

**Prepared by:**

Georgia Department of Transportation  
Office of IT Applications

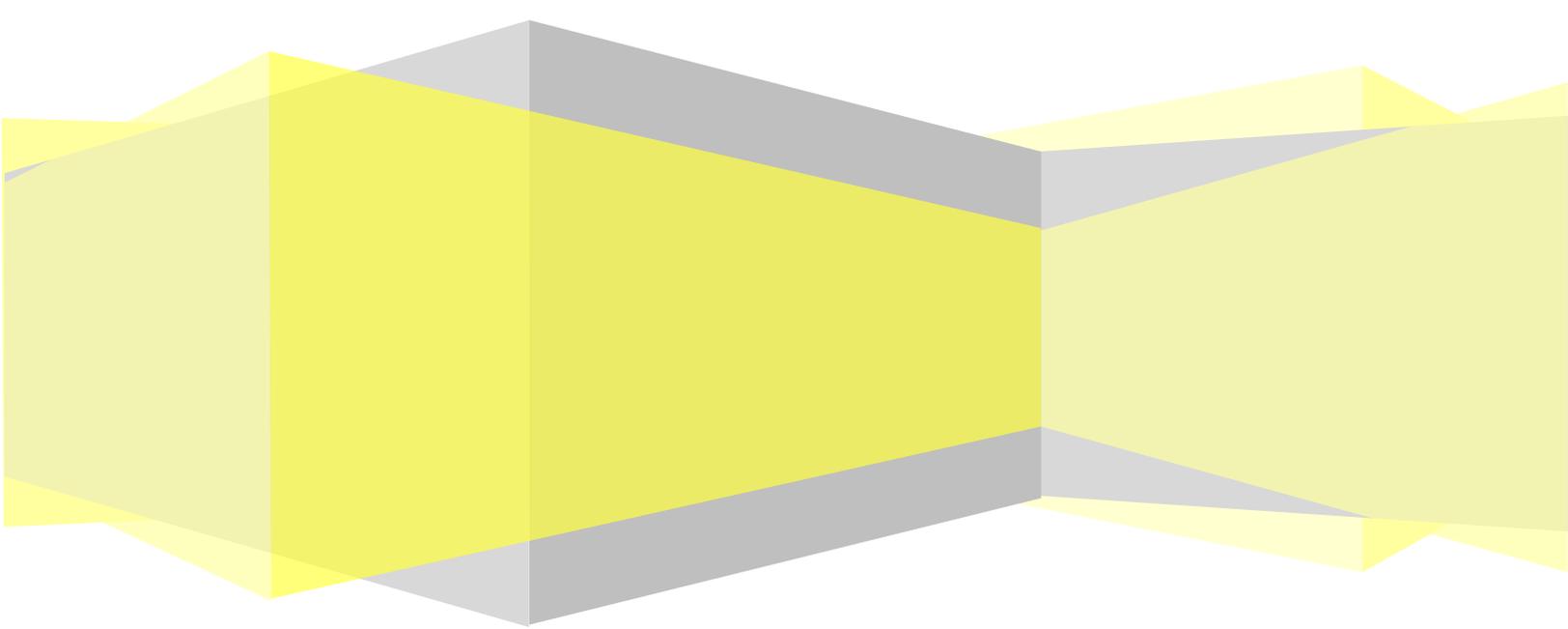
**Prepared for:**

Georgia Department of Transportation  
Office of Materials and Research

# FDCS 4.3 FAQ's

**What's Included**

- Changes in Version 4.3
- Downloading the latest Contract ID's
- New FDCS Process Flow



## FAQ's of FDCS 4.3 Overview

This computer program is used by GDOT Testing Technicians and Contractor Testing Technicians to collect & distribute field test data. It is designed to be a standalone system (Client) that can be used in remote locations to collect field test data for future distribution to a central database (Server).

It is composed of a collection of field test data forms that are used to collect, distribute and report field material test data. This includes Roadway & Plant, Independent Assurance, Aggregates, and Portland Cement.

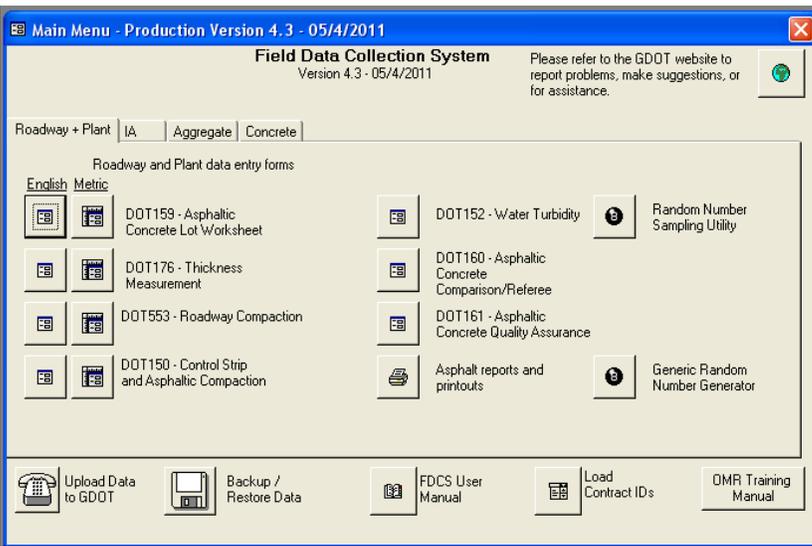
Topic	Description
The four major components of FDCS	<ul style="list-style-type: none"> <li>• FDCS Client – the standalone version used in the field by technicians and plants to submit their test records.</li> <li>• FDCS Production Server – the central database where uploaded field test records are authorized by OMR supervisors.</li> <li>• FDCS Read-only Server – a non-editable view of the central database for GDOT personnel.</li> <li>• FDCS Webview – a secure view for producers of their own data in the central database.</li> </ul>
How to Install FDCS 4.3	Installing FDCS 4.3 can be performed from the Internet or using Windows 7. Both installation procedures are included within the FAQ document.
How to install from the Internet	<a href="http://www.dot.ga.gov/doingbusiness/Materials/pages/fdcs.aspx">http://www.dot.ga.gov/doingbusiness/Materials/pages/fdcs.aspx</a>
How to Install using Windows 7:	Windows 7 installs of FDCS v4.3 are not certified or supported by the Georgia Department of Transportation's Information Technology Division. Furthermore, we do not currently provide technical support for installs of FDCS installed on Windows 7 computers. Preliminary testing of installs of FDCS v4.3 on computers running the Windows 7 operating system appears to be successful. If you choose to proceed with installing FDCS v4.3 on a Windows 7 computer, please note that you will receive error messages. During post install preliminary testing, all results indicate that FDCS v4.3 functions as designed. However, further testing must occur.

