

<b>Issue/Question</b>	<b>Answer</b>
<p>As a Producer, I can only view workflow history for active tasks. Once the task is complete, I no longer have access to view workflow history for that project. Is there a way to view workflow history after I have completed the task?</p>	<p>Currently, Producers do not have the ability to view the workflow history once the active task is completed. A change request (CR) has been entered to add this functionality and will be considered for possible inclusion in a future service pack.</p>
<p>I continue to get locked out of Citrix and was told to send Christina examples of when this happens. What is her email?</p>	<p>Send emails to MIP Help and copy Christina at <a href="mailto:Christina.Bassis@riskmapcnds.com">Christina.Bassis@riskmapcnds.com</a>.</p> <p>The team is also developing guidance on the process to log out of Citrix and it will be distributed to the user community.</p>
<p>When I upload large files (approx. 2 G) through Citrix, I often time out. Is there something I can do so I don't time out?</p>	<p>It is not recommended to upload data in chunks larger than 1G through the MIP. Either split the data into multiple packages of 1G or smaller, or send the data to the Data Depot for upload.</p>
<p>In the Manager activity, I updated the task with the current date and found I cannot go back to the task to update the date with an earlier date.</p>	<p>The MIP will only display the most recent calendar date entered. If you have inadvertently entered a date and need to have that date removed, please contact MIP Help; they will remove the incorrect date and you can return to the task to enter the correct date.</p>
<p>I have sent a number of MIP Help tickets between 5-6PM (Eastern) and have not received the auto-generated response. Is this something that can be addressed?</p>	<p>First, please confirm you are using the recently updated new MIP Help email address: <a href="mailto:MIPHelp@riskmapcnds.com">MIPHelp@riskmapcnds.com</a>. And check that the auto-generated receipts are not being sent to your spam folder.</p> <p>If that does not resolve the problem, please call MIP Help directly at 877-FEMA-MAP, option 2. MIP Help hours are currently 8AM to 5PM (Eastern), Monday – Friday (except holidays).</p> <p>Kristen Heavener, from FEMA, announced there may be slight process changes with MIP Help to tweak MIP Help as a result of transition. Users will be notified of any upcoming changes with MIP Help.</p>

<p>A number of users indicated that as a result of the SP17 deployment, the organization name dropdown box in the Process Admin (PA) tool extends when my mouse passes over the field and looks a little funny.</p>	<p>Pre-SP17 deployment, the organization name dropdown box cut off much of the length of the field, making it difficult to distinguish between listed organizations.</p> <p>The fix in SP17 was to address this issue, but on certain web browsers (Internet Explorer version 6.x) the only solution was to insert a dropdown box that when you mouse over the area, the box extends further out into the screen than typical dropdown boxes in the MIP. The dropdown works as expected, but may look differently than other places on the MIP.</p>
<p>On the Leverage screen of the Manager activities, the dropdown box only lists certain organizations. If the organization that contributed leverage to my project is not included in that dropdown box, how do I get it added?</p> <p>Is there any additional information on leverage?</p>	<p>Contact MIP Help to add an organization to the leverage dropdown box.</p> <p>Additional information on leverage can be found on <a href="http://hazards.fema.gov">hazards.fema.gov</a> &gt; MIP User Care &gt; Guides &amp; Documentation &gt; Entering Leverage Information in the MIP; or contact your RMC Black Belt for more information.</p>
<p>Currently, some of the text in the MIP does not reflect general mapping terminology. Will there be an effort to update MIP text to be more in line with the mapping process?</p>	<p>This issue has been captured as a change request for possible inclusion in a future service pack. The MIP team will discuss this more with the MIP Champions and Black Belts call to identify areas that may need to be changed.</p>