

# OUTCOME TRACKER MANUAL



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## I. SYSTEM REQUIREMENTS

### **Browser**

Outcome Tracker work best with the proper Internet browser and a sufficient Internet connection. Internet Browsers supported are:

- Microsoft Internet Explorer 11 or higher
- Mozilla Firefox 38 or higher
- Chrome

### **Internet Connection**

As with any website, the speed at which you can browse the Internet can be hindered or enhanced by your Internet connection. ISDN, DSL, Cable or similar high-speed connections are recommended. Your PC or Mac should be robust enough to run the Internet Browser you selected. Refer to minimum requirements of the browser providers.

### **Screen Resolution**

Outcome Tracker is best viewed using a screen resolution of 1024×768 or higher.

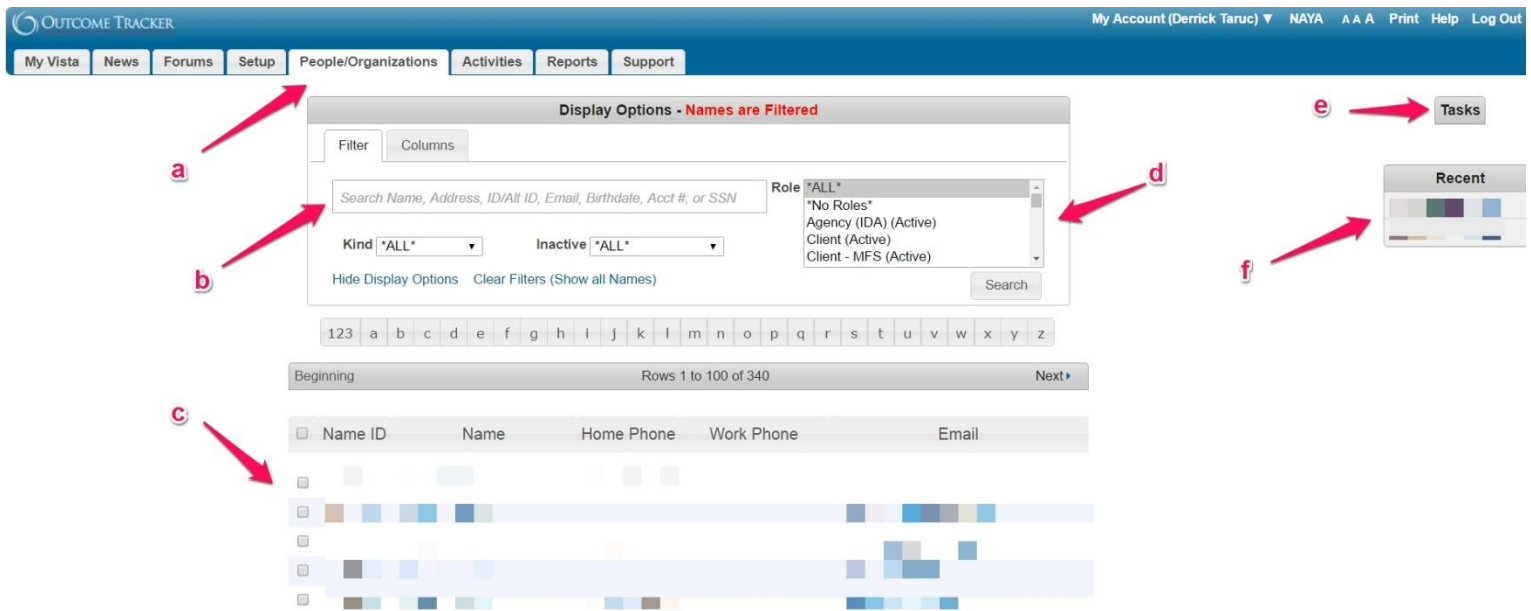
### **Popup Windows**

Your browser must allow [www.VistaShare.com](http://www.VistaShare.com) to display popup windows.

## II. OUTCOME TRACKER INTERFACE

### People/Organization

**Note to Neighborhood Partnership Administrator:** Make sure you are in the correct agency database when making changes. You can view what agency database you are currently in by looking next to “My Account (Your Name)” in the top-right corner.



- a. People/Organizations Tab: Main tab that shows a list of names from your database
- b. Search Field
- c. Search Results
- d. Search Filter
- e. Tasks: Certain pages in OT will allow you to do specific actions
- f. Recent: A list of the People or Organizations profiles that you had last viewed

## Client Record

The screenshot shows the 'Client Record' page. At the top is a navigation bar with tabs: My Vista, News, Forums, Setup, People/Organizations, Activities, Reports, Data Exchange, and Support. Below this, the client information is displayed: Name (Tester Tester), Email (ditaruc@neighborhoodpartnerships.org), ID (4571008), Work phone (555) 555-5555, Home phone (555) 555-5555, and Mobile. To the right is a 'Tasks' panel with options: Pick name, Download vCard, and Enroll in Activity. Below the client info is a row of tabs: Intake Form, Exit Data, Roles, Activity List, Relationships, Notes, IDA Accounts, Tasks/Reminders, Edit, Audit Log, and Documents. At the bottom are buttons for '<Previous', 'Next>', and 'Save'. On the right side, there are buttons for 'Address History...' and 'Print Form'.

Annotations: 'a' points to the Name field, 'b' points to the ID field, 'c' points to the IDA Accounts tab, and 'd' points to the Tasks panel.

- a. Name of client, staff member, organization, or grant program
- b. ID number

- c. Tabs
- d. Tasks: Options that will allow you to do specific actions

## IDA Accounts Tab

Here you will see an overview of the client's IDA Account—application date, enrollment date, closed date—and all grants connected to the client.

The screenshot shows the 'IDA Accounts' tab. At the top is a navigation bar with tabs: Intake Form, Roles, Activity List, Relationships, Notes, IDA Accounts, Accounts (new), Tasks/Reminders, Edit, Audit Log, Documents, Exit Data, Calendar, Fin Cap Scale, Client Portal, Post Secondary, and Transactions Report. Below this, the account information is displayed: Account (17530675), Open Date (05/19/2020), Account Bank of the West - 17530675, Description (Account Type Matched Savings Account), Status (Open), Account balance (\$816.66), Match balance (\$2,583.34), Total balance (\$3,400.00), Deposits (\$900.00), and Matched withdrawals (-\$500.00). Below this is a 'Details' section with a 'Transactions' tab. The 'Transactions' tab shows a table of transactions with columns: Date, Description, Upload, Ovr, Account, Match, and Total. The table contains 7 rows of data. Annotations: 'a' points to the Account field, 'b' points to the Details section, 'c' points to the Transactions tab, and 'd' points to the Accounts (new) tab.

Date	Description	Upload	Ovr	Account	Match	Total
05/31/2020	EDI: Participant Account Deposit (05/01/2020 to 05/31/2020)	*		\$100.00	\$500.00	\$600.00
06/30/2020	EDI: Participant Account Deposit (06/01/2020 to 06/30/2020)	*		\$150.00	\$750.00	\$900.00
07/30/2020	EDI: Participant Account Deposit (07/01/2020 to 07/30/2020)	*		\$100.00	\$500.00	\$600.00
08/30/2020	EDI: Participant Account Deposit (08/01/2020 to 08/30/2020)	*		\$200.00	\$1,000.00	\$1,200.00
09/30/2020	EDI: Participant Account Deposit (09/01/2020 to 09/30/2020)	*		\$100.00	\$250.00	\$350.00
10/31/2020	EDI: Participant Account Deposit (10/01/2020 to 10/31/2020)	*		\$100.00		\$100.00

- a. IDA Account Number
- b. Details (formerly Account Summary Tab)
- c. IDA Accounts Tab
- d. Transactions Tab

## Transactions Tab

Within the IDA Accounts Tab is the Transactions tab, where you can see an overview of the client's transactions—deposits, withdrawals, adjustments—and view details of the transactions.

The screenshot shows the Transactions Tab interface. At the top, a summary bar displays account information and balances. Below this, a table lists transactions with columns for Date, Description, Upload, Ovr, Account, Match, and Total. Annotations are as follows:

- a**: Points to the first transaction row (05/31/2020 EDI: Participant Account Deposit).
- b**: Points to the 'Add...' button at the bottom right of the transaction list.
- c**: Points to the 'Show 50 entries' dropdown menu at the top of the transaction list.

**Account Summary:**

Account Bank of the West - 17530675	Account balance \$816.66	Match balance \$2,583.34	Total balance \$3,400.00	Deposits \$900.00	Matched withdrawals -\$500.00
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**Transaction List:**

Date	Description	Upload	Ovr	Account	Match	Total
05/31/2020	EDI: Participant Account Deposit (05/01/2020 to 05/31/2020)	*		\$100.00	\$500.00	\$600.00
06/30/2020	EDI: Participant Account Deposit (06/01/2020 to 06/30/2020)	*		\$150.00	\$750.00	\$900.00
07/30/2020	EDI: Participant Account Deposit (07/01/2020 to 07/30/2020)	*		\$100.00	\$500.00	\$600.00
08/30/2020	EDI: Participant Account Deposit (08/01/2020 to 08/30/2020)	*		\$200.00	\$1,000.00	\$1,200.00
09/30/2020	EDI: Participant Account Deposit (09/01/2020 to 09/30/2020)	*		\$100.00	\$250.00	\$350.00
10/31/2020	EDI: Participant Account Deposit (10/01/2020 to 10/31/2020)	*		\$100.00		\$100.00
11/30/2020	EDI: Participant Account Deposit (11/01/2020 to 11/30/2020)	*		\$150.00		\$150.00
11/30/2020	EDI: Participant Withdrawal (11/01/2020 to 11/30/2020)	*	*	-\$83.34	-\$416.66	-\$500.00
Totals:				\$816.66	\$2,583.34	\$3,400.00

a. Transaction with date and type

c. Account summary

b. New Transaction button



# DAILY PROGRAM SUPPORT

## III. QUICK START GUIDE / DAILY SUPPORT ACTIVITIES

### **Adding a New Client Record to the IDA Program**

1. Log in to Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Click “Add New Person” under Tasks at the top-right.
4. Fill out the fields and select the “Client-IDA” role.
5. Click “Add.” The system may prompt you about possible duplicate name. After confirming that it’s NOT a duplicate name, select the options button “Add New” and click “Continue.” If it is a duplicate, select the duplicate entry and click “Continue.” If it’s a completely new entry, you will be at the Intake Form. If it’s a duplicate and you click “Continue,” it will create a duplicate entry.
6. Fill out the Intake Form.
7. Click “Save” when finished.