## FDCS 4.3 Terminology:

The following terms are used throughout this document:

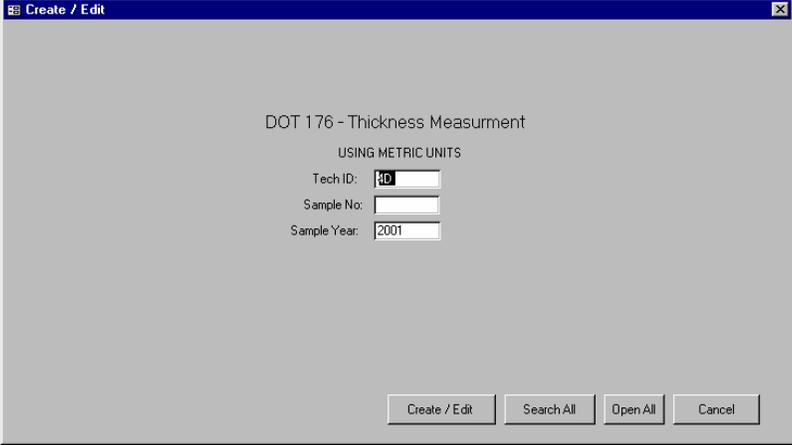
Term	Definition
<b>FDCS</b>	Abbreviation for the Field Data Collection System.
<b>Field</b>	A single piece of information such as a measurement or a description (when referring to data entry)
<b>Record</b>	A group of fields that describe one entity. In this application the entity is usually a sample taken for testing.
<b>Form</b>	In the Field Data Collection System, a Form is a window or dialog containing the contents of one or more records that you may view, edit, or add to
<b>Report</b>	A record, group of records, or calculation obtained from one or more records specially formatted for printing.
<b>Key fields</b>	- Each record must contain a field or a set of fields that uniquely identifies it. This prevents duplicates and enables searching. These special fields are called key fields.
<b>Upload</b>	The process of electronically sending data to the GDOT using the Field Data Collection System.
<b>Filter</b>	The process used to show you a specified selection of your records or just one record rather than all records at once.

## How can I use FDCS 4.3

Overview	Description
<p>When you start the Field Data Collection System, the first thing you will see is the Main Menu. The Main menu provides a “pallet” of entry forms and utilities for each testing group that uses this application. Click on the tab with the name of your testing group to see just the reports that apply to your group.</p>	 <p>Figure 5 - Main Menu</p>

Overview	Description
<p>From here you have the following options: (depending on which tab you selected)</p>	<ul style="list-style-type: none"> <li>• DOT 152 - Water Turbidity entry form.</li> <li>• DOT 159 – Asphaltic Concrete Lot Worksheet entry form. (English and metric units)</li> <li>• DOT 160 – Asphaltic Concrete Comparison / Referee entry form.</li> <li>• DOT 161 – Asphaltic Concrete Quality Entry form.</li> <li>• OMR-049 – Portland Cement entry sheet.</li> <li>• DOT 176 – Thickness Measurement entry form (English and metric units)</li> <li>• DOT 553 – Roadway Compaction Form (English and metric units)</li> <li>• DOT 640 - Aggregate Producer Quality data entry form.</li> <li>• DOT 641 - Aggregate Producer Quantify data entry form.</li> <li>• DOT 386 – Asphaltic Comparison Compaction / Void data entry form. (English and metric units)</li> <li>• DOT 168 – Concrete Quality Comparison data entry form. (English and metric units)</li> <li>• DOT 163 – Field Paint Thickness data entry form. (English and metric units)</li> <li>• DOT 162 – Bridge Painting Conditions data entry form. (English and metric units)</li> <li>• DOT 165 – Galvanized Coating data entry form. (English and metric units)</li> <li>• DOT 169 – Miscellaneous data entry form</li> <li>• DOT 116 – Pipe Certification and Quality data entry form. (English and metric units)</li> <li>• DOT 150 – Control Strip and Asphaltic Compaction data entry form. (English and metric units)</li> <li>• Asphalt Reports and Printouts – Clicking this button will open the Asphalt Reports window which contains options for generating printed statistical reports relating to the DOT 159 Asphaltic Concrete Lot Worksheet.</li> <li>• Aggregate Reports – Clicking this button will open the Aggregate Reports dialog box which contains options for generating printed statistical reports relating to the DOT 640 and DOT 641 reports.</li> <li>• Import Custom Data – This is a special function for Aggregate producers who use their own custom software for data collection. It enables them to automatically import data from their system and send it to the GDOT.</li> <li>• Random Number Sampling Utility – Users of the 159 form use this to determine which loads in a lot are randomly sampled.</li> <li>• Generic Random Number Generator – This utility is a general-purpose random number generator for tests that use random sampling.</li> <li>• Upload to GDOT – Click this button to start the process of sending entered and modified data to the GDOT electronically.</li> <li>• Backup/Restore – Clicking this button will open the backup/restore window that enables you to make a copy of your</li> </ul>

