SPF/PIF Form Troubleshooting Tips

1. **Update to latest version of Adobe Flash Player**: Download here: [https://get.adobe.com/flashplayer/](https://get.adobe.com/flashplayer/)
2. **Clear Cache**: Process for clearing cache is different per browser, use Google to search for how to clear your cache for your browser, then follow the steps to clear cache only.
4. **Operating Systems**: Forms are not compatible with Windows 8.
5. **Log-ins/System Access**: Systems asks for VUNetID and Password twice before granting access.
   The first screen will look like this:
   ![First Screen]
   The second screen will look like this:
   ![Second Screen]

   If access is denied after log-ins:
   - And your screen is blank, upgrade to the latest version of Adobe Flash Player (see #1).
   - And your page says access denied, then your security settings are too high.
   - And site alerts you that this site may not be trusted, hit ignore and proceed to the form.
   - If you are using a computer at your place of employment and cannot get through to the form, your employer’s firewalls are high. Complete the form away from work.
   - If you are a newly admitted student your log in information can take up to 10 days to process through the VUSN system. Contact Ryan McNew to have your information more immediately added to the forms system at 615-343-3046 or ryan.mcnew@vanderbilt.edu
   - Still have issues with login access? Contact Ryan McNew at 615-343-3046 or ryan.mcnew@vanderbilt.edu
6. **DocFinity Login Screen**: If you have been redirected to this screen the following may have occurred:
   - System timed out- inactivity on the form for more than 5 minutes
   - Use of back button
   **Solution**-
   - Exit browser
   - Avoid time out by gathering info needed before starting form
   - Start the process again
   - Do not use the back button or refresh button
7. **Uploading**: PIF uploader issues? Contact John Norfleet at 615-343-3400 or john.norfleet@vanderbilt.edu
8. **Back button**: Do not use the browser’s back button.
9. **Submit/Approve Button**: If button is grayed out:
   - Check that all required field(s) are complete. Asterisk (*) fields are required. Hovering over required fields with your mouse will tell you the requirements of the field.
   - SPF must be approved by Faculty before PIF can be submitted.
10. **Email Address**: Non-Vanderbilt addresses cannot be accepted. Please make sure email is all lowercase letters.
11. **Editing**: Students cannot edit forms after submitting. If incorrect information entered, contact faculty to edit.
12. **MAC users**: if you are still having trouble with this process, try using a PC to fill out the form
13. **Still have issues**? Contact Ryan McNew at 615-343-3046 or ryan.mcnew@vanderbilt.edu

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