



# USAID

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## TraiNet/VCS Newsletter

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### News

#### New Version of VCS Released

Version 2.7.0 of the Visa Compliance System (VCS) has been released. This new version features a new tool that allows users of the system to upload, download, print and manage electronic documents, including scanned documents, specific to Exchange Visitors in the system. R2 Verifiers, R3 Approvers and R4 Submitters will be able to utilize this new feature.

The new document management feature is available beneath the "Funding" section of the existing Exchange Visitor Information screen so that it is easy to find. The method for managing documents in the VCS is similar to any document management utility on the web. Documents are uploaded and downloaded to and from a local computer or network where they are placed in a specific folder or on the computer desktop. Documents are printed locally. If a document is changed and uploaded with the same name as an existing one, the document in the current electronic archive is overwritten.

Any document uploaded with a new name is added to the list. If you have any questions about how to use this feature, please contact the Help Desk at [jvisa@devis.com](mailto:jvisa@devis.com).

#### More Updates to TraiNet Web Coming

The TraiNet development team is once again at work on providing additional enhancements to the software. A new release is anticipated shortly. Among the changes will be the ability to now track A and B visa types for those participants traveling on these visa types. The team is also currently working on a change to the user interface (UI). It is our hope that this UI change will make it easier for you to find information, navigate around the system with more ease and ultimately work more efficiently and spend less time trying to figure out where everything is in TraiNet.

After TraiNet gets a new look the development team will begin to evaluate and prioritize past requests for changes and additions to reports. The development team and analysts will be discussing and prioritizing items on that list. In the next few months you should expect further updates that will enhance your ability to easily enter and report your training data.

#### Exchange Visitor Compliance and TraiNet Workshops

USAID continues to sponsor one-day workshops in Washington, DC on J visa compliance, using TraiNet Web and the VCS. Dates are February 26<sup>th</sup> and March 19<sup>th</sup>. The workshops are held in the Ronald Reagan Building from 9:00 AM to 3:30 PM and are offered at no cost to USAID and partner staff. Contact Chris Kagy at [ckagy@devis.com](mailto:ckagy@devis.com) to register.

### Hints & Tips

#### Help Us Help You

In our November 20<sup>th</sup> newsletter we announced that the Help Desk deployed a new ticket tracking system to assist us to more efficiently respond to your support requests and to provide us with more accurate metrics on support calls.

The new ticket tracking system automatically assigns issue and project numbers to the email subject line. These two numbers enable the system to maintain the history of the dialogue in one email and link it with the support analyst who is assisting you. We request that you not change the subject line of the email - at least not the issue and project numbers, which are part of that subject. If the issue and project numbers are removed your reply to the Help Desk comes into the system as a new request. One of the results of this action is that a different support analyst could reply to this "new" email, possibly resulting in two analysts replying to you and duplicating efforts on the Help Desk. Thank you for helping us help you!

#### R1/R2 Communication

For those organizations doing U.S. training, keep in mind that R1s do not receive automated email notifications like the R2 and R3 roles when a rejection action is taken by one of these people. If an R2 rejects information in the VCS he/she must communicate with the R1 by sending a separate email, calling them by phone, or going to their office to explain the reason for rejection and whether data needs to be fixed and resubmitted to the VCS.

#### Resetting Passwords in the VCS

Remember, the TraiNet/VCS Help Desk does not reset VCS passwords if you are locked out. You must contact Mr. Edward Pramuk at [epramuk@usaid.gov](mailto:epramuk@usaid.gov).

TraiNet/VCS Help Desk

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