<b>Overview</b>	<b>Description</b>
	<p>data on floppy disk or re-load old data.</p> <ul style="list-style-type: none"><li>• Check for updates on the GDOT web site – Clicking this button opens your default web browser and takes you to the GDOT DCS download web page. (This requires an Internet connection). You should check this page regularly for updates that may add functionality to the program or fix problems.</li><li>• Read / Print Manual – Clicking the FDCS User Manual. This requires a word processor or viewer that can open Microsoft Word documents. (A viewer is included on the CD, and can be downloaded from the Internet.)</li><li>• Load Contract IDs – Click the button to load the Contract ID's. They are automatically loaded into the FDCS Client Database</li></ul>

Topic	Description
Opening a form for data entry	 <p>Figure 6 - Example of form</p>
	<ol style="list-style-type: none"> <li>1. To open a form for data entry, click on the desired form.</li> <li>2. With the exception of the 640, 641, and OMR-049, which are continuous forms (that is you can see more than one record at a time), you must specify which record you wish to enter.</li> </ol>  <p>Figure 7 - Multiple Records</p>
Enter the values you wish to search for or use to create a new record. Then click one of the following buttons:	<ul style="list-style-type: none"> <li>• <b>Create/Edit</b> – If you entered values for all fields you will be taken to the record if it exists. If it does not, a new one is created automatically. (Note: When using this method new blank records are immediately created and stored. To remove this record you must delete it.) If you left one or more fields blank and more than one record matching the entered values is found, you will be prompted to select a record from a list.</li> <li>• <b>Search All</b> - Clicking this brings up a list of all records you have entered. This is the same as if you left all of the prompted fields blank and clicked create/edit.</li> <li>• <b>Open All</b> - Opens the data entry form but lets you work with all records at once instead of just one at a time. You may browse all of the records using the navigation buttons at the bottom of the entry form. This also allows you to use the “find” option on the form and apply your own filters.</li> <li>• <b>Cancel</b> – Returns you to the main menu</li> </ul>

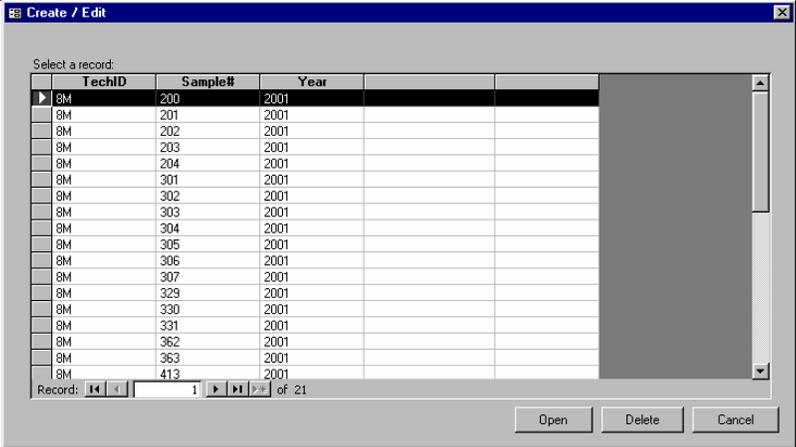
Topic	Description
	 <p>The screenshot shows a window titled "Create / Edit" with a table of records. The table has three columns: "TechID", "Sample#", and "Year". The first row is selected, showing TechID "8M", Sample# "200", and Year "2001". Below the table are navigation buttons and a status bar indicating "Record: 1 of 21".</p>

Figure 8 – Records

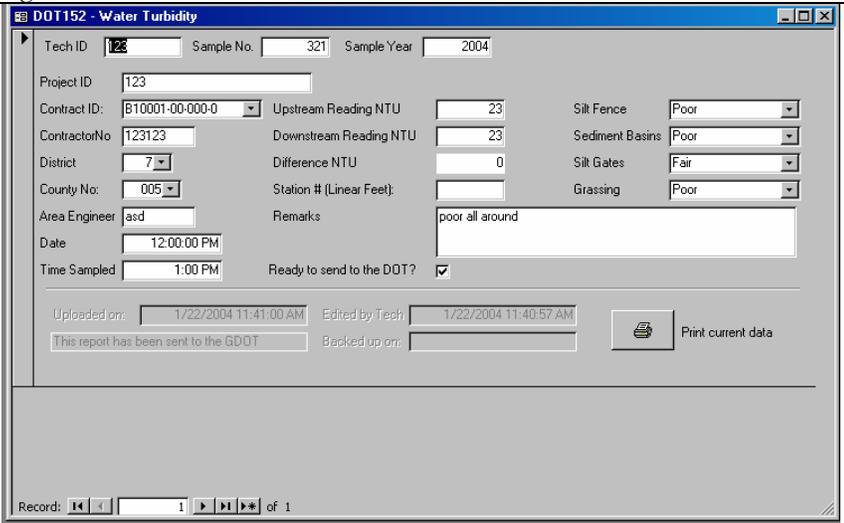
<p>To open a record after multiple records are found select a record by clicking on it and then click “open”. From here you may also delete records by selecting them and clicking “delete”. To return to the main menu without selecting a record, click “cancel”.</p>	 <p>The screenshot shows a data entry form titled "DOT152 - Water Turbidity". It contains several input fields and dropdown menus. Key fields include: Tech ID (123), Sample No. (321), Sample Year (2004), Project ID (123), Contract ID (B10001-00-000-0), Contractor No (123123), District (7), County No (005), Area Engineer (asd), Date (12:00:00 PM), Time Sampled (1:00 PM), Upstream Reading NTU (23), Downstream Reading NTU (23), Difference NTU (0), Station # (Linear Feet), Silt Fence (Poor), Sediment Basins (Poor), Silt Gates (Fair), Grassing (Poor), and Remarks (poor all around). There are also buttons for "Print current data" and a status bar at the bottom indicating "Record: 1 of 1".</p>
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Figure 9 - Open Record