### **Adding an IDA Account to a New Client Record**

1. Click IDA Accounts tab in the Client record.
2. Click “Add Account”
3. Fill out fields:
  - a. Account type: Matched Savings Account
  - b. Owner: Leave as is
  - c. Agency/Collaborative Partner: Leave as is unless if you are a network
  - d. Program Type: Choose your program type
  - e. Account Status: Fill out as appropriate
  - f. Application Date: Enter date of application
  - g. Enrollment Date: Enter date of enrollment
  - h. Opened Date: Enter date of account opening
  - i. Matching Start Date: Enter date of account opening

- j. Matching End Date: Enter date three years from account opening (for example, if opening date is 01/01/20, then End Date should be 01/01/23)
  - k. Under Match Information
    - i. Match Source Groups: Choose the appropriate match source group
    - ii. Begin Date: Leave Blank (If you are using more than one grant to fund this person, then OT will instruct you to add a Begin Date for one of the grants.)
    - iii. End Date: Leave Blank (If you are using more than one grant to fund this person, then OT will instruct you to add a End Date for one of the grants.)
    - iv. Match Limit: Leave Blank (If you are using more than one grant to fund this person, then OT will instruct you to add a Match Limit for one of the grants.)
    - v. Potential Match: Dependent on your program. (If you are providing the saver up to a \$9,000 in match, then enter \$9,000.)
    - vi. Potential Match %: Leave Blank (OT should auto-calculate.)
  - l. Intended use: Choose savings goal
  - m. IDA match rate: If not filled in automatically, enter match rate
  - n. Min Monthly Savings Matched: Enter "\$0.00" or as determined by your program
  - o. Max Monthly Savings Matched: Enter "\$0.00" or as determined by your program
  - p. Max Annual Savings Matched: as determined by your program. Do not leave this blank.
  - q. Max Total Savings Matched: as determined by your program. Do not leave this blank.
  - r. Monthly Savings Goal: Enter "\$0.00" or as determined by your program
  - s. Met Requirements for Matched Withdrawal: Leave blank
  - t. Partner Financial Institution: Choose the appropriate bank or blank
  - u. Bank Account Number: Enter bank account number of client or blank
  - v. Account Description: Leave blank or as determined by your program
  - w. Direct Deposit: as determined by your client or the program
4. Click "Add" when done.

## **Adding a New Transaction**

1. Log into Outcome Tracker.

- Click People/Organization Tab, if not already there. You will be presented with a search field and a list of all clients and organizations if no search term has been entered.
- Search for the Client by typing into the search field then click “Search” or scroll down the list.
- Click on the name of the Client and the client record will come up.
- If you are not already on the IDA Account tab, click the IDA Account tab, which will take you to the “Transactions” tab.

Show 50 entries

Delete...

Search:

Add...

<input type="checkbox"/>	Date ▲	Description ▲	Upload ▲	Ovr ▲	Account ▲	Match ▲	Total ▲
<input type="checkbox"/>	06/18/2019	Participant Account Deposit			\$100.00	\$500.00	\$600.00
<input type="checkbox"/>	07/12/2019	Unmatched Withdrawal			-\$65.00	-\$325.00	-\$390.00
<input type="checkbox"/>	08/31/2020	Participant Account Deposit			\$465.00		\$465.00
<input type="checkbox"/>		Totals:			\$500.00	\$175.00	\$675.00

Delete...

Add...

Showing 1 to 4 of 4 entries

First

Previous

1

Next

Last

- Click “Add.” This will take you to the “Add new transaction” form.
- Fill out the fields and choose the “type.” (This depends on what kind of transaction it is: deposit, withdrawal, adjustment, etc.)
- Click “Create” when finished.

### **Editing a Transaction**

- Log into Outcome Tracker.
- Click People/Organization Tab, if not already there. You will be presented with a search field and a list.
- Search for the Client by typing into the search field then click “Search” or scroll down the list.
- Click on the name of the Client.



5. If you are not already on the IDA Account tab, click the IDA Account tab, which will take you to the “Transactions” tab.
6. Click on the transaction to be edited.
7. Edit fields as necessary.
8. Click “Save” when finished.

**Note:** If you cannot edit, refer to the Troubleshooting section, “Can’t Edit Transactions Because They Are Frozen.”

### **Editing a Client Record**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client and go to the appropriate tab.
5. Once you are done making changes, click “Update” or “Save” in each tab you make edits in.

### **Adding an IDA Account to an Existing Client Record**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. Click on IDA Account, if not already there. On the left you should see a list of accounts.
6. Click “Add Account.” A new window will appear. Fill out fields (See “Adding an IDA Account to a New Client Record” section for more detailed instructions on how to fill out fields.)
7. Click “Add” when done.

### **Closing an IDA Account**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client and go to the IDA Accounts Tab.
5. Click the Details tab.
6. Click “Edit Details.” A new window will appear.

7. In the Account Status drop-down, select “Closed.” You will have to fill out two more fields (These fields do not appear until you choose “Closed”):
  - a. Closed Date: Choose the date the account was closed.
  - b. Closed Reason: Choose reason that applies.
  - c. Exit Comments: Enter any notes (optional)
8. Once you are done making changes, click “Save.”

### **Deleting a Client Record**

Client records should not be deleted. A client should only have one Client Record in your database. First, confirm that it is a duplicate record (that a Client has more than one system ID number). Usually, duplicate records have little information, no transactions, or contact information, indicating that they were created in error and then abandoned. If it is a duplicate, there is a way to merge records. See “Merging Client Records” below.

### **Merging Client Records**

Sometimes you may have duplicate accounts in Outcome Tracker. What that means is that you have two accounts for one person with one IDA each. For example, a Maria Joe is entered twice: Once as Maria Joe and the other as Maria H. Joe.

The proper way to enter Maria Joe should have been to add another IDA to the Maria Joe entry (instead of creating a whole new account).

If you already have duplicate accounts in Outcome Tracker, you can merge them to make one account. To do so:

1. Click Setup tab
2. Under “People & Organizations,” click “Merge Duplicate Names.” You will see a list of possible duplicates or none, if there are no duplicates. (Note: There is a “Duplicate Score Sensitivity” scale. You can adjust this to change the threshold of what OT considers a duplicate. It is set to “45” as default. This should be fine.)
3. Click on the Name of the account you would like to merge. You will see a list of duplicate accounts.
4. Under Master, click on the one you would like to keep.

Forums Setup People/Organizations Activities Reports Data Exchange Support

icate Names

Duplicate Score Sensitivity (lower number = more matches)

45

Show 25 entries Search:

Name	Score	Num	Possible Matches
Tester Tester2	100	1	Tester Tester

Master	ID	Name	Entry Date	Score	Address	Alternate Address	Phone	Work	Mobile	Alternate Phone	Fax	Email	Alternate Email	Birthdate	SSN
<input checked="" type="checkbox"/>	4847024	Tester Tester2	2016-07-22 12:22:18	<empty>	<empty>	<empty>	5555555555	5555555555	<empty>	<empty>	<empty>	dtaruc@neighborhoodpartnerships.org	<empty>	1979-02-01	<empty>
<input checked="" type="checkbox"/>	4571008	Tester Tester	2016-07-13 13:48:07	100	555 Tester Ln, Portland, OR 97207	<empty>	5555555555	5555555555	<empty>	<empty>	<empty>	dtaruc@neighborhoodpartnerships.org	<empty>	1979-02-01	<empty>

Not Duplicates Quick Merge Merge...

Showing 1 to 1 of 1 entries (filtered from 2 total entries) First Previous 1 Next Last

5. Click “Merge.” A new window will appear. This window will give you the chance to pick and choose which data to keep. So, in the example below, under “Address” I’ve chosen to keep the address from the second account that is going to be deleted since that address is correct.

Merge Names

Are you sure you want to merge these names?

Date Entered	First Name	Last Name	Email Address	Phone	Daytime Phone	Address	Address City	Address State	Address Zipcode	County	Marital Status	Gender	E
7024 2016-07-22 12:22:18	Tester	Tester2	dtaruc@neighborhoodpartnerships.org	5555555555	5555555555	<input type="radio"/> test on 8/15	Portland	OR	97232-	Multnomah	Married	Male	O
1008 2016-07-13 13:48:07	Tester	Tester	dtaruc@neighborhoodpartnerships.org	5555555555	5555555555	<input checked="" type="radio"/> 555 Tester Lane	Portland	OR	97207	Multnomah	Married	Male	O

Cancel Merge

6. Click “Merge”

## **How NP checks for duplicates across the network**

Every quarter, the IDA team at NP checks for duplicate accounts across the network. We are looking for people who have two IDA accounts open at the same time.

## IV. DAILY SUPPORT ACTIVITIES (CONT.)

### **Adding Matched Deposits (i.e. Participant Account Deposit)**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. Click the IDA Account tab.
6. Click the “Transactions” tab.
7. Click “Add” button.

Show  entries
Search: 
Delete...
Add...

<input type="checkbox"/>	Date ▲	Description ▲	Upload ▲	Ovr ▲	Account ▲	Match ▲	Total ▲
<input type="checkbox"/>	06/18/2019	Participant Account Deposit			\$100.00	\$500.00	\$600.00
<input type="checkbox"/>	07/12/2019	Unmatched Withdrawal			-\$65.00	-\$325.00	-\$390.00
<input type="checkbox"/>	08/31/2020	Participant Account Deposit			\$465.00		\$465.00
<input type="checkbox"/>		Totals:			\$500.00	\$175.00	\$675.00

Delete...
Add...

