



USAID



The United States Agency for International Development

TraiNet/VCS Help Desk Newsletter

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TraiNet Service Pack 2b:

TraiNet2 Service Pack 2b has been released, which corrects issues related to a blank Training Type list on the Edit Training Component Wizard.

- If you have already downloaded TraiNet2 Service Pack 2:
- Go to the TraiNet website and follow the instructions for downloading and installing TraiNet2 Service Pack 2b.

Disregard instructions for running the service pack update. You have already accomplished this when you installed TraiNet 2 Service Pack 2.

If you have not installed TraiNet 2 Service Pack 2:

- Go to the website, download and install the Service Pack 2 update as described in the instructions.

Hints and Tips

TraiNet - Trainee Detail: If a trainee you entered is not showing up in the VCS at all, make sure that you have entered visa information. If there is no visa information at all for a trainee his data will not even be read by the VCS. However, be sure to indicate the correct visa type. It must be "J-1" or the participant's information will not show up.

TraiNet - Training Program Details: Make sure that you update each participant's status over the course of his or her program. It is particularly important to update a participant's status from Pending

To view which version you are currently running in TraiNet please go to the main menu and select Help, then About. The information in the new screen will tell you what version and service pack you are using.

A word from Chris

This is the third newsletter to users of USAID's TraiNet and VCS from the helpdesk. It seems appropriate at this point to say a few words about the helpdesk itself.

Over the course of the last several months there have been a number of changes to the TraiNet helpdesk. To begin, we are now the USAID TraiNet/VCS Helpdesk and, as the name suggests, we are providing assistance to users of these two key USAID systems. In addition to the email addresses that many of you have been using to contact us, you can now call the helpdesk by telephone at +1-703-527-4340. We monitor this telephone line from 7:00 - 19:00 (Washington, DC time).

You will undoubtedly see some new names on emails as the days go by. The number of staff we have dedicated to supporting USAID and its partner community has grown dramatically over the past several months. All of us on the team see it as our job to ensure that you can do your job, and to a large extent that is our ultimate measure of success.

I welcome any and all feedback about the services provided by the helpdesk. Please feel free to email comments to me directly (ckagy@devis.com).

Best regards,
-Chris

to In-Training within 3 days of the start of the training program.

TraiNet and VCS: The most frequent errors from this week are missing state, postal code, address and city in the Trainee's US School address, followed by missing position code from the Visa Wizard.