

## Extra Work Billing Frequently Asked Questions (FAQ's)

1. I am printing a report and I have been waiting for the hourglass to stop spinning for a long time. What do I do?
  - a. If the hourglass has been running for more than 4 minutes and you were not printing a report without providing date limits or a specific EA number your report may be waiting for someone else's report that did not restrict their range. When the process takes this long you should call the [District iEWB Administrator](#) and notify them that the printer queue has backed up in EWB. They will notify headquarters of the backup and the offending report will be canceled. If you accidentally leave out the details for your report in a way that would cause a large number of pages to be generated (no start or stop date, no EA or CCO) then please call us as soon as you realize that you have done so that we can keep your report from blocking other reports.
  
2. I clicked on the preview button to print a report and nothing came up.
  - a. The report preview window is a pop-up. If a pop-up blocker is on it will be blocked. There may be more than one pop-up blocker in effect also. If you have a toolbar and you turn off the pop-up blocker in your browser, the toolbar's blocker may still be in operation and keeping your reports from appearing. So make sure all pop-up blockers are turned off if you are not getting your reports. Instructions for turning off your browser's pop-up blocker can be found under your help menu. The same should be true for your toolbars although we do not recommend running add-on toolbars when using EWB.
  
3. I now have Windows Vista, Windows 7, or Internet Explorer 8 on my machine and EWB does not work anymore.
  - a. The new operating systems and browsers require that we convert from Oracle's JInitiator that you installed when you first started using EWB to Sun's JRE for the Java sections of EWB. Please follow [the instructions on our web site](#) for the installation of the new JRE and the URL to connect to EWB with your new operating system or browser.
  
4. I did not move to a different operating system or browser but I am stopped from using EWB with a warning that Data Execution Prevention has closed down the program.
  - a. This can be caused by changes to the settings on your computer or by upgrading your computer with a service patch. It may be done automatically or by your IT

department. There are settings that you can change to bypass the DEP but you should download the JRE and use the new URL as instructed above.

5. I haven't used EWB for a while and when I tried to sign on it said something about inactivation and now it says that my User Status is not Active, what happened?
  - a. Users are automatically set to Inactive when they haven't been using the system for over 90 days and they sign on. [The District Administrator](#) for EWB can re-Activate you so that you can use EWB again.