**Showing 1 to 4 of 4 entries**

First Previous 1 Next Last

8. Fill in the form fields and use the Transaction type “Participant Account Deposit.”
9. Click “Save” when done.

**Note:** If the deposit isn’t matched, it is probably because the Match limit has been reached for that year. See “Troubleshooting” section. You can also click “Match Calculation Notes” for that transaction for clues to why the deposit wasn’t matched. If you cannot resolve this issue, reach out to your contract manager or Neighborhood Partnerships tech support at [support@neighborhoodpartnerships.org](mailto:support@neighborhoodpartnerships.org).

## **Adding a Matched Withdrawal/Purchase**

1. Login to Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. Click the IDA Account tab.
6. Click the “Transactions” tab.
7. Click “Add” button.
8. Fill in the form fields and use the Transaction type “Matched/Withdrawal Purchase.”
9. Click “Save” when done.

**Note:** If the withdrawal isn’t matched it is probably because the Match limit has been reached for that year. See “Troubleshooting” section. You can also click “Match Calculation Notes” for that transaction for clues to why the withdrawal wasn’t matched. If you cannot resolve this issue, reach out to your case manager, or Neighborhood Partnerships tech support at [support@neighborhoodpartnerships.org](mailto:support@neighborhoodpartnerships.org).

## **Adding an Adjustment**

Adjustments transactions are to reflect returns of funds or to correct mistakes. For example, a client makes a matched withdrawal/purchase of \$1000.00 but then a few weeks later you find out that they did not use \$250.00 of that withdrawal. You can use an Adjustment to return the funds back into Outcome Tracker.

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. Click the IDA Account tab.
6. Click the “Transactions” tab.
7. Click “Add” button.
8. Fill in the form fields and use the Transaction type “Adjustment.” There are five types of Adjustments:
  - a. Participant Account Deposit
  - b. Participant Account Interest

- c. Participant Account Fees
  - d. Matched Withdrawal/Purchase
  - e. Unmatched Withdrawal
9. Click “Save” when done.

## **Viewing Transaction Summary, Transaction Details, and/or Match Calculation Notes**

You can see more details about a transaction by viewing the transaction details or match calculation notes tab. This will help you determine how a match was split between grants or why a match was not made.

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there. You will be presented with a search field and a list.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. If you are not already on the IDA Account tab, click the IDA Account tab.
6. Then click the “Transactions” tab.
7. Click on the transaction and then click on the tab you want: Transaction Summary, Transaction Details, or Match Calculation Notes.
  - a. Transaction Summary will show you the basic details of your transaction: date, type, amount, and any notes entered.
  - b. Transaction Details will show you how the transaction is split between grants, if applicable.
  - c. Match Calculation Notes will provide you with a detailed list of how Outcome Tracker is creating the split.

**click on transaction**

**click on tab you want to see**

**Edit Transaction Details**

Transaction Summary | Transaction Details | Match Calculation Notes

Import Info: Import Bank Transactions on 05/19/2020 by derrick.taruc - Created 2020-06-01 - 2020-06-30

Date \* 06/30/2020 (mm/dd/yyyy)

Type \* Participant Account Deposit

Deposit Sub-category <None>

Description EDI: Participant Account Deposit (06/01/2020 to 06/30/2020)

Notes

Amount \* \$150.00

Override Match Amount ☐

Ignore monthly limits ☐

Transaction Code

Upload Status Created Clear EDI Link Exclude from EDI

## Creating New Projects/Grants

1. Log into Outcome Tracker.
2. Click Setup.
3. Under “Savings Accounts” Click “Projects/Grants.”
4. Click “Add New Project.” A new window will appear.

Setup | People/Organizations | Activities | Reports | Data Exchange | Support

**Tasks**

- Return to Setup
- Add New Funder
- Add New Project**

**All Projects**

Show 25 entries Search:

Delete...

<input type="checkbox"/>	Project	Funder	Begin Date	End Date	Amount	Contact Name
<input type="checkbox"/>	AFI 2012	AFI TEST	09/01/2009	08/31/2016	\$24,000.00	

5. Fill in the fields (this information should be in your contract).
  - a. Project name: This will be in your contract. Please follow the guidelines.

- b. Funding Source: Oregon State Tax Credit (Start typing the name you wish to find. When the name appears, select it to continue.)
  - c. Begin Date: Today's date
  - d. End Date: NP suggests setting this as far ahead as possible to avoid complications with OT in the future.
  - e. Operating Expense: admin + program management funds
  - f. Match/Incentive Funds: match funds
  - g. Max allocation percentage – e.g., 120%: differs for each FO, check in contract
  - h. Project Type: As appropriate for your organization.
  - i. Intended Uses: Highlight intended uses (tip: Hold “shift” key to select multiple uses)
  - j. Contact name: Start typing the name you wish to find. When the name appears, select it to continue.
  - k. G/L Match Distribution Account: Leave blank.
6. Click “Add.”

## **Creating New Match Source Groups**

1. Log into Outcome Tracker.
2. Click Setup.
3. Under “Savings Accounts” Click “Work with Match Source Groups.”
4. Click “Add New Match Source Group” under “Tasks.”

The screenshot displays the Outcome Tracker application interface. At the top, a blue navigation bar contains tabs for 'Setup', 'People/Organizations', 'Activities', 'Reports', 'Data Exchange', and 'Support'. On the right side, a 'Tasks' sidebar is visible, containing two options: 'Return to Setup' and 'Add New Match Source Group'. The 'Add New Match Source Group' option is highlighted with a red rectangular box. The main content area is titled 'All Match Source Groups' and includes a 'Show 25 entries' dropdown menu, a 'Search:' text input field, and buttons for 'Delete...', 'Show Disabled', and 'Show Custom'. Below these controls is a table with a 'Description' column. The table contains one entry: 'AFI 2013 + ORIDA 13-002'.

5. Fill in the fields (this information should be in your contract).
  - a. Match Group Description: This will be in your contract. Please follow the guidelines in your contract.



- b. Match Source - Project: Choose the Project/Grant as appropriate.
  - c. Default Match Limit: Set as appropriate. This depends on your program and match rate, 3:1 vs. 5:1.
  - d. Default Match Rate: Set as appropriate. This depends on your program and match rate, 3:1 vs. 5:1.
  - e. Collaborative Partners: Select as appropriate. (This option is for FOs who have a network.)
6. Click “Save.”

## **To Add a Match Source Group to a Client Account**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there. You will be presented with a search field and a list.
3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. If you are not already on the IDA Account tab, click the IDA Account tab.”
6. Click “Details” tab.
7. Click “Edit Details.” A new window will appear.
8. Scroll down to the Match Information section. Click “Add Match Source Group.”
9. From the drop-down, select the Match Source Group. If you don’t see a certain Match Source Group, it means that you haven’t added it yet (see “Creating New Match Source Groups”).
10. Click “Save” when done to save your changes.

Match Information

Match Source Group	Begin Date	End Date	Match Limit	Override Match Rate	Potential Match	Potential Match %	
ORIDA19 5:1	mm/dd/yyyy	09/30/2020	\$1,800.00	5.00	\$1,800.00	32.609%	Remove
ORIDA19	mm/dd/yyyy	mm/dd/yyyy	\$9,000.00	3.00	\$3,720.00	67.391%	Remove

**Add Match Source Group**

Intended Use \* Business

Ida match rate \* 5.00

Min Monthly Savings Matched \$0.00

Max Monthly Savings Matched \$0.00

Create Custom

## **How to Enroll a Client Profile to an Activity**

1. Log into Outcome Tracker.
2. Click People/Organization Tab, if not already there. You will be presented with a search field and a list.

3. Search for the Client by typing into the search field then click “Search” or scroll down the list.
4. Click on the name of the Client.
5. Click on the “Activity List” tab.
6. Click on “Enroll in Activity.” A pop-up will appear and you will see a list of available activities.
7. Click on an activity to enroll the client. The client will now be enrolled in the activity.

### **How to Unenroll a Client Profile From an Activity**

8. Log into Outcome Tracker.
9. Click People/Organization Tab, if not already there. You will be presented with a search field and a list.
10. Search for the Client by typing into the search field then click “Search” or scroll down the list.
11. Click on the name of the Client.
12. Click on the “Activity List” tab.
13. Click the activity. A pop-up will appear and you will see the “Enrollment Details.”
14. Click “Unenroll.”
15. Click “Delete.”

## V. ACCESSING FREQUENTLY USED QUERIES AND REPORTS

There are three main categories for Reports: Standard, Shared, and Personal. Shared Reports consist of two sub-categories:

- Shared Network Reports
- Shared Agency Reports

**Standard Reports** are reports built by VistaShare that are useful for most IDA Programs.

**Shared Network Reports** are reports accessible to your agency, all the other agencies in the Oregon IDA Network, and Neighborhood Partnerships.

**Shared Agency Reports** are reports accessible to your agency and Neighborhood Partnerships.

The last two categories (or folders) will contain the most frequently used Queries and Reports for your agency.

Because there are so many types of Queries and Reports in the system, there is no way to cover them all here. Please do not hesitate to contact the Neighborhood Partnerships Staff if you have questions about any of them. Go to <https://oregonidainitiative.org/ida-providers/ida-providers-toolbox/> and click on the “Click here to submit a request ticket” link at the bottom right.

**Outcome TRACKER** My Account (Derrick Taruc) CAS

My Vista News Forums Setup People/Organizations Activities Reports Data Exchange Support

**Reports**

Welcome to the Reports area of Outcome Tracker. You may select one of the following reports or queries to view, or you may create a new report or query by clicking on a link in the tasks box to the right.