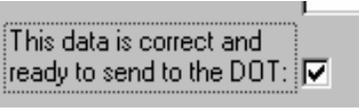
	<p>Once a record is opened a data entry form will appear displaying the record you selected. If you created a new record, some fields will be filled in automatically with the values from the last form of that type that you edited.</p>
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## General Data Entry

All of the forms are quite different from each other, but are all made up of the same basic field types and controls. Here is a legend of what you will find in most reports:

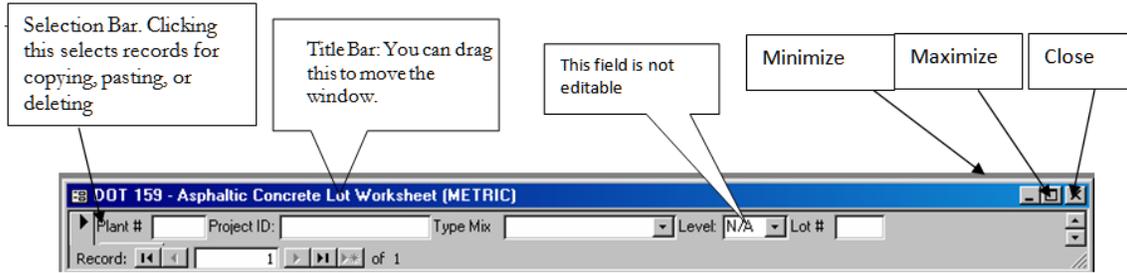
Topic	Description
 <p>Figure 10 - Text Box</p>	<ul style="list-style-type: none"> <li>• <b>Text Box:</b> This is the most common field on a form. When the cursor appears in it you may type in your data using the keyboard. Disabled text boxes appear grayish and will not allow you to edit them.</li> <li>• <b>Important:</b> For test data, leave fields blank to indicate that a test was not run or a value was not collected. Entering a zero indicates that the test was run and a value of zero was measured.</li> </ul>
 <p>Figure 11 - Result Box</p>	<p>Result Box: Usually these are calculated fields, and cannot be edited.</p>
 <p>Figure 12 - Drop Down Box</p>	<p>Drop-down box: Drop-down boxes are like text boxes but let you select from a menu of options. To display this menu, click on the down-triangle at the right of the box. Depending on its function a drop-down box may limit what you can enter to what is available in the list.</p>
 <p>Figure 13 - Check Box</p>	<p>Check box: These boxes can be either checked or unchecked. Clicking on the check box changes its condition. (Pressing the space bar while it is selected also changes its value)</p>

Topic	Description
 <p>Figure 14 - Tabs</p>	<p>Tabs: Some forms have more than one page. These forms have tabs at the top of the page that represents each page of the form. Clicking on a tab will bring the page to the top.</p>
 <p>Figure 15 - Help Field</p>	<p>Help Bar: The help bar displays a brief explanation of what you should enter in the currently selected field, and may include an example</p>
 <p>Figure 16 - Toolbar</p>	<p>Toolbar: The tool bar contains commonly used option buttons that you can click on while editing data in a form.</p> <p>“New Record” will show a blank line or form for data entry,</p> <p>“Delete Record” deletes the currently selected record,</p> <p>“Save Record” immediately saves the data in the line or form that you are editing (Note: Data is automatically saved when you move to a new line in a data sheet view or a new page in a form view).</p> <p>“Find” enables you to search all currently available records for a piece of data</p>
	<p>Note: If the form has been opened to create or edit just one record the “new record” button will be grayed out. Additionally performing a “find” will yield no results, as it will search only the current record rather than all records on file.</p>
	<p>Units: All fields for measurements specify a unit. (In this example it is inches). The value you enter must be in the specified unit. Some entry forms have metric versions in which the only differences are the units. It is critical that you are aware of what unit you must use. The DCS stores all measurements in a</p>

Topic	Description
 <p>Figure 18 - Ready To Send</p>	<p>common set of units, which enables you to view the same data using both metric and English forms</p> <p>Ready to send: This check box appears on all entry forms. If you do not check this box the record you have entered will not be uploaded to the GDOT. By checking this box, you signify that the data you have entered is completely correct.</p>
 <p>Figure 19 - Print current data</p>	<p>Print current data: Most forms have a button like this on them that, when clicked, displays a printable version of the data on the form.</p>

## General Form Entry

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## Editing Menus:

