

ELMS Known Issues July 28, 2017

Microsoft Edge Incompatibility

Right now, ELMS is not fully compatible with Microsoft Edge. Please use Chrome, Firefox, Internet Explorer or Safari to access ELMS. If you use Edge as your browser, you can revert to Internet Explorer while in ELMS, using these steps:

- Click the More Actions icon (the three dots on the right edge of the address line)
- Select Open with Internet Explorer.

Message – Child is Ineligible

Sometimes when you start a prescreen for a child who is already in ELMS, you get a message that the child is not eligible, with no further explanation. If this happens, contact elms@del.wa.gov with the child's first name, last name, and date of birth.

Staff Monitoring Report Inaccuracies

If you see anything inaccurate on the Staff Monitoring Report, please email elms@del.wa.gov and describe the issue. We are still making corrections to this new report.

Staff Roles – Inactive Locations

If a staff person was associated with a site or class in ELMS that is now inactive, you may not be able to give them new roles in ELMS. If this is a problem, email elms@del.wa.gov.

For Assistance with ELMS, email elms@del.wa.gov.

- This is the only way to get in the queue for assistance.
- Send a description of your problem, what screen it happened on, and the steps you took just before it happened. Send child IDs or staff names if related.
- In some cases, it may be helpful to send a screen shot.