out the registration information. The CEO is the Chief Executive Official or person responsible for the executive administration of the government. The Chief Executive Official is traditionally elected, however this person can be appointed. Examples include mayors, supervisors, presidents, or chairmen. The CFO is the Chief Financial Official or the person responsible for maintaining financial records for the government. The Chief Financial Official is traditionally elected, however this person can be appointed. Most Chief Financial Officials are treasurers, but other examples include clerks, vice presidents, or managers.

STEP 2: Fiscal Year End Date

Comptroller Connect [Change Fund] [Finish Up!] [View Work] [Log Off]
[Data Entry] [Registration Questions] [Change Password]
[Help] [Email] [Report] [Blank Report] Daniel W. Hynes, Comptroller

Toll-Free Local Government Assistance Hotline (877) 304-3899
Brenda Test Unit Drainage District (000.000.003)
Fiscal Year 2006

[Registration Menu](#)

STEP 2: Verify Fiscal Year End

4/30

Is 4/30 Brenda Test Unit's fiscal year end date?

Yes, my Fiscal Year End is Correct.

No, my Fiscal Year End is incorrect. I understand that I must mail a copy of the ordinance to the Comptroller's Office.

Verify the fiscal year end date.

If the date is incorrect, click 'No' and mail a copy of the ordinance or resolution (legal documentation) formally changing the fiscal year end date to our office.

STEP 3 Population Served/School Enrollment/EAV

Provide information regarding the estimated population/school enrollment and equalized assessed valuation (EAV). Data in the following areas should be recorded:

STEP 3: Population Served/School Enrollment and EAV

Reminder: Do Not Enter Data in the "Thousands" Format. Use Real Dollar Amounts to Enter Data.

What is the total population served/school enrollment of Brenda Test Unit Drainage District? Or provide estimated population served/school enrollment. [Get your population!](#)

What is the total EAV of Brenda Test Unit Drainage District? [Get your EAV!](#)

Choose from the following list to make revisions: [1.Verify contact information](#) ||| [2.Verify Fiscal Year](#) |||

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- **Estimated Population/school enrollment:** All governments **MUST** provide population or estimated population. You can obtain population information from the Illinois Department of Revenue (IDOR) or the U.S. Census Bureau. If you do not know the population and cannot get it from any of these sources, please provide an estimated population. If the unit of government is a Community College or School Board please enter your governments enrollment.

- **Equalized Assessed Valuation (EAV):** You can obtain this information from your County Assessor or the Illinois Department of Revenue. If you do not have property tax, the county assessor may not have this information. If you do not know your EAV and do not collect property tax, you must enter a zero in that field. You are not allowed to leave this field blank.

STEP 4 : COMPONENT UNITS

Registration Menu

Step 4: Component Units

If there are no Component Units for Brenda Test Unit, click on this button:

Use this form to add a component unit.

After you have filled out all the fields, click the **Add** button to enter a new component unit. *Funds should not be listed in the component unit section.*

[Primary Unit](#) vs. [Component Unit](#)

Name of Component Unit	Approp	FY End (mm/dd)
<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="04/30"/>

This screen allows you four options, you may indicate that you have no component units, modify listed component units, add new component units, or delete listed component units. **Funds should not be listed on Step 4.** When you click the ‘**Add or Update**’ button, the component unit(s) will be added as an entity of your primary government and the Total Component Appropriation will be totaled at the bottom of the screen. **DO NOT LIST FUNDS HERE.**

WHAT IS THE DIFFERENCE: BETWEEN A FUND AND A COMPONENT UNIT?

Local officials often ask the question “What is the difference between a fund and a component unit?” Let’s shed some light on this question.

A **component unit** is a legally separate unit of government that reports its finances with the primary unit of government.

A **fund** is not a governmental unit. Funds are created through an ordinance or legislation crafted by the primary or state government. Special funds often restrict what monies can pay for services and it prohibits the movement of monies from one fund to another without the approval of the board of the unit of government.

- **Listed Component Units** - You may see a list of component units that our office has on record for your unit of government.
 - Verify the component name and its fiscal year end date and then add the current appropriation. Once you have completed the desired modifications to all listed component units, click on the ‘**Update**’ button. You will receive a confirmation at the top of the screen that your changes have been saved.
- **To Indicate No Component Unit** – If your government does not have component units, click on the button marked ‘Continue’ in the field titled “If there are no Component Units click on this button”. If you later decide that and your government has component units, click on the link ‘**List your component units**’ at the bottom of the screen in the ‘**Registration Menu**’. This will take you back to **Step 4 Component Units**.
- **To Add New Component Units** - If you wish to add a component unit, scroll down to the ‘**Use this form to add a component unit**’ section. Provide data for all fields. Click on the ‘**Add**’ button. Confirmation that the component unit has been added is provided at the top of the screen. If you add more than two component units, you will be asked to verify that you are adding component units and not funds. Duplicate entries will not be allowed.
- **To Delete Component Units** - To delete a component unit, click on the link ‘**Delete**’. Your change will be automatically saved and you will receive confirmation of your deletion. Click on the button titled ‘**Continue to Step 5 of 6**’ to be advanced to the next screen. Deleted component units appear in a separate section at the bottom of the screen. Click on the ‘**Re-Add**’ link to add them back into your listing. Duplicate entries will not be allowed.