**reports and queries**

**Standard Reports**

- Standard Reports

**Shared Reports**

- Oregon IDA Network - Shared Network Reports
- CASA of Oregon - Shared Agency Reports

**Personal Reports**

- User Folders
- Personal Folder

**Location:** Oregon IDA Network - Shared Network Reports

	Description
	Address Labels for Exited Participants - A list of people who Closed their IDA accounts within the date range that you select, and the address information can be exported and used in a mail merge.
	AFI 2009 - Final, (2015-09-17) - ( Show Subquery )
	All People Roles - To see a list of the Roles that you have permissions to access.
	Archive (edit)
	Clients with More than 1 IDA Account - ( Show Subquery )
	Closed Award Year Analysis - ( Show Subquery )
	Closed Reasons and Asset Types by Graduate_final - ( Show Subquery )

### To Access Shared Network Reports

1. Log into Outcome Tracker.
2. Click the Reports Tab.
3. Click the “Oregon IDA Network – Shared Network Reports.” Clicking this will present you with a list of frequently used Queries and Reports.

- Click on the specific report to open.

## **To Access Shared Agency Reports**

- Log into Outcome Tracker.
- Click the Reports Tab.
- Click “[Name of Agency] – Shared Network Reports” (where [Name of Agency] is your particular agency). Clicking this will present you with a list of frequently used Queries and Reports.
- Click on the specific report to open.

## **To View a Report**

- Log into Outcome Tracker.
- Click the Reports Tab.
- Find the Report in the appropriate section.
- Click on a Report to open it. Once you open a report, you will be presented with a summary of the report parameters: who created it and when, what data it is pulling, and what filters it is using in order to narrow down the data.
- Click the Results tab to run the report. Most reports require you to fill in “Prompted Fields.” These Prompted Fields will vary with each report. Use Prompted Fields to narrow down the report by date, county, IDA intended use, etc. Click “GO” when done selecting the Prompted Fields, and the report will run.

Use these Prompted Fields to narrow down the report

results

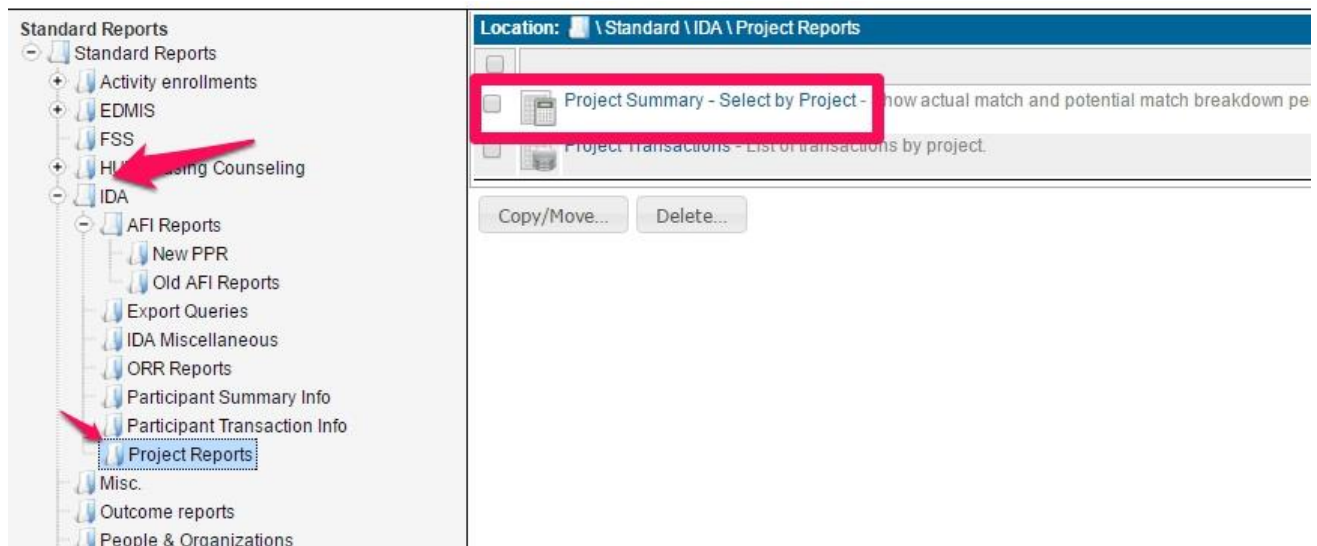
System Name	ID	IDA Account Application Date	IDA Application Profile Enrollment Begin Date	IDA Application Profile Public Benefits Certifying Eligibility	County	Ethnicity	Role
520898		05/09/2006		None	Multnomah	Black / African American	Client - IDA
520898		05/01/2006		LIHEAP	Multnomah	Black / African American	Client - IDA
520898		05/01/2006		LIHEAP	Multnomah	Black / African American	Client - IDA
520898		05/09/2006		LIHEAP	Multnomah	Black / African American	Client - IDA
520965		04/01/2007		LIHEAP	Multnomah	White	Client - IDA
520976		01/25/2007		LIHEAP	Multnomah	White	Client - IDA
520985		03/05/2007		LIHEAP	Multnomah	Other/Multiple	Client - IDA
520992		05/11/2007		LIHEAP	Multnomah	Black / African American	Client - IDA
521003		04/13/2007		LIHEAP	Multnomah	Black / African American	Client - IDA
521069		04/01/2008		LIHEAP	Multnomah	White	Client - IDA
521958		02/28/2003		LIHEAP	Multnomah	White	Client - IDA
521963		03/24/2006		LIHEAP	Multnomah	White	Client - IDA

## **To Export a Report**

6. On the Results tab, there is an “Export to Excel” button under “Tasks” on the top-right. (Tip: If you don’t see this, scroll your browser screen to the right.) Click on it to download the report as a .CSV file, which can be opened in Excel.

## **Pulling a Project Summary Report**

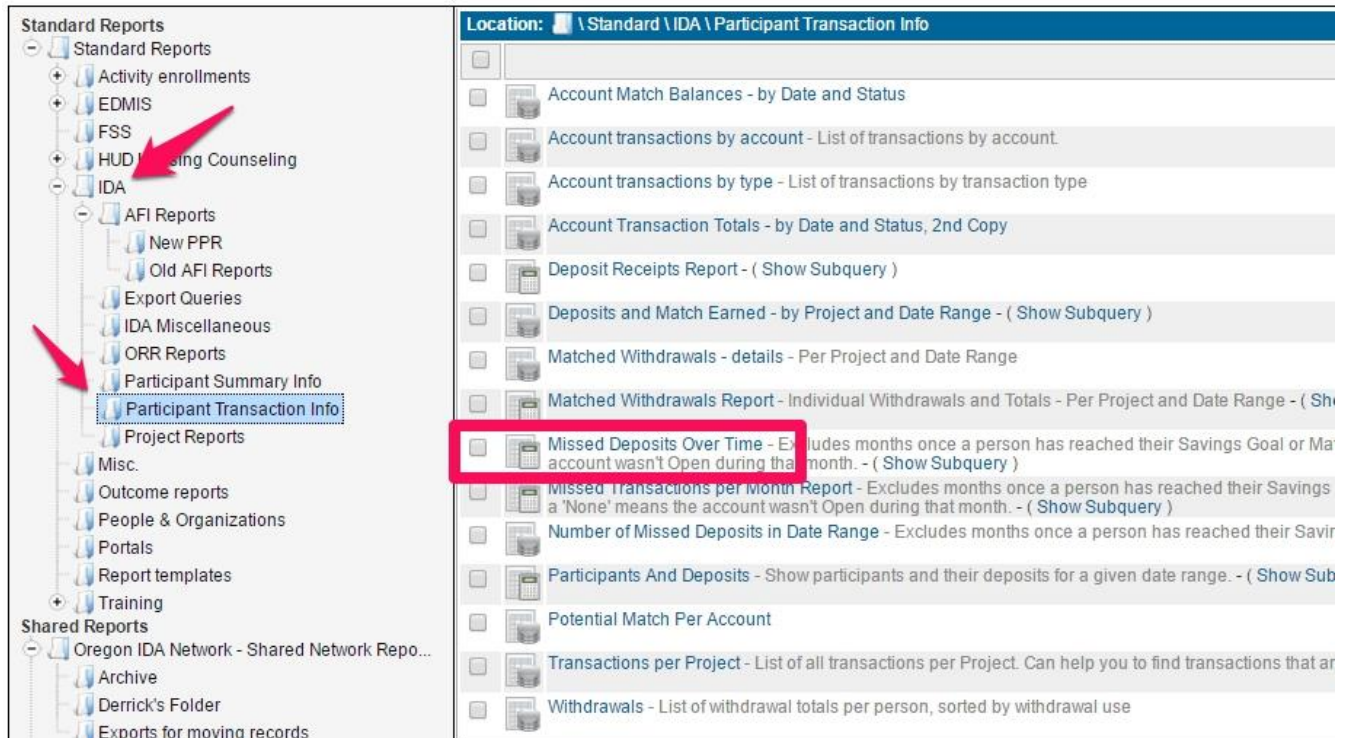
1. Log in to Outcome Tracker.
2. Click the Reports Tab.
3. Click on the Project Reports folder (Path is: Standard Reports >IDA >Project Reports).
4. Click on “Project Summary – Select by Project.”



5. After clicking the Results Tab, using the “Prompted Fields,” choose the Project/Grant; and “Begin Date” and “End Date.”
6. Click “Go.”
7. Click “Export Report” to export the report to Excel.

## **Pulling a Missed Deposit Report**

1. Log in to Outcome Tracker.
2. Click the Reports Tab.
3. Click on the Participant Transaction Info folder (path is: Standard Reports >IDA >Participant Transaction Info).



4. Click on “Missed Deposits Over Time.”
5. Use the Prompted Fields to narrow down your search.
6. Click “Go” (“X” means a missed deposit and “None” means that they were not a participant during that month, as in they haven’t started the program or have completed the program).

## VI. CREATING QUERIES AND REPORTS

Attempting to give instructions on how to create every report possible is not feasible so this will be a short overview of how to create reports. Hopefully, you will gain a general understanding of what makes up a report so that you can make one yourself. If you are still unsure after reading this and cannot make a report with the information you need, please do not hesitate to contact the staff at Neighborhood Partnerships.

### **What is a Query?**

Most reports on Outcome Tracker are queries (a type of report). A query pulls data from your Outcome Tracker database and puts it into a spreadsheet type of format (like Excel or Google Spreadsheets), with columns and rows. A query retrieves the "raw data," or data you have entered into Outcome Tracker (such as last name, street address, county) and presents it to you as a report.