Topic	Description
	<p>All data entry forms have the same options in the pull-down menus.</p>
<p><b>File</b></p>	<ul style="list-style-type: none"> <li>• <b>New Record</b> – When available, creates a new blank record. Unless you are using the OMR-049, the 640 or 641 entry forms you should use the create/edit screen to create new records.</li> <li>• <b>Save Record</b> – Immediately saves all data in the form to your computer's hard disk drive. Data in forms are automatically saved when they are closed or you move to another record.</li> <li>• <b>Delete Record</b> – Deletes the currently displaying or selected record.</li> <li>• <b>Close</b> – Closes the current form and returns you to the main menu. Any changes you have made to the data in</li> <li>• The forms are automatically saved.</li> <li>• <b>Exit</b> – Quits the GDOT Field Data Collection System. Any changes you have made to the data in the form are automatically saved.</li> </ul>
<p><b>Edit</b></p>	<ul style="list-style-type: none"> <li>• <b>Undo</b> – Reverses the results of any typing or editing.</li> <li>• <b>Cut</b> – Removes a field or record and places it on the clipboard.</li> <li>• <b>Copy</b> – Makes a copy of a field or record and places it on the clipboard.</li> <li>• <b>Paste</b> – Places the contents of the clipboard</li> <li>• <b>Find</b> – Find records that match a value for the currently selected field. This is only useful if all records have been opened for browsing.</li> <li>• <b>Spelling</b> – Check the spelling of text in a text or memo field. This option is only available if the Microsoft Word spell checker is installed on your computer.</li> </ul>
<p><b>View</b></p>	<ul style="list-style-type: none"> <li>• <b>Form View</b> – View your data one record at a time. This is the normal view for most forms.</li> <li>• <b>Datasheet View</b> – View multiple records at a time. This is for advanced users only. Buttons,</li> </ul>

Topic	Description
	sub forms, and other features of normal forms will not be visible in this view
<b>Filter</b>	<ul style="list-style-type: none"> <li>• Filter by Selection – Limits the current set of records you are working with to just those that have matching values to the currently selected field.</li> <li>• Filter Excluding Selection – Limits the current set of records you are working with to just those that have values that do not match the currently selected field.</li> <li>• Remove Filter/Sort – Returns you to working with all records that you have entered.</li> <li>• Apply Filter Sort – After removing a Filter or sort this can re-apply the same filter or sort without re-specifying what it is you want to filter or sort by.</li> </ul>
<b>Sort</b>	Sort Ascending – Sorts all records you are working with in ascending order by the currently selected field. Sort Descending – Sorts all records you are working with in descending order by the currently selected field.
<b>Help</b>	Help is available in the FDCS 4.3 Client.

## **How to Download Contract IDs**

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- Go to <http://myFiles.dot.ga.gov/FDCS>
- In the section labeled Additional References click on Download ID
- Save the file on your C drive in the folder FDCSdata – C:\FDCSdata
- Run the FDCS 4.3.3 application
- Click on Download Contract IDs

## Storing Test Data on the Client and Uploading to the GDOT External Web server

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Most technicians are not near a telephone or GDOT network line at the time they collect the data. This requires the Field Data Collection Software to be able to:

- Store and save test data locally on the client computer
- Internet connection must be established before Uploading the test data to the GDOT External Web Server
  - Use the Upload button on the Client to upload data
- Data must be verified by certified GDOT personnel.

Only reviewed and verified test data is used to generate the final test reports or to generate statistical reports or quality product ratings. Note: *on each report is a field you must check in order for the data to be uploaded to the GDOT. If this field is not checked the FDCS software does not upload this record to GDOT.*

### How to Backup/Restore files:

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- Backup your data to diskette or a server share weekly, after you have Uploaded the records.
- If you Backup files before uploading them, when you restore the files they are NOT marked as 'Sent' and will be submitted again with your next upload. You may get an error message that the record has already been received and is verified.
- Make a full backup of your data prior to installing an upgrade.
- When you get a new computer, make a full backup of your data from the old computer and then restore it on the new computer.
- For a new computer, you will need to do the Full Install of FDCS prior to restoring.

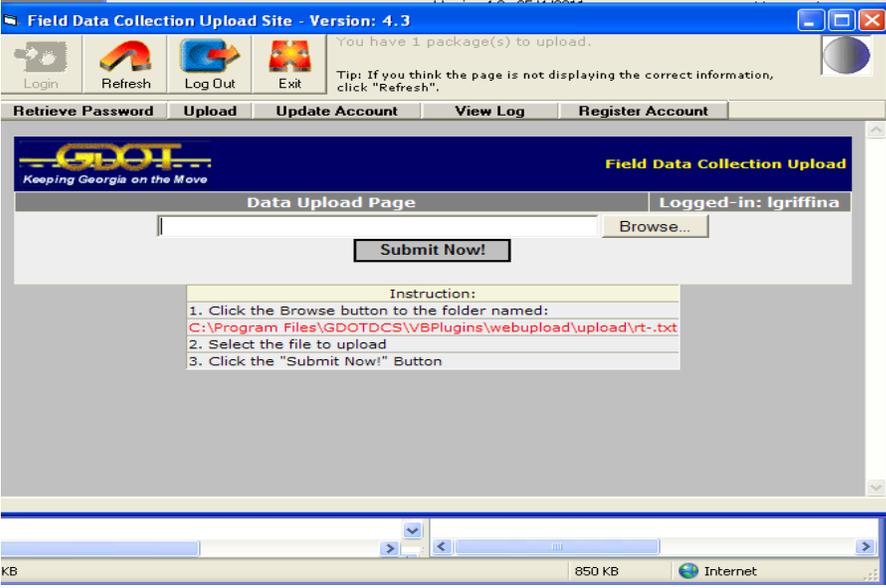
### How to use Forms in FDCS 4.3

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#### General

- **DO NOT USE COMMAS** in any field on any form. This will cause errors when uploading.
- Be careful to use the number zero (0), not the letter oh (O) when entering Contract IDs and Project numbers.