STEP 5 : APPROPRIATION/BUDGET

Provide total appropriation for the Primary Government only: 1234

Total Component Unit Appropriations: 0

Please verify that \$0 is the sum of your Appropriations. If the sum is incorrect, modify your primary or component appropriations. [Click here to modify the component unit appropriation amounts.](#)

Choose from the following list to make revisions: [1.Verify contact information](#) ||| [2.Verify Fiscal Year](#) ||| [3.Population Served/School Enrollment and EAY](#) ||| [4.List your component units](#) |||

This screen calculates the sum of your total appropriation/budget for the primary government and its component unit(s).

- Total appropriation/budget equals total component appropriation plus primary appropriation.
- Your total component appropriation will be populated on this screen, based on the amounts recorded in Step 5.
- In the first field, you must enter your primary unit's appropriation. Once you tab out of this field, the sum of your Total Appropriation will be calculated.

If your total component appropriation is incorrect, you must click on the link '**Click here to modify**

the component unit appropriation amount' to make changes.

If the sum of your Total Appropriations is correct, click on the '**Continue to final step'** button.

- **Primary Government Unit Name (if applicable):** If your government is a component of another government then that primary unit of government should be listed in this section. In addition, you must select the option that best describes how your government files its financial or registration information.
 - Component unit files financial information separately from the primary government
 - Component unit files financial information along with the primary government

If you need more information about primary governments or component units after reviewing the *Chart of Account and Definitions*, you can review the Governmental Accounting Standards Board (GASB) Statement No. 14 for more information. You can contact GASB by calling 1-203-847-0700, extension 14 or by logging on to www.gasb.org.

STEP 6 (FINAL STEP): Reporting

Indicate other agencies receiving financial reports from your unit of government. The Office of the Comptroller and the County Clerk checkboxes are selected since it is mandatory to register with these offices.

Registration Menu

FINAL STEP: Reporting

Check any state or local entity where financial reports are filed.

Agencies	
Board of Education <input type="checkbox"/>	Board of Higher Education <input type="checkbox"/>
DCCA <input type="checkbox"/>	Department of Insurance <input type="checkbox"/>
Illinois Comptroller <input checked="" type="checkbox"/>	Secretary of State <input type="checkbox"/>
General Assembly - House <input type="checkbox"/>	General Assembly - Senate <input type="checkbox"/>
County Clerk <input checked="" type="checkbox"/>	Circuit Clerk <input type="checkbox"/>
	Governor's Office <input type="checkbox"/>
Other (Specify) <input type="text"/>	

Add/Update/Continue to Finish Up!

Once this screen is completed click on **'Add/Update/Continue to Finish Up!'** button in order to submit the registration information to the Illinois Office of the Comptroller.

Registration Questions

Frequently Asked Questions



Q. Where do I look to see if my CEO or CFO is listed as “appointed” or “elected”?

A. Look on the second line after the name and title; your selection will be in parenthesis.

Q. Why can't I change my Fiscal Year End?

A. Modifying a government's fiscal year end date is an administrative change that can only be made by the Comptroller's Office after receiving legal documentation. Click on the button indicating that we have the incorrect fiscal year end for your unit of government and forward a copy of the resolution or ordinance verifying the new fiscal year end to the Chicago Office.

Q. What should I do when I accidentally delete a Component Unit?

A. All deleted component units go to a separate section at the bottom of the screen. Click on the 'Re-Add' link to add them back into your listing. There is an option for this screen that will allow you to view and add any deleted items back into your listing.