In building a query, you may:

- Select which fields from the database will be displayed as columns (e.g., Full Name, Enrollment Date, Gender, Ethnicity).
- Sort the rows by one or more columns (e.g., Name, Enrollment Date).
- Filter the query to select only the rows you wish to see (e.g., Role equals Client, or Enrollment Date after a certain date or timeframe).

**Note:** If data has not been entered, there will be no data to show. For example, if the client John Doe's ethnicity has not been entered, the data for that client will be missing or blank in the report.

The results of a query can be:

- Viewed on screen.
- Printed as seen on the screen.
- Exported to Excel or another spreadsheet (recommended).

### **Building or Creating a Query**

Before starting from scratch, look through the folders of the Reports tab and look for a query that is similar to the one you need to create. If found, copy that query and edit the copy.

Queries are comprised of three parts:

1. Display columns (e.g., Full Name, Enrollment Date, Gender, Ethnicity).
2. Sorting (e.g., sort by Last Name, Enrollment Date).



3. Filtering (e.g., filter to only pull the data of IDA Clients or Education IDAs).

To prepare to write a query, think through the columns you will need for each of these three areas.

1. Identify columns to display in the query (for example: Last Name, First Name, Ethnicity, County, etc.).
2. Identify what columns to use for sorting (for example: sort by Last Name, Ethnicity, and/or County).
3. Identify the type of filter you will use. Who/what you want to select (for example: if you want to be able to filter by County, select “County” column).

## **Columns and Sort Columns**

**Display columns** are all the fields you have chosen to be included in your query results. For example, the display columns could be: Role, System Name ID, Full Name Last First Mdl, Gender, Ethnicity, and Email\_address.

Example Query Rows 1 to 100 of 3,601					
Beginning					Next ▶
Role	System Name ID	Full Name Last First Mdl	Gender	Ethnicity	Email Address
Client - IDA	4054361	11Record, 11Test	Male	White	isaac.witmer@vistashare.com
Client - IDA	4054361	11Record, 11Test	Male	White	isaac.witmer@vistashare.com
Client - IDA	4054361	11Record, 11Test	Male	White	isaac.witmer@vistashare.com

**Sort columns** are the specific fields that will be sorted in ascending or descending order. In the example, the query is sorted in ascending order on Full Name Last First Mdl. A sort column is also one of the display columns.

**Filters** determine which rows (or records) from the database are included in the query results. For example, to see a list of IDA Clients, the query needs a filter that limits the results to IDA Clients.

Each filter contains a field that is compared against a value. The filter is evaluated as either true or false. If the result is true (e.g., the role does equal IDA Client), then the record is included in the query results.

There are several types of comparisons that can be used in a filter:

- **Equals, Not Equal:** Equals means the column and the value are a direct match. Not Equal is anything except a direct match, including an empty field.
- **In List, Not In List:** means the column matches one of the values selected from a list (usually a dropdown list). Not in list means the column does not match one of the selected list values.
- **Greater than, Less than, Greater than or equal to, Less than or equal to:** These comparisons can be used with any type of column. They are generally used with dates and numeric columns.

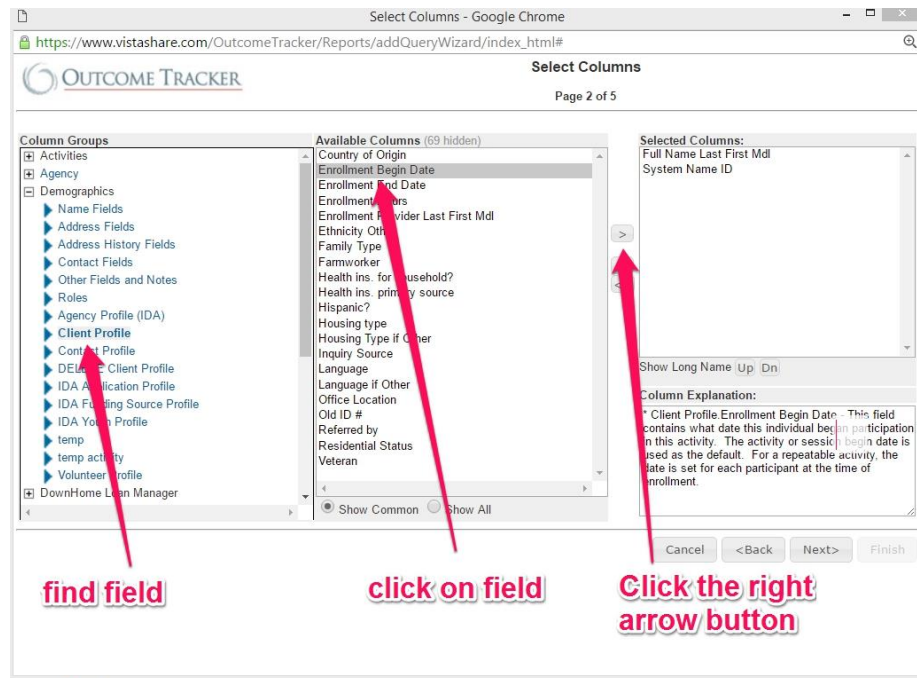


- **Is empty, Is not empty:** Used to filter on any record where the comparison column contains a value (Is not empty) or does not contain a value (Is empty).
- **Contains, Starts with:** These comparisons allow you to search text fields for a word or combination of words either at the beginning of the text (Starts with) or anywhere within the text (Contains).

The filter criteria **can contain more than one filter**. For example, the person must have a role that equals IDA Client and gender equals Female in order to be included in the query results.

### **Step-by-Step Instructions on Building or Creating a Report**

1. Log into Outcome Tracker.
2. Click the Reports Tab.
3. Click “Add New Query” under “Tasks” in the top right corner. A pop-up screen will appear.
4. Give your Report a Title and a Description. You can choose where the report gets saved by clicking “Show folders,” otherwise leave as is.
5. Click Next.
6. You will be at the “Select Columns” screen where you can choose columns to display in the query. There are many choices so you will need to find the exact ones you need. To select columns to display:
  - a. In the “Columns Groups,” find the fields you want to display.
  - b. In the “Available Columns,” click on the field you want to display.
  - c. To add the selected field to your report, click the right arrow button.
  - d. repeat as necessary until you have all the fields you want to display.
  - e. Click “Next” when done.

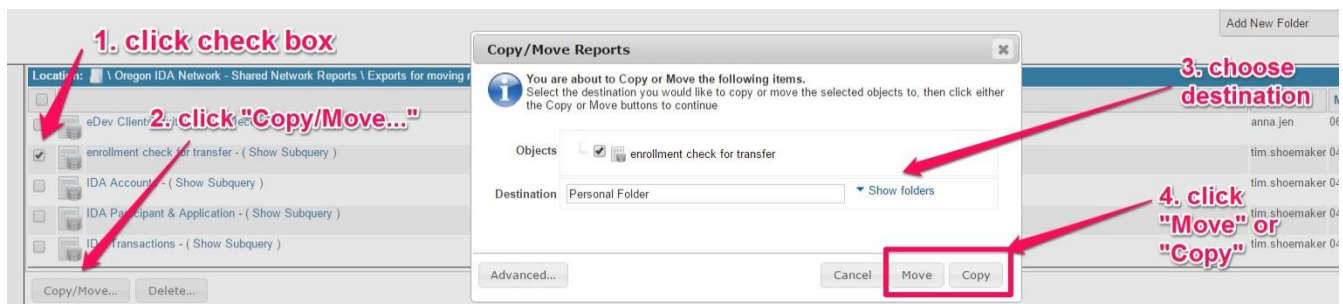


7. You will be at the “Record Sort Order” page where you can choose what columns to sort by and how, ascending or descending. You can sort by up to four fields. Click Next when done.
8. You will be at the “Filtering” page where you can choose what columns to filter by and what comparisons to use. Please see above for explanations of the types of comparisons.
9. Click Next when done. The pop-up window will close and you will be presented with the “General” tab of the report that shows a summary of the report.
10. Click Results tab to see the results.
11. On the same page as above (Results tab), there will be an “Export to Excel” button under “Tasks” on the top-right. (Tip: If you don’t see this, make sure to scroll your browser screen to the right.) Click on it to download the report as a .CSV file.

**Note:** Please experiment with creating reports. You can always delete or fix them later. If you want to see how other reports work, you can copy that report into your personal folder and experiment with that.

## To Move or Copy a Report

1. Log into Outcome Tracker.
2. Click the Reports Tab.
3. Find the Report in the appropriate section (but do not click on the name to open the report).
4. Click on the check box next to the report.
5. Click the “Copy/Move...” button at the bottom of the list. A pop up will appear.
6. Choose the destination folder by clicking “Show folders.”
7. Select “Move” or “Copy.”



## **To Edit a Query**

Before editing a query, please copy it to your personal folder so that you can retain a copy of the original. It may be a good idea to rename the copy to avoid confusion. For instructions on how to copy a report, refer to “To Move or Copy a Report” section.

1. Log into Outcome Tracker.
2. Click the Reports Tab.
3. Find the Report in the appropriate section (but do not open the report) and copy it to your personal folder.
4. Click on the report (in your personal folder).
  - a. Click the Columns tab to add, delete, and/or reorder columns.
    - i. To add, click “Add...”
    - ii. To delete, click on the check-box next to the column and then click “Delete...”
    - iii. To reorder, click on “Reorder...” Select the column to be moved and click “up” or “down.”
  - b. Click the Filter tab to add and/or delete filters.
    - i. To add, click “Add Filter...”
    - ii. To delete, click the “x” on the right side of the filter row.
  - c. Click the Sort tab to add and/or delete sort columns.
    - i. To add, click “Add.”
    - ii. To delete, click the “x” on the right side of the column row (note: you cannot delete if there is only one sort column).

Note: Your changes will be saved as you modify the report.