**Forms**

Form	Description
159 Form	<ul style="list-style-type: none"> <li>• Contracts with multiple project numbers – use the lead project number as shown on the contract.</li> <li>• Airport projects without Contract ID# - use 000000-00-000-0.</li> <li>• Delete a sample record by selecting the bar on the far left side of the form and using the Delete key.</li> <li>• Linked to related DOT 150 in Server</li> <li>• Header information &amp; Date must match</li> </ul>
Upload Using FDCS 4.3	 <p><b>Note:</b> The path location for the file that will be uploaded is highlighted in red.</p> <ul style="list-style-type: none"> <li>• Click the <b>Browse Button</b> and navigate to the file.</li> <li>• IF you had errors in your Upload, click <b>No</b> when you get this message as you close the Upload page. It will prevent the records that weren't uploaded from being marked as Sent.</li> <li>• Then you don't have to uncheck and recheck the records as Ready to Send.</li> </ul>

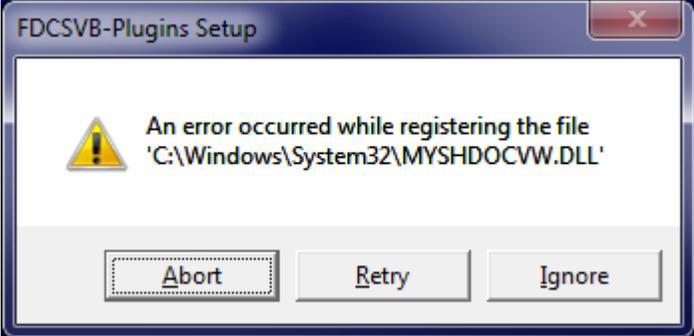
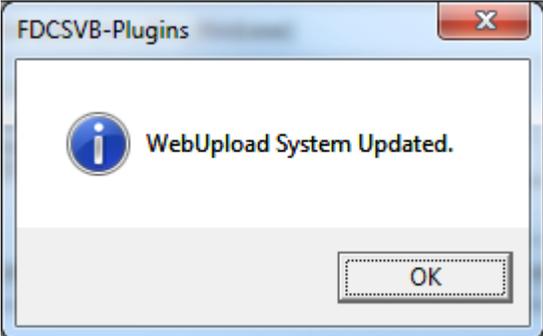
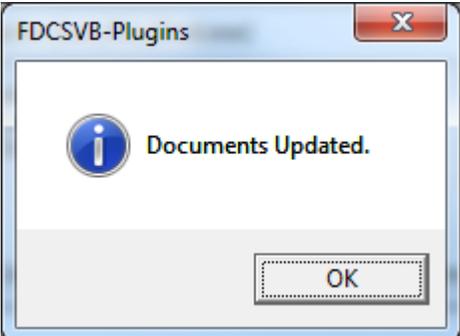
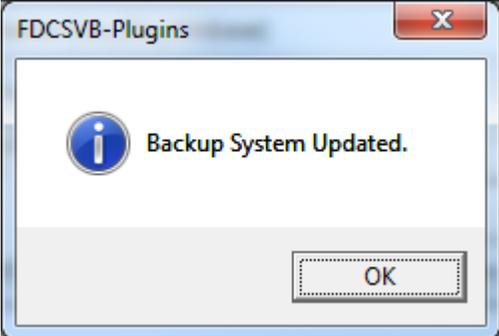
Topic	Description
Changes in FDCS 4.3	<p>The following are changes since version 4.3:</p> <p>Client Side:</p> <ul style="list-style-type: none"> <li>• DOT 553 wet density field added for additional calculated fields</li> </ul>

Topic	Description
	<ul style="list-style-type: none"> <li>• DOT 150 density field added for additional calculated fields</li> <li>• On the Roadway and Plant tab the following have been removed</li> <li>• The update gauge factors</li> <li>• Edit gauge factors</li> <li>• Date and Time stamp added to Random Sampling Utility</li> <li>• Asphalt Mix Types added to DOT 159, 150, 386. 553, and 160</li> <li>• Leading zero added to Lot No. field on DOT 159, 150, and Random Sampling Utility</li> <li>• Max % Air Voids list on DOT 159 and 150 expanded</li> <li>• Technician ID changed to nine characters</li> <li>• Sample ID on DOT 159 to include the Technician ID</li> <li>• FDCS 4.3 help now connects to myGDOT website updated</li> <li>• New Roadway + Plant</li> <li>• Roadway + Plant data entry form</li> <li>• DOT 159-Asphaltic concrete Lot Worksheet</li> <li>• DOT 176 Thickness Measured</li> <li>• DOT 553 Roadway compaction</li> <li>• DOT 150 Control Strip and Asphaltic Compaction</li> <li>• DOT 152 Water Turbidity</li> <li>• DOT 160 Asphaltic Concrete Comparison/Referee</li> <li>• DOT 161 Asphaltic Concrete Quality Assurance</li> <li>• Asphalt Reports Printouts</li> <li>• Random Number Sampling Utility</li> <li>• Generic Random Number Generator</li> <li>• Upload Data to GDOT</li> <li>• Backup/Restore Data</li> <li>• FDCS User Manual</li> <li>• Load Contract IDs</li> <li>• OMR Training Manual</li> <li>• On forms DOT640 / DOT160 / Random Sample Utility the Tech Id field size will now accommodate correct size</li> <li>• DOT640 Aggregate Reports will display reports correctly</li> </ul>

