


Troubleshooting QuickBase Problems

Problem:	Solution:
I cannot view some of the features in the QuickBase Web Cookie System.	The database is designed to work with Internet Explorer 6.0 Service Pack 1. Other web browsers (like Firefox) may not work properly. The system is untested on Macs; and we do not provide IT support for Macs.
Changes I've made do not appear in my Troop Summary page	If you cannot see changes you just made on your Troop Summary Page you will need to refresh this window by clicking on the Refresh button on your browser's toolbar or the ' Refresh Data ' links located at the top and bottom of your Troop Summary Page. 
I lost my Troop Summary Page while entering other data. What do I do?	First, try looking at your taskbar for another browser window that is opened or minimized. Click on it, as it is likely to be your Troop Summary Page. If there isn't another browser window open, the window may have been accidentally closed. Login to the database again. In some cases, if you click ' cancel ' on an add-record page, you'll see an error message instructing you to login again. Just close this window and go back to your troop summary page. As long as your troop summary is open, there is no need to login again.
Running Anti Pop-up window or Firewall software may interfere with the functions of QuickBase	If you currently use any sort of Anti Pop-up Window or Firewall software you may need to disable it before entering QuickBase as it is designed to open new windows throughout the data entry process. (Example: <i>Earthlink's Pop-Up-Blocker</i>) Read through the help section of your Anti Pop-up/Firewall application to find out how to add QuickBase to your list of acceptable Pop-up sites. Unfortunately, instructions for setting up this option vary depending on the software you own.
Words are too small to read in QuickBase. How do I make them larger?	If words are too small to read you can change the size of your text on your browser. -On your browser toolbar click ' View ' -Click ' Text Size ' -Now choose the size you'd prefer, choosing ' Largest ' is a sure bet! Text sizes can always be changed back by following these same steps.

If you need Help...

If at any time during the 2008 Cookie Sale you need help with the database, try these tips, and then contact your Service Unit Cookie Chair, who will be able to answer most of your questions. If after contacting your Service Unit Cookie Chair you still need help, contact the council office by email at cookiehelp@ptgirlscouts.org.