5. Click the Results tab when you are done editing (to see the results).

## VII. CREATING SELF-SERVICE FORMS

Self-service forms allow you to send clients online forms to fill out. You will “invite” the new or potential client and they will receive an email with a link to the form.

**Note:** If you have an existing form that you want to convert, contact VistaShare to copy the form and convert it into a Self-Service form for you.

### **Creating a Self-Service Form**

1. Log in to Outcome Tracker.
2. Click the Activities tab.
3. On the Activities tab, select the activity to use for this form.
4. Click on the Forms subtab.
5. Click Add Form. A popup window will appear.
6. Select the form type, “Self-Service.”
7. Click Next.
8. Enter the name of the form. Optionally enter the date range the form will be active and the role(s) to add (this should be “Client – IDA”) to the record when a person uses this form.
9. Click Next.
10. Select the questions to include on the form. The questions from the activity are preselected.
11. Click Next.
12. Configure the e-mail that will invite people to complete the form.
13. Click Next.
14. Configure the messages that will appear on the form:
  - a. Welcome Message. This appears on the top of the form.
  - b. Farewell Message. This appears after the person has completed the form.
  - c. Full Message. This message appears if the maximum number of people has been added to the activity. This feature is typically used when using self-service to enroll in a class or workshop.

15. Click Next.
16. Click Finish to make the form active.

### **To Invite People to Complete a Self-Service Form**

For a Self-Service form, you can send an e-mail that invites people to complete the form. To select the people and send the initial invitation:

1. Log in to Outcome Tracker.
2. Click the Activities tab.
3. On the Activities tab, select the activity to use for this form.
4. Click on the Forms subtab.
5. Select the form. A panel with additional tabs will appear.
6. Click the Participants tab.
7. Click “Invite.”
8. Select a role (should be “Client – IDA”) and click Next. A list of names will appear.
9. Select the names and click. (You can use Ctrl + click to select multiple names).
10. Click “Finish.” Outcome Tracker will e-mail an invitation to each name.

### **To Resend the Self-Service Form Invitation**

1. Log in to Outcome Tracker.
2. Click the Activities tab.
3. On the Activities tab, select the activity to use for this form.
4. Click on the Forms subtab.
5. Select the form. A panel with additional tabs will appear.
6. Click the Participants tab.
7. Check the box next to each name to whom you wish to resend the invitation e-mail.
8. Click Resend invitation. Outcome Tracker will e-mail an invitation to each name.

## VIII. TROUBLESHOOTING

### **Trouble Shooting Common Errors**

#### **Timeouts**

Timeouts are generally related to problems on the network (dropped packets) either internal to the site or between the site and the VistaShare servers. Even a bad cable can cause random timeouts due to lost packets. Another reason this can happen is latency problems with Outcome Tracker (server not responding fast enough). VistaShare strives to keep up with load problems on the server although sometimes they do occur due to heavy user volume or because of a software patch.

#### **How to Fix**

1. Ensure that all internet connectivity is working properly including cables and internal servers.
2. Log out, make sure you can connect to the internet and then log back in to VistaShare.
3. Contact the Neighborhood Partnership Staff at <https://oregonidainitiative.org/ida-providers/ida-providers-toolbox/> and click on the “Click here to submit a request ticket” link at the bottom right.

#### **Proxy Errors**

In a computer network, a proxy server acts as an intermediary and processes every request between your computer and the VistaShare server. This is often used to scan for viruses in web requests or to keep users from visiting unapproved sites, but can add a lot of latency to web based applications.

#### **How to Fix:**

1. If you are using a proxy server and it is an option, we suggest having a network technician either white listing VistaShare or temporarily turning off the proxy server entirely to see if that helps with the timeouts.
2. Have a network technician perform testing on your network to see if the problem might be related to congestion or bad hardware.
3. Have a network technician use a ping or traceroute to see what kind of response times they are getting from Vistashare (Currently ping is allowed against vistashare.com).
4. Contact the Neighborhood Partnerships Staff at <https://oregonidainitiative.org/ida-providers/ida-providers-toolbox/> and click on the “Click here to submit a request ticket” link at the bottom right.

## Slowness on System

System slowness can be due to many factors, from network congestion to an error in the code. If the slowness only occurs on one particular page or action, it may be addressable with VistaShare.

How to Fix:

1. On the bottom of most every page in the system is a set of grey text which reads something like "Page generated on 2006/01/09 13:38:37.196 US/Eastern in 0.137000083923 seconds". If this time is over one or two seconds consistently, then we have a performance problem on the server and you should report this immediately to Neighborhood Partnerships.

The screenshot shows a web application interface. At the top, there is a search bar with a dropdown menu showing letters a-z. Below this is a table with columns: Name ID, Name, Home Phone, Work Phone, and Email. The table contains one row with the following data: 517914, Oregon IDA Network, jjunke@neighborhoodpartnerships.org. To the right of the table is a sidebar with a list of users: AFI, Oregon State Tax Credit Program, Client Test 1 B, Tester Tester2, Derrick Taruc, Jessica Junke, Oregon IDA Network, and Anna Jen. At the bottom of the page, there is a grey box containing the text: "Page generated on 07/25/2016 04:27:31 PM in 2.71 seconds". A red arrow points from the text "page generated on" message to this grey box.

Contact the Neighborhood Partnerships Staff at <https://oregonidainitiative.org/ida-providers/ida-providers-toolbox/> and click on the "Click here to submit a request ticket" link at the bottom right.

## Other Common Issues

### No Match Accruing on Deposits

When a client makes a deposit, match might not be added for a few reasons:

- "Minimum/Maximum Monthly Savings Matched" amounts are too high/low (e.g., if the amount deposited is lower than the minimum, the system will not match the deposit).

The screenshot shows a form for setting savings match parameters. The form has the following fields and values:

Intended Use *	Education
Ida match rate *	5.00
Min Monthly Savings Matched	\$50.00
Max Monthly Savings Matched	\$250.00
Max Annual Savings Matched	\$600.00
Max Total Savings Matched *	\$1,800.00
Monthly Savings Goal	
Met Requirements for Matched Withdrawal	<None>



- Client has reached Match Source Group Match Limit for the year (which is set in “Max Annual Savings Matched” field).
- Client has already reached the limit amount of how much he/she can deposit and get matched within a certain time frame (Max Annual or Max Total Savings Matched fields).
  - Usually limited to \$1,000 per 12 months and \$3,000 total (varies by program, please ask your program director).

### **Unable to Add Matched Withdrawals**

When a client makes a withdrawal, system might not make a match for a few reasons:

1. Client hasn't met time requirements in program.
2. Client has not met savings minimum threshold yet.
3. Funds are being held by inactive client accounts. If a client has exited from the program, but their account is still “open” with match funds still allocated to their account, funds that should be available will be tied up until the account is resolved and closed.

To troubleshoot 3:

1. Click People/Organizations tab.
2. Search for Oregon State Tax Credit Program or AFL.
3. In the IDA Projects tab, on the left, choose the funding source.
4. Click Project Activity tab and scroll through the clients listed and make sure they're all active accounts. If there are clients whose accounts should be closed, close the account. (Refer to “Closing an IDA Account” section in this manual.)

### **Match Funds Are Pulling from a Closed Grant**

When a grant (or project) is closed out, there is a possibility that funds will be used when a client makes a matched withdrawal. This happens when the client has accrued match funds (by making deposits), but has not yet spent them all.

For example, if a client accrued \$2,000 in match funds from ORIDA 10, but only made \$1,000 in withdrawals, there is still \$1,000 left in funds. Even if the grant is closed, the remaining \$1,000 will be used in future matched withdrawals.

So, prior to an Award-Year Closeout, make sure you have reallocated the clients with remaining match funds to a different Award Year. If you do not know how to do this, please contact Neighborhood Partnerships.

To see which clients still have match funds:

1. Click People/Organizations tab.
2. Search for Oregon State Tax Credit Program or AFI.
3. Click the IDA Projects tab
4. Click the funding source.
5. Click Details tab and scroll through the clients listed and any balance in “Match Balance” column needs to be reallocated.

### **Client Who Is Not an IDA Participant Showing up in IDA Reports**

Sometimes FOs use Outcome Tracker for multiple programs. If clients are assigned to “roles,” a person may be accidentally assigned to the “IDA Client” role. If so, even if the account is closed, they will still appear in reports. To fix this:

1. Click People/Organization Tab, if not already there.
2. Search for the Client by typing into the search field then click “Search” or scroll down the list.
3. Click on the name of the Client.
4. Click “Roles” tab.
5. Add the client again to the “IDA Client” role and then delete the role (click on the option box next to the role and then click “Delete”).

### **Can’t Edit Transactions Because They Are Frozen**

Sometimes you will need to go in and edit specific transactions and the box is greyed out. If so, it is most likely because the transaction has been “frozen” due to a previous bank transactions upload. To “unfreeze” the transactions email VistaShare at [support@vistashare.com](mailto:support@vistashare.com) with the Client ID# and they’ll unlock the transactions.

## Getting Error When Doing an “Import Bank Transactions”

If you are using the “Bank Upload (Manual Entry).csv” file to import bank transaction, you will need to delete all of the # symbols in the bank account number row in Excel before you do the upload.

The screenshot shows the 'Prompted Fields' dialog box with the following fields:

- Collaborative Name:** Clackamas Community Land Trust, Clackamas County Social Services, Clatsop Community College, Community Action Organization, Community Connection, Community Home Builders, Community In Action, Community Services Consortium (Comm. Housing Servs), Community Vision, Confederated Tribes of Siletz Indians.
- Program Type:** Adult, CASA Direct, Community Service Incentives, MESA College Initiative, Save & Spend\_VIDA, Youth, YouthSave.
- Report Date:** 08/11/2016 (mm/dd/yyyy)
- Period Begin:** 07/01/2016 (mm/dd/yyyy)
- Period End:** 07/31/2016 (mm/dd/yyyy)
- GO** button.