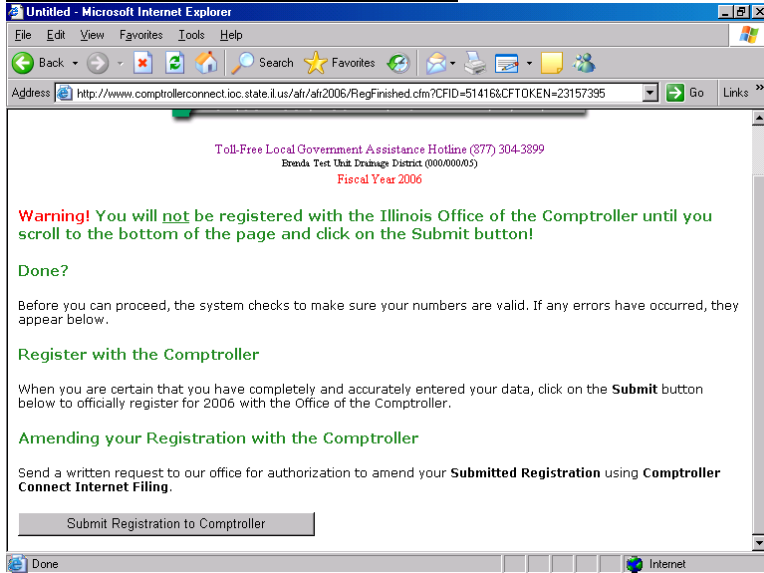
YOU HAVE COMPLETED THE REGISTRATION SECTION!

FINISH UP SCREEN

This section will list the errors found with the data you reported and allow you to go back and correct these errors.

- You should correct each of the errors identified or provide an explanation for the potential error
- This section will allow you to print your data on a formatted Registration form
- This section will allow you to officially submit your Registration to the Comptroller

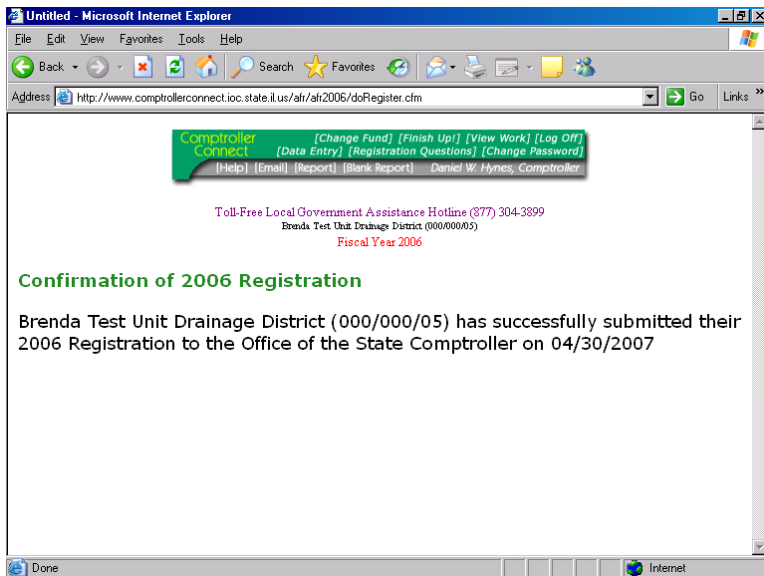
SUBMITTING YOUR REPORT



Submit your Annual Registry Report by clicking on the button '**Submit Registration to Comptroller**'.

Mail any other required documentation such as legal documentation that changes your fiscal year end date.

- Be sure to print a copy of the registry report for your records.



- You will receive a confirmation of the successful submission of your unit's registration. Print it and keep it with your records as proof of your registration.

AMENDING YOUR REPORT

If you have submitted your registry report, and amendments are needed, the local government official may send a written (email, fax, mail) request asking for the registry report to be reopened. Once your report is reopened, you may log into Comptroller Connect, amend your registration information, and resubmit your report.

GENERAL

Frequently Asked Questions



Printing

- Q. How do I use the lightening icon (yellow with red flash)?**
A. This is to refresh your report. If you see old data on your printouts instead of your latest updates, click on this icon to refresh and retrieve your latest updates.
- Q. Is there anything I should do to download or print PDF files from the program?**
A. Download and install Adobe Reader to access the PDF files available on our website.
- Q. When I click on the ‘Report’ link, there are two printer icons. Which one should I use?**
A. Use the small printer icon when printing using the ‘Report’ link. Your browser Print buttons or Print Menus will have no effect. Make sure the Page Layout is set at Landscape and that all pages have printed before you leave this page. You can leave this page by using your browser’s **Back** button.
- Q. Why can’t I print individual pages when I am trying to print the formatted Report?**
A. Certain browsers will not allow you to print individual pages. They will force you to print the entire report. If you only want to view a page, consider using the “**View Work**” print option.
- Q. When I attempt to print a copy of the report, I get a message stating that my security settings prohibit running Active X controls on this page as a result the page may not display properly. How do I get around this?**
A. In your Windows Menu Bar, click on ‘**Tools**’, ‘**Internet Options**’, and then the ‘**Security**’ tab. Make sure your security is set at a minimum of Medium. If it is, log on again and then click on Report. If you are asked to load Crystal Smart Viewer, click ‘**Yes**’ or ‘**Grant**’.
- Q. When I attempt to print a copy of the report, I get a gray box with a red ‘X’. What is this?**
A. This problem occurs in Internet Explorer only. It means you have not downloaded the ActiveX plug-in needed to view the program. The option to download this plug-in is available when a popup window appears and asks if you want to load Crystal Smart Viewer. You must have Administrative privileges from your Network department in order to download and install this software. If you have Administrative privileges when you click ‘Yes’ to download the program it will load the needed plug-in. If you do not have the privileges, it will ignore your command. To see if the plug-in is loaded go to:

- Internet Explorer: Select **'Tools'**, then **'Internet Options'**, then the **'General' tab**, then **'Settings'**, and then **'View Objects'**. You should see a file named **'Shockwave Flash Object'** (for older versions **'Shockwave ActiveX Control'**).

Q. I am using Internet Explorer as my Internet browser and I would like to print my formatted report however, my pages are being cutoff or I simply get an outline of the application being used to print but I do not see my report?

A. Listed below are steps to try (For Internet Explorer users only!) until you can successfully load and print your report. Do not go to step 2 or 3 unless the first step fails.

Log on to Internet Filing and click on **'Report'** in the green navigator bar at the top of the page. Does your report show? Can you print successfully? If not, try viewing the report through our Java Viewer by clicking on the link **"If you are having trouble with this viewer..."** You might get a security-warning dialog box, which you should answer **'Yes'** or **'Grant'**. Next, the Java Viewer will load. Do you see your report? If you see your report, you can click on the **'Printer'** button to print. You will need to click on the **'Properties'** button on the Print Dialog Box and select **'Landscape'**. Click **'OK'** and then **'OK'** again. Your report will then be sent to your printer.

On your browser's menu bar, click on **'Tool'** and **'Internet Options'** (earlier versions may find Internet Options under View on the menu bar). Now under the **'General'** tab in the **'Temporary Internet Files'** section, click on the **'Settings'** button. Click on the **'View Objects'** button. Single click on the **'Crystal Active X Report Viewer Control 10.0'** object, right click, and select **'Remove'**. Close your browser and re-open it. Enter the Internet Filing System and click on **'Report'** in the green navigation bar. You should get the ActiveX plug-in message and should click on **'Yes'**. The ActiveX Viewer should load and then the report.

You should also find out the version of your browser. We have had success when a user has Internet Explorer 5.0 or higher. Firefox users may also want to try upgrading to 3.x or higher.

General

Q. I enter data but it keeps disappearing. When I try to re-enter the data, I get an error message stating I am entering duplicate information. How can I get my data to display?

A. There are two possible solutions to this problem.

(1) You may have forgotten to click on the **'Add/Update'** button as you entered your data on one of the screens. Resetting the screen requires three basic steps. First, back out of the screen with the error message using your browser's back button. Second, go to the screen where the error message appears or where your data is not displaying correctly. Third, right click on a blank area in the screen and select Refresh (or for Netscape users select 'Reload'). If the section that you are refreshing is a part of a subtotal, go to the Totals screen and Refresh (or Reload) that screen

(2)) If the above does not resolve the problem, you need to clear your cache. For Internet Explorer users, go to your Windows Menu Bar and click on **'Tools'**, **'Delete Browsing History'** (versions lower than 7.0 go to **'Tools'**, **'Internet Options'**, and **'General Tab'**), and in the section **'Temporary Internet Files'**, click **'Delete Files'**. For Firefox, go to your Windows Menu Bar and select **'Tools'**, **'Options'**, **'Privacy'**, and **'Settings'**. Select **'Cache'** and click **OK**. Under **'Private Data'**, select checkbox **'Always clear my private data when I close Firefox'** and click **OK**. This will delete the temporary

files stored in your Internet browser's temporary file folder. Exit out of your browser once you have deleted your temporary files. If you do not see results, you may need to reboot your computer.

Q. Can I use the 'Enter' key on my keyboard?

A. No. Instead, use the tab key or the arrows on your keyboard.

Q. Can I use the 'Back' button in my browser?

A. Use the 'Back' button of your browser only to back out of the Help File, the 'Report' link, or the 'View Work' link.

Q. Which is better the 'View Work' link or the 'Report' link?

A. Use the 'View Work' link to check your work instead of the 'Report' link. This is the quickest way to look at and print your work. It will provide you with a look at the entire report. Utilize the 'Report' link when you have submitted your report and are printing copies for your records.

Q. What happens when I skip questions in the Registration Section?

A. Failure to complete the registration questions will result in your government potentially filing incorrect data. Answer with a 'Yes' or 'No', or, insert a numeric figure-using zero if the field does not apply.

Q. What happens when I do not use the 'Add/Update' buttons?

A. If you do not use the 'Add/Update' buttons, your data will not be saved.

Q. How do I find information not listed in the Internet Filing Guide?

A. If you are stuck on a particular section, call the toll-free Local Government Assistance Hotline at 877/304-3899 or e-mail the database manager at locgov@mail.ioc.state.il.us.