


HARP

Hints and Tips for General Navigation/Usability

1.	Take the chance to have a good look at the Home page to gain an understanding of its different elements. This will help with general navigation around the system.
2.	As well as the ability to change the font size – using the 3 “A”s at the top of the screen you can zoom in and out using the “Control” and “scroll wheel” on your mouse.
3.	Left Hand Side Menu options are available and these relate to worklists which help users see what is requiring their action or the status of certain processes such as SHIPs or payment claims.
4.	Double clicking is not allowed in the HARP System – if you double click the system is likely to end the session and you will be required to login again.
5.	By clicking in the screen and then use the arrow keys the users will then be able to scroll across to the edge of the screen.
6.	If you look at the top right hand corner of the screen you will be able to find out which User you are logged in as e.g. HELLO Housing Approver (HOUSING), HELLO Housing Inputter (HOUSING) etc.
7.	System Administrators should note that when adding messages to the screen these should be kept short and to the point – if the message is too long it will impact on the screen layout and all other text will move down.
8.	Remember to read any Current message(s) from the administrator . This will provide you with important information regarding downtime or deadlines.
9.	All information is left aligned with the exception of monetary values which are right aligned.
10.	It is important to read the Items Requiring Attention as this is an aid to flagging what has been identified as worklist items associated with your user role.
11.	The Logout button is found at the top right hand corner of the Home page under your user name.
12.	Session Expires: Sessions will expire 60 minutes after there have been no key strokes performed and a countdown is shown in the top right hand corner beside the Logout button.
13.	The Contrast function at the top right of the screen allows the user to change the background colour of the screen to assist with readability.
14.	The Help Option at the top right of the screen will be your way to access help material – help info still under development and any feedback from users is welcome to inform this.

15.	The Contact Us function at the top right of the screen will signpost a generic mailbox to allow queries, feedback to be forwarded to the HARP team.
16.	By clicking on the Hide Menu button at the top left of the screen the left hand Menu bar will be hidden. The button then changes to View Menu which reinstates the menu options.
17.	The Quick Search facility (Project Reference Number) can be found at the top right hand side of screen. By clicking in the white box you can enter the project reference number which must include any prefix e.g. TRS records are prefixed with a T and new records will be prefixed with a P - then hit Quick Search. Your project record should be returned.
18.	Side Scroll bar will move the screen up and down.
19.	Bottom Scroll bar will move the screen to the right and left.
20.	By clicking Top ↑ the user will be taken back to top of screen.
21.	The system does not like you using the internet browser back button arrow. Please use the Back control button arrow housed within the HARP system. 

HARP

Hints and Tips for Using Training Material Packs

1.	Please read over the top section of each Training Pack before you start to ensure you understand what the training material is taking you through. The training pack objectives and any assumptions are outlined and it helps to think about the process in a real life business scenario.
2.	The Training Packs will refer to the Dashboard – this means the Menu Options available to the User.
3.	If working through Training Packs and you need to stop, please take a note of where you stopped and come back and continue later. There are natural breaks in the packs which can help in pausing e.g. when changing users or when saving data and going Back to another area of the system.
4.	When you are trying to execute processes related to a project e.g. making a payment please make sure you are in the project record you are working on before trying to execute actions beyond the “create a project” stage.
5.	If possible using dual screens makes running through the training packs easier. If not then print off the packs in A3 and colour to help you keep track of where you are.