Below the dialog box is a table with the following data:

Name	SSN	Bank account number	Report Date	Period Begin	Period End	Withdraw Total	Deposit Total	Service Fee	Interest Total	Incentive Deposit Total
		3959237383 #	08/11/2016	07/01/2016	07/31/2016	0	0	0	0	0
		1284005521 #	08/11/2016	07/01/2016	07/31/2016	0	0	0	0	0
		32328708 #	08/11/2016	07/01/2016	07/31/2016	0	0	0	0	0
		7840226604 #	08/11/2016	07/01/2016	07/31/2016	0	0	0	0	0

A red arrow points from the 'Export to Excel' button to the bank account numbers in the table, which contain hash symbols.

## Issues That Require Programming to Fix

Sometimes there is nothing you or Neighborhood Partnerships can do to fix an issue. In these cases, VistaShare will need to be alerted to the issue. If it is indeed a programming issue, they will let you know that a developer will look into it. Often, they do not provide a concrete outline when first responding. However, generally major fixes to Outcome Tracker are tested in two cycles, and then released with the mass updates that are done every six weeks or so.

If it's a minor issue, VistaShare usually addresses the issue in a few hours. Neighborhood Partnerships will keep you updated on ongoing issues as best as possible or you can go to <https://neighborhoodpartnerships.happyfox.com/> if you have specific ongoing issues to see status of your ticket with Neighborhood Partnerships. You can also click on the News tab in Outcome Tracker to

view any recent fixes or changes.

My Vista
News
Forums
Setup
People/Organizations
Activities
Reports
Data Exchange
Support

**Maintenance: Database Upgrade on July 3rd - COMPLETED**  
 Posted by [Chris Kratz](#) on Monday July 04, @02:27AM  
 Database upgrade was successfully completed on July 4th at 2:30am. All functionality and services have been restored.

**EMERGENCY MAINTENANCE - 6/24/2016 at 5pm ET**  
 Posted by [Chris Kratz](#) on Friday June 24, @10:49AM  
 Our operations team has been notified of failing hardware on one of our primary servers. This is critical enough that we have scheduled an emergency maintenance period to hope the downtime will be less than half an hour. We will post here once the maintenance is completed. (1 comment)

**Outcome Tracker Release - 6/22/2016**  
 Posted by [christopher.hanger](#) on Thursday June 23, @02:08PM  
 Release notes:
 

- Enhancement: HUD MyVista Widget  
A new MyVista page section is being added to HUD agency databases with links to HUD 9902 support resources, including tutorials.
- Enhancement: Add missing index to unread notes
- Enhancement: Add linked 529 and shadow account inquiry as a People/Org tab option
- Fix for issue with duplicate usernames and mobile portals
- Fix for enrollment popup configuration dialog not populating forms correctly
- Fix for provider names being displayed improperly
- Fix for security warning in enrollment wizard
- Fix for DLM import error – couldn't find any dup with None
- Fix for inability to merge duplicate names
- Update to unsupported browser page
- Fix for Tasks & Reminders tab disappearing for limited user
- Fix for portal initialization failure if user cannot see MyInfo widget
- Fix for incorrect sorting of summarized query values when sort is on a calc
- Fix for columns tab not counting number of columns correctly
- Fix for crash with strong constant calcs
- Fix for chart/graph download error
- Fix for inability to create new forms
- Fix for no default form displayed on related name stab
- Fix for self service form preview errors
- Fix for loss of new lines when printing an enrollment form to PDF
- Fix for data entry form not showing on initial enrollment popup
- Fix for translations not working on forms
- Fix for account re-invite not working

In testing:
 

- Enhancement: Automated query exports to external sftp site
- Enhancement: 529 portal widget updates
- Fix for visual issue in people/organization search
- Fix for html in notifications
- Fix for form follow up email not including attachment
- Fix for loans tab crash with pre-1900 payments
- Fix for validation error submitting HUD 9902

# ADVANCED

## IX. ADMIN ACTIVITIES

### **Adding a New Administrator Account**

When adding a new administrator, you first have to create a new person in the People/Organization tab. Then you can give this new person administrative permissions.

1. Log in to Outcome Tracker.
2. Click People/Organization Tab, if not already there.
3. Type in the name of the person you're wanting to add to the database to see if they already have a record. If they do, skip to step 4. If they do not:
  - i. Click on "Add New Person" under "Tasks" in the top right corner.
  - ii. Enter name and "Role" of person ("Role" should be "staff").
  - iii. Click "Add."
  - iv. Enter contact information for person and click "update." An email address will be needed to create the administrator account.
4. Click the Setup tab.
5. Click "Manage User Accounts" under "Accounts & Permissions."
6. Click on the name of the new staff member.
7. Click on "Permissions" tab.
8. Add new user to security group(s) by clicking appropriate security group in the "Available" box and clicking the right arrow. This will make them a member in whatever security group chosen.

Note: If this is NP staff, they will need to be added to each agency's database. To do so, follow steps 4-6 above then click the "Agency Membership" tab. You will have to add each agency—click the drop-down, select agency, and click "Add."

### **To Deactivate an Administrator Account**

1. Log in to Outcome Tracker.
2. Click the Setup tab.
3. Click "Manage User Accounts" under "Accounts & Permissions."
4. Click on the name of the staff member.
5. Click on the check box for "Account Disabled" in the Account Details tab.

- 6. Click “Update.” This will prevent the user from accessing Outcome Tracker.

**How to Change the Contact Person on IDA Statements**

- 1. Log in to Outcome Tracker.
- 2. Click People/Organization Tab, if not already there. You will be presented with a search field and a list.
- 3. Search for your organization. (For example, if your organization is CASA of Oregon, search for “CASA of Oregon.”)
- 4. Enter the new email address in the Email field.
- 5. Enter the new contact name in the Contact Name field.

Organization

CASA of Oregon

F

Email

Alt F

Documents

Financial Capability Scale

Roles

Notes

Activities

Contact Name

Tasks/Reminders

Address

23500 SW 15th St, Suite 155

Sherwood

OR

97140

<Country>

Address History

Locality

<none>

County

Washington

Web sites (URLs)

Contact Name

## **How to print statements in bulk**

1. Log in to Outcome Tracker.
2. Click Setup tab.
3. Click “Print Statements.” A new window will open.
  - [WORK WITH TRANSACTION BATCHES](#)

### **Checks and Statements**

- [Export Withdrawal Checks](#)
- [Print Statements](#)

4. Select the fields:
  - a. Statement: IDA Statements
  - b. Selection Query: Monthly Statement
  - c. Collaborative Name: Choose as appropriate.
  - d. Partner Financial Institution: Choose the bank as appropriate.
  - e. Program Type: Choose as appropriate. Usually “Adult” or “5:1 Adult.”
  - f. Account Status: Choose as appropriate. Usually “Open.”
  - g. Include if Statement Balance  $\geq$ : Leave as is. Should be “0.”
  - h. Exclude Goal Met accounts?: Leave as is. Should be “No.” (If you do not want to generate a statement for savers who already met their savings goal, change to “Yes.”)
  - i. Statement Begin Date and Statement End Date: Set to the desired time period.
  - j. Click “Next.”
5. Click “Statements.” This will download a PDF of all the statements.

## **Adding New Asset Classes**

Right now there are only certain Asset Classes in the database. In the future, if/when your agency starts offering new Asset Classes, first contact Neighborhood Partnership and we’ll have VistaShare add the new Asset Class(es) to your database.

Once they’re added, you will need to add the Asset Classes to the Match Source Groups that will fund those types of IDAs or they will not show up. To do so:

1. Log in to Outcome Tracker.

2. Click the Setup tab.
3. Under “Savings Accounts” Click “Projects/Grants.”
4. Click on the name of the Project/Grant.
5. Add the new Asset Classes to the Project by going in the “Intended Uses” box and selecting the new Asset Classes added by VistaShare (You can use Ctrl + click to select multiple Asset Classes).
6. Click “Update” when done.

The screenshot displays a form for project setup with the following fields and options:

- Current allocation:** A text box containing "\$71,070.00 (7.1%)" with a blue question mark icon to its right.
- Project type:** A dropdown menu currently showing "Single agency AFI project" with a downward arrow.
- Other project type:** An empty text box with a blue question mark icon to its right.
- Intended uses \*:** A list box containing four items: "Assistive Technology", "Business", "Education", and "Employment related equipment". A blue question mark icon is to the right of the list.
- Contact Name:** An empty text box with a placeholder text "Start typing the name you wish to find" below it.

### **Adding the Audit Log**

The Audit Log is a tab that show up under each individual client’s account and tracks changes made to any of the information (including transactions).

1. Log in to Outcome Tracker.
2. Click on Setup tab.
3. Click “Define Tabs” under People & Organizations.
4. Click “Add Tab...” under Tasks.
5. Add a Tab Description (example: Audit Log).
6. Click on “Component” drop down list and select “Audit Log.”
7. Click “Add.”
8. Then make sure you set it to show on the roles that you wish or make it show up on all organizations, all people, or both.



## **How to Add Drop Down in the Standard Contact Fields/Edit Tab**

Fields that show up in that section of the Edit tab are either default System Fields or User Defined Fields. First, you create the drop-down list. Second, you assign the drop-down list to the Edit, top section. Note: Not all Outcome Tracker databases have the Edit tab.

The screenshot displays the 'Edit' tab interface for a contact record. At the top, a navigation bar includes links: 'nt Portal', 'Roles', 'Activity List', 'Relationships', 'Notes', 'IDA Accounts', 'Tasks/Reminders', 'Contact's Organization', 'Edit' (highlighted), 'Audit Log', 'Documents', and 'Exit Data'. The main content area is divided into two columns. The left column contains fields for 'Address' (with a text input '555 Tester Lane', a state dropdown 'OR', and a zip input '97207'), 'Locality' (dropdown '<none>'), 'County' (dropdown 'Multnomah'), 'Web sites (URLs)' (text input), 'Employer/Business' (text input), 'Alternate Email' (text input), 'Alternate ID 1 (Numeric)' (text input), 'Alternate ID 3 (Text)' (text input), 'Mail status' (dropdown '<none>'), and 'Office Location' (dropdown '<none>'). The right column contains an 'Alternate Address' section with an 'Address' text input, a state dropdown '<State>', and a country dropdown '<Country>'. Below this are 'Fax' (text input), 'Alternate Phone' (text input), 'Inactive' (dropdown '<none>'), 'Initial Entry Date' (displaying '07/13/2016'), 'Alternate ID 2 (Numeric)' (text input), 'Alternate ID 4 (Text)' (text input), 'Mail status reason' (dropdown '<none>'), and 'This is a question' (text input).