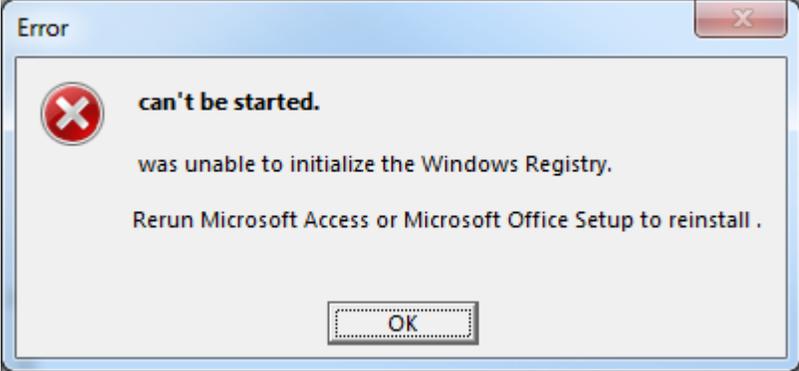
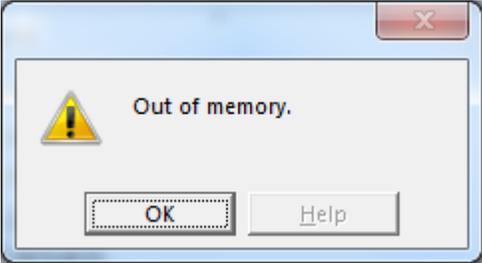
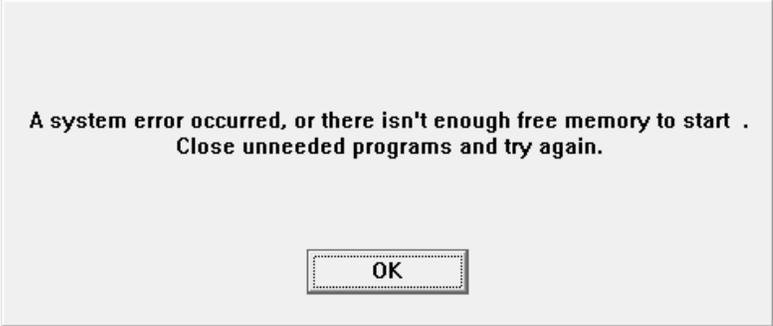
Topic	Description
	<ul style="list-style-type: none"> <li>• DOT641 Reports have been updated to display UsedIn selection for the A&amp;B option correctly</li> <li>• The Transmit date for DOT159 report will be displayed correctly</li> <li>• TechID, QCTTechID, RCTTechID, DOTTechID, and TechCode are now inclusive of ten (10) characters ID rather than nine (9).</li> </ul>
<b>Server Side</b>	<p>Technician Name listed next to Technician ID</p> <p>Functionality</p> <p>FDCS performs multiple functions:</p> <p>Initial calculations on test data.</p> <p>Exchanges data between technicians.</p> <p>Some tests are multi-part, which are started by one technician and completed by another, which means two different computers have to talk to each other. Computer diskettes or e-mail attachments are the recommended media to use to exchange test data between technicians and at remote locations.</p> <p>Generates hardcopy test reports and statistical summaries and quality ratings, including built-in calculations.</p> <p>Allows the user to edit, review or delete test data.</p> <p>Uploads test data to GDOT.</p> <p>For aggregate or cement producers, imports test data from their own system to FDCS using templates.</p> <p>TechID, QCTTechID, RCTTechID, DOTTechID, and TechCode are now inclusive of ten (10) characters ID rather than nine (9).</p>

Topic	Description
Window 7	<p><b>What should you do if You Encounter Installation Message while Installing FDCS 4.3?</b></p> <p>If you are installing using Windows 7 the following messages may be displayed as you perform an installation. (see "<a href="#">To Perform an Installation</a>") You must run the installation process as an administrator.</p> <p>On the run_this_second step you may see the following messages:</p>

Topic	Description
	<div data-bbox="469 226 1349 596" data-label="Image"> </div> <p data-bbox="469 600 565 632">Click OK</p> <div data-bbox="469 663 1166 1005" data-label="Image"> </div> <p data-bbox="469 1010 634 1041">Clicked Ignore</p> <div data-bbox="469 1077 1149 1383" data-label="Image"> </div> <p data-bbox="469 1388 565 1419">Click OK</p> <p data-bbox="469 1457 1252 1488">On the run_this_third Install you may see the following messages:</p> <div data-bbox="469 1493 1224 1820" data-label="Image"> </div> <p data-bbox="469 1824 565 1856">Click OK</p>

Topic	Description
	 <p>Click Ignore</p>  <p>Click OK</p>  <p>Click Ok</p>  <p>Click OK</p>

Topic	Description
	<div data-bbox="472 231 971 569"> <p>FDCSV-B-Plugins</p> <p>Reports System Updated.</p> <p>OK</p> </div> <p data-bbox="467 575 565 604">Click OK</p> <div data-bbox="472 642 1042 980"> <p>FDCSV-B-Plugins</p> <p>Contract ID Download Updated.</p> <p>OK</p> </div> <p data-bbox="467 987 565 1016">Click OK</p> <div data-bbox="472 1054 1052 1757"> <p>Data Transfer Completed!</p> <p>Upgrade Log:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Check to see if VBPlugIns are installed</li> <li><input checked="" type="checkbox"/> Update database file - Transfer data</li> <li><input checked="" type="checkbox"/> Update WebUpload VBPlugIns System</li> <li><input checked="" type="checkbox"/> Update Documents VBPlugIns System</li> <li><input checked="" type="checkbox"/> Update Backup VBPlugIns System</li> <li><input checked="" type="checkbox"/> Update Reports VBPlugIns System</li> <li><input checked="" type="checkbox"/> Update Contract ID Download</li> </ul> <p><b>Upgrade Completed! You can now close this window.</b></p> <p>Close</p> </div> <p data-bbox="467 1764 592 1793">Click Close</p> <p data-bbox="467 1799 1089 1829">Database is updated and the Installation is complete</p> <p data-bbox="467 1835 727 1864">Click the Close button</p>

