

## ACCESS VIOLATION CAUSES

A list of what causes access violations was not as readily available. Below I will list a few common errors that may cause them. If you post these, it may prevent some anyway.

- 1) If you sit idle on the screen for 20 minutes, you will lose the connections to the database and you will get an error message when you try to save. Before you leave your PC, save your order even if you are not finished. You will be able to modify the order when you return. **NOTE:** It is strongly advised that you either print the order form (catalog) in advance and complete it prior to placing the orders, or be prepared to place all of your orders during an uninterrupted session.
- 2) **Do NOT** exit the system using your internet browser, or the "X" in the top right corner. Use the Logout option from the main menu. If you get an error that throws you out of the system or if you exit the system without logging out, the next time you try to enter the system, you will get a message telling you another user is using your account. You need to contact the Help Desk to get this fixed. Help Desk List Contacts for "Can not access system", "time-out messages", "forgot password", etc. are:

Diane Nather - [diane.nather@dla.mil](mailto:diane.nather@dla.mil) 215 737-7962

Walt Carson - [walton.carson@dla.mil](mailto:walton.carson@dla.mil) 215 737-4612

Denise Oxenford - [denise.oxenford@dla.mil](mailto:denise.oxenford@dla.mil)

Crystal Jefferson - [crystal.jefferson@dla.mil](mailto:crystal.jefferson@dla.mil)

- 3) If you try unsuccessfully to enter your password three times, you will be locked out for at least one hour and this lock out can not be released. To prevent this, after the second try, either wait 20 minutes and try again or call the Help Desk to have your password reset to a new one. **NOTE:** One thing to check after the first attempt is unsuccessful is whether or not your **CAP** Locks Key is on. Remember that passwords are case sensitive.
- 4) Favorite carts were designed to allow a user to place the exact same order over and over again. The user creates the cart, and then when an order is to be placed, you load the cart and save the order. Many users are using the "favorite cart" option to create a template for your schools to order, but it includes items they will not order from week to week. Using a cart this way is not very helpful because you have to adjust the quantity of every single line and remove the quantity of change to a zero any items not needed on the current order.
- 5) Many districts are placing orders for all of their schools and are finding it very time consuming. It may be better to allow the schools to place their own orders and then review and change the orders at the district level before they are pulled in by the vendor. **NOTE:** If you choose to have the individual kitchens place their own orders, you will need to provide the name, phone number and e-mail address of each ordering official. The contact for New User Identifications and Passwords will be:

Pam Hamlett at [pama.hamlett@dla.mil](mailto:pama.hamlett@dla.mil) or by phone 215 737-3676.

Gail Labrosciano at [gail.labrosciano@dla.mil](mailto:gail.labrosciano@dla.mil) or by phone 215 737-8760

Jane Boyle at [jane.boyle@dla.mil](mailto:jane.boyle@dla.mil) or by phone 215 737-5573