**Above:** What a typical Edit tab may look like. This area will be a mix of default System Fields and User Defined Fields (i.e., custom fields created by the administrator). Note: Not all Outcome Tracker databases have the Edit tab.

**Step 1:** Create the drop-down list:

1. Log in to VistaShare.
2. Click Setup Tab.
3. Under “Activities” click “Define Dropdown Lists.”
4. On the top-right, click “Add new dropdown list.”
  - a. Fill in the fields.
  - b. In the description field, type in the name of the drop-down.
5. In the values field, you enter the drop-down choices (e.g., yes, no, or maybe). You have to enter them in a specific way. Type in the first choice then hit enter to start a new line, type in the second choice, then hit enter, repeating until all fields have been entered.
6. Click “Create” when done.

The screenshot shows the 'Add New Dropdown List' dialog box in the Outcome Tracker software. The dialog has a 'Description' field, a 'Priority Area' field, and a 'Values' field. The 'Values' field contains a list of values: '42nd NPI', 'Alberta MS', and 'Cully NPI'. A red arrow points to the 'Add new dropdown list' button in the top right corner of the main window.

**Step 2:** Add new drop-down list to the Edit tab, top section:

1. Click Setup Tab again (or click “Return to Setup”).
2. Under Activities, click “Define User Defined Fields.”
3. Click the Add tab.
  - a. Leave “Table” as is with “namemaster” as the choice.
  - b. In Column Name, type in the name of the new drop-down field.
  - c. For Type, choose “Dropdown” and click on the drop-down list and find the drop-down list you created from above.
4. Click “Add” when done.

### User Defined Fields

User-Defined Fields are fields that you can define yourself. Each user-defined field is attached to a parent table. For example, you could create a user-defined field defined, it will appear on the appropriate view and edit pages for each name allowing you to view and update the data stored for each person.

The dropdown will show up in the Edit tab for the Client Record. Note: The new dropdown will show up at the bottom of the section, and it cannot be reordered.

## **How to Add a New Question in the Standard Contact Fields/Edit Tab**

Note: Not all Outcome Tracker databases have the Edit tab.

1. Log in to VistaShare.
2. Click Setup Tab.
3. Under Activities, click “Define User Defined Fields.”
4. Click the Add tab.
  - a. Leave “Table” as is with “namemaster” as the choice.
  - b. In Column Name, type in the Question.
  - c. Choose the Type.
5. Click “Add” when done.

## **How to Add New Dropdown in the Intake Form Tab**

This is a multi-step process. Note: If the drop-down list already exists, please skip to the Step 2: “Add dropdown list to the Intake Form tab.”

**Step 1: Create the dropdown list:**

1. Log in to Outcome Tracker.
2. Click Setup Tab.
3. Under “Activities” click “Define Dropdown Lists.”
4. On the top-right, click “Add new dropdown list.”
5. Fill in the fields.
  - a. In the description field, type in the name of the drop-down.
  - b. In the values field, you enter the drop-down choices (e.g., yes, no, or maybe). You have to enter them in a specific way. Type in the first choice then hit enter to start a new line, type in the second choice, then hit enter, then so on and so forth.

The screenshot shows the 'Define Dropdown Lists' page in Outcome Tracker. A modal window titled 'Add New Dropdown List' is open. The 'Description' field contains 'Priority Area'. The 'Values' field contains three lines of text: '42nd NPI', 'Alberta MS', and 'Cully NPI'. At the bottom of the modal are 'Cancel' and 'Create' buttons. In the background, a table lists various dropdown lists with columns for 'Values' and 'Usage'. A red arrow points to the 'Add new dropdown list' button in the top right corner of the main interface.

6. Click Create when done.

**Step 2: Add dropdown list to the Intake Form tab:**

1. Click on Activities tab.
2. Click “IDA Application Profile.”
3. Click Questions Tab.

4. Scroll all the way down to the “Available Questions” box.
5. If the new drop-down isn’t in the “Available Questions” list, click “New...”, otherwise skip to number 8.
6. Fill in the fields.
  - a. Question: Name of Question.
  - b. Question Type: Choose the type of question. (hint: Look at the other questions where the new question will go and see what type those are.)
  - c. Answer Type: Select Dropdown List and find the drop-down list you created from above.
7. Click Finish. The new question should be in the “Available Questions” now. If you need to reorder, click “Reorder...”
8. Find the new Question in the “Available Questions” list, click on it, and click “Add.” This will add it to the list of questions above. If you do not see it, click to “Next” to go to the next page.  
**Important:** If you have an Edit tab, you will need to use “Reorder...” to place the new Question in the correct position.

**Step 3:** Add the question to the Intake Form.

4. On the same page as above (Activity tab > IDA Application Profile), click the Forms tab.
5. Click Intake Form.
6. Click Questions. There will be two boxes.
7. On the left box, Find the new drop-down list click it, and click the right arrow. This will transfer it to the right box. (You can reorder by clicking the new drop-down list and clicking either “Up” or “Down”).
8. Click Save when done.

## **How to Add New Dropdown in the Exit Data Tab**

This is a multi-step process. Note: If the drop-down list already exists, please skip to the third step, “Add drop down to the Exit Data tab.”

**Step 1:** Create the drop-down list:

1. Log in to Outcome Tracker.
2. Click Setup Tab.



3. Click the Add tab.
  - a. In “Table” select “activity.”
  - b. In Column Name, type in the name of the new drop-down field.
  - c. For Type, choose “Dropdown” and click on the drop-down list and find the drop-down list you created from above.

### User Defined Fields

User-Defined Fields are fields that you can define yourself. Each user-defined field is attached to a parent table. For example, you could create a user-defined field, it will appear on the appropriate view and edit pages for each name allowing you to view and update the data stored for each person.

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4. Click “Add” when done.

### Step 3: Add drop-down list to the Exit Data tab:

1. Click on Activities tab.
2. Click “IDA At Exit Information.”
3. Click Questions Tab.
4. Scroll all the way down to the “Available Questions” box.

5. If the new drop-down isn't in the "Available Questions" list, click "New...", otherwise skip to number 8.
6. Fill in the fields.
  - a. Question: Name of Question.
  - b. Question Type: Choose the type of question. (hint: Look at the other questions where the new question will go and see what type those are.)
  - c. Answer Type: Select Dropdown List and find the drop-down list you created from above.
7. Click Finish. The new question should be in the "Available Questions" now. If you need to reorder, click "Reorder..."
8. Find the new Question in the "Available Questions" list, click on it, and click "Add." This will add it to the list of questions above. If you do not see it on the first part of the list, click to "Next" to go to the next page.

**Step 4:** Add the question to the Exit Data Form or Exit Data Online form.

9. On the same page as above (Activity tab > IDA at Exit Information), click the Forms tab.
10. Click Exit Data.
11. Click Questions. There will be two boxes.
12. On the left box, Find the new drop-down list click it, and click the right arrow. This will transfer it to the right box. (You can reorder by clicking the new drop-down list and clicking either "Up" or "Down.")
13. Click Save when done.

## **How to Close Out Award Years**

1. Log in to Outcome Tracker.
2. Go to the Setup Tab.
3. Click "Print Statements" (at the bottom of the page on the left corner).
4. Select criteria (you can select more than one under each category).
  - a. In the "Selection Query" drop down choose "Monthly Statement (Filtered by Project)."
  - b. Choose Collaborative name, partner financial institution, program type, account status (please note that accounts don't have to be closed in order to freeze; make sure the



balance is zero) Hint: You can choose multiple selections by holding down Ctrl on your keyboard.

5. Click “Next.”
6. Click on “errors” to view errors.
  - a. You won’t be able to freeze accounts if there are errors.
  - b. View errors and make necessary adjustments.
7. Click on “statements” to view PDF of statements.
8. Click the “update” button.
  - c. This updates the “Last statement date” field on each IDA account and “freezes” all transactions in the Statement run period.

Note: Once accounts are frozen, you will be unable to make changes. Please contact VS at [support@vistashare.com](mailto:support@vistashare.com) to “unfreeze” accounts.

## **X. BANK UPLOADS**

### **Four Levels of Bank Transaction Automation**

There are four “levels” of bank transaction automation.

1. No automation. All monthly transactions in a client’s account in Outcome Tracker are entered manually by the IDA provider.
2. Monthly upload created by provider. All monthly transactions in a client’s account in Outcome Tracker are entered through an upload of a CSV file called “Bank Upload (manual entry)” obtained from Outcome Tracker. Monthly transactions are entered manually by the IDA provider in the CSV file then the file is uploaded into Outcome Tracker. (The monthly transactions are copied from a bank statement.)
3. Monthly upload created by bank. All monthly transactions in a client’s account in Outcome Tracker are entered through an upload of a file provided by the bank that the IDA provider is partnered with. Monthly transactions are recorded by the bank then the file is uploaded into Outcome Tracker by the IDA provider.
4. Full automation. All transactions in a client’s account in Outcome Tracker are entered through an Electronic Data Transfer (EDT) with the bank on a nightly basis. As of this writing, there is a one-time setup fee of \$500 from VistaShare. Your financial institution may have fees or subscription charges.

## XI. DEFINITIONS

### Transaction Types

**Participant Account Deposit:** basic deposit, puts money into account and appropriate match can be applied to this

**Participant Account Interest:** interest in account, puts money into account and (depending on how the program is set up) appropriate match can be applied to this

**Participant Account Fees:** any fees for the bank account, removes money and match according to the match rate

**Matched Withdrawal/Purchase:** any withdrawal that is within the program guidelines, you can choose amount removed from account and match

**Unmatched Withdrawal