Topic	Description
	<p>A Traffic light signal icon will be visible on your desktop</p>  <p>Field Data collection system</p> <p>Double clicked the FDCS Icon on desktop</p>  <p>Click OK Set the MSACCESS.EXE to run as administrator and as Windows XP SP3 mode.</p>  <p>Click OK</p>  <p>Click OK</p> <p>"Users that experience an "Out of Memory" error when installing FDCS 4.3 need to download and install the <a href="#">Microsoft Jet 3.51 update</a>." the actual link is :</p> <p><a href="http://www.microsoft.com/download/en/details.aspx?displaylang=e">http://www.microsoft.com/download/en/details.aspx?displaylang=e</a></p>

Topic	Description
	<a href="#">n&amp;id=13868</a>

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Topic	Description
<b>Contacting GDOT for support</b>	<p>You may contact the GDOT IT Division Solutions Center for assistance with this software.</p> <p>However, <i>before you do</i> please check the following things:</p> <p>Check for a new version of this software. If you have run in to a problem with the program, it may have already been fixed in the latest version. Additionally the Solutions Center only provides support for current version of FDCS.</p> <p>Do one of the following:</p> <p>Write down any error messages. Do not paraphrase them. Write them down exactly as they appear on your computer's screen.</p> <p>Make a “screen shot” of the error message(s). Include any error messages or screen shots with the Support Request.</p> <p>If you have not already done so, read this manual; specifically the Troubleshooting chapter. Most usage problems can be answered by reading the manual.</p> <p>Be at your computer when contacted by the GDOT IT Division Solutions Center. You may be asked to do things to your computer while talking to them.</p> <p>Note: The phone number for the GDOT IT Division Solutions Center is 404-631-1220 or 1-800-651-5010. The first available Operator will take your call.</p>

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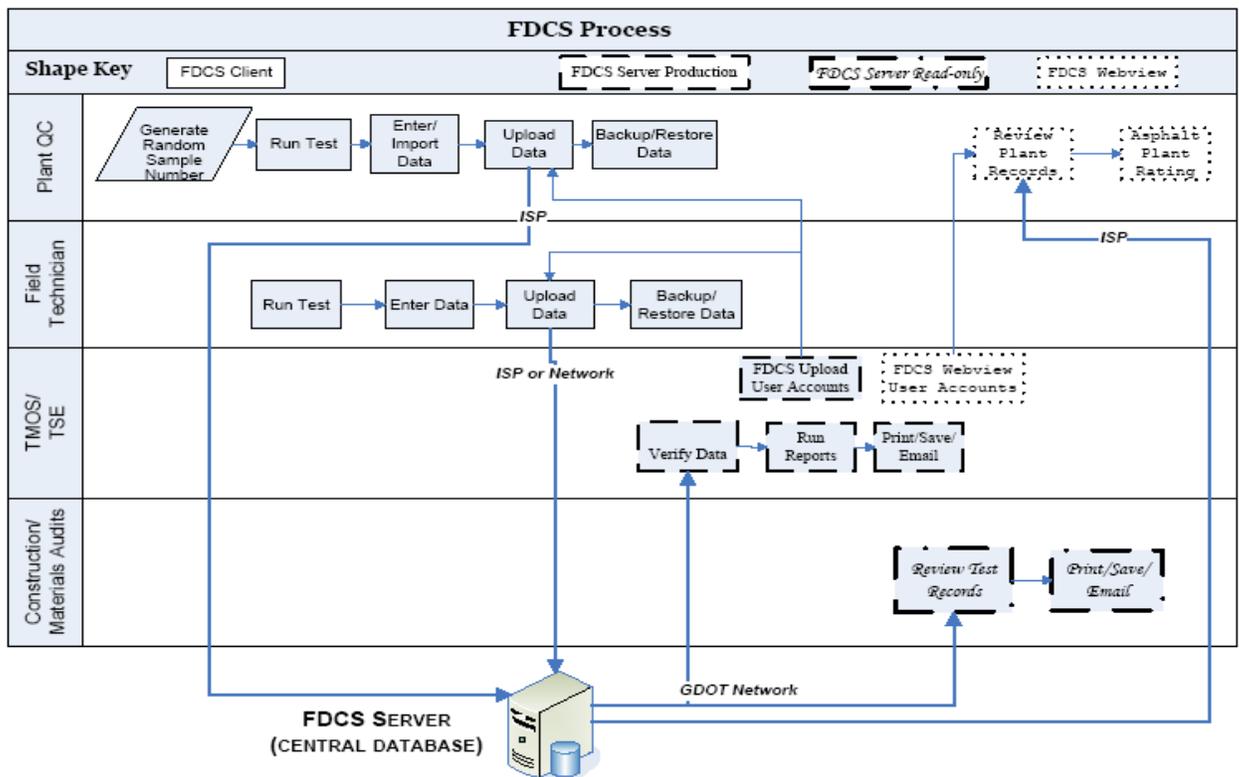


Figure 2.: FDCS process for different users