

## Most Common IT Issues

**Issue:** I want to reset my password, but I cannot remember my security questions.

**Troubleshoot:** Please call Account Admin at 800-281-5340 if you have forgotten your security questions to change your password.

**Resolve:** If this does not help please contact your QCSS. Please safely document and store your new password and security questions in order to reference them again if needed.

**Issue:** Password needs reset

**Troubleshoot:** Try to reset the password using the self-service area by answering security questions. If you can't reset due to forgetting security question answers please try below.

**Resolve:** Call Account Admin at 1-800-281-5340 and ask to have a password reset

**Issue:** I can't remember my Offline assessment Password and I don't remember my security questions to reset

**Resolve:** (you must have an internet connection) Go to your PIA account Menu>My information>My profile>click "Get My Offline Key". A box will appear with your offline Key. If you get an error screenshot the error and send to your QCSS

**Issue:** When trying to access downloaded FEDs. An error is received stating there is not any internet connection.

**Resolve:** Put your device on airplane mode. Most electronic devices are set-up to continually search for a WI-FI connection. By putting it on Airplane mode this will allow you to access the downloaded FED.

**Issue:** When clicking on the saved PIA link on my browser I get an error that the site is unavailable.

**Troubleshoot:** Clear Cache, clear browsing history and try to connect again

**Resolve:** Email QCSS and ask for a new PIA link to be sent

**Issue:** When submitting a FED I am getting an error that is not allowing me to submit the FED

**Troubleshoot:** Please make sure all sections of the FED have been completed first.

**Troubleshoot:** Have a supervisor try to submit the FED for you instead.

**Resolve:** Email your QCSS. Please include PIA ID, a screenshot of the error and an explanation of the situation.

**Issue:** The FED was submitted, but not sent to the IEB

**Resolve:** Go to the FED assessment overview and click the "Alert IEB" button in the top right corner.



**Issue:** The IEB sent a request for a FED, but there is a FED already completed.

**Resolve:** Open the completed FED and go to the FED assessment overview page and click “Alert IEB” button in the top right corner. Email IEB encrypt box and request a withdrawal for the pending request and let them know you provided them access to the completed FED.

**Issue:** I am trying to change my password, but PIA will not accept a new password.

**Troubleshoot:** Do not use an actual word or a year for the new password. Try a combination of letters, numbers, and special characters.

**Resolve:** If this does not help, contact the Account Admin 800-281-5340 to send you a new temporary password.