

## FAQ - Certificate and RECN Access

- Certificate issues
  - Directions are being updated and will contain the following with screen shots
  - Frequent questions
    - VISTA and XP home and student operating systems are not compatible with RECN certificates
    - Have to be using Internet Explorer 6.0 or higher for data entry
    - Each person should have their own certificate and RECN access. **DO NOT SHARE CERTIFICATES AND PASWORDS TO RECN**
    - Entrance of user identification in the certificate request
      - ‘RECN’ must be entered before the users name
      - The company name/department field and city values default to TX DSHS specific values. These **MUST** be changed to the organizations name, department name (enter “HIV” if there isn’t one) and the local city’s name.
    - Clarification on receipt of application
      - After clicking on “home” click on “check on pending certificate” at the top of the page. Successful requests will show a time and date that the certificate request was sent
      - If there is no date and time, call Latrice or Manuel. Do **NOT** fill out a new certificate request. This will result in several applications in the list and only **ONE** can be verified
      - Once request is made, you **MUST** email Latrice Miller with the exact name entered into the request. This is necessary for the request to be processed.
    - If you have already requested a certificate but haven’t successfully received it
      - Contact Latrice Miller or Manuel Reyes
    - You will receive notice from Latrice or Manuel when the certificate has been approved. Then you will need to return to the same web address used to request access and follow the installation directions that have been updated.
  - RECN access
    - For security reasons, RECN instructions cannot be posted on the website. To request access, contact Latrice Miller or Manuel Reyes to get instructions
    - Within 2 weeks of requesting access to RECN, you will receive a notice from Latrice Miller or Manuel Reyes that your access to RECN has been completed.
  - Canned reports
    - No longer appropriate for reporting on data collection.
      - Updating these reports on the website will take some time. Until then, reports will be created by DSHS and sent out to each organization and their specific field consultant.
      - This will represent the data on record. Please review it each time you receive it in order to clarify any questions.