

COMMON PROBLEMS AND SOLUTIONS

I have more than one facility. Do I need a User Id and Password for each facility?

Not necessarily. You may have all your facilities on one User Id and Password. If more than one person is inputting information for multiple facilities, an option is to have each person obtain their own User Id and Password. It is at the discretion of each facility/filer what option they choose.

I have received my User Id and Password and I have a Facility Id Number that is not mine. What should I do?

Usually this occurs when applying for a User Id and Password and a new facility is created in error. Under the question "Did your company file a Tier II last year?" if the answer is **Yes**, then put your company's Facility Id number in the block and click on search. If the answer is **No** (you have **never** filed a Tier II for your facility), then click on "Create a new User Id for a new Facility". If you inadvertently create a new facility, you **cannot** delete that number. If this occurs, please call the Right-to-Know number at (225)925-4893.

When I go to complete my filing worksheet a message appears that says "Not Ready to File" status. How do I get a "Ready to File " status?

Go to your facility information page. Click on edit. On the top of the form, click in square by "Ready for Filing." Then click on save. That will give you a "Ready to File" status. You may then proceed to your Filing Worksheet and complete your filing.

How can I add other facilities to my User Id?

Go to your Home Page (the page that comes up after you log in). Click on User Maintenance-then Facility Access. Scroll down to the bottom of the page. There you will see a rectangular box. Put your Facility Id number/s in that box separated by a space or comma. Then submit. After completing this task, call the Right-to-Know Unit at (225)925-4893. We will then grant you Filer or Editor status so you may access those facilities you have added.

NOTE: EACH SCREEN HAS A HELP BUTTON. CLICK ON IT IF YOU ENCOUNTER A PROBLEM OR HAVE A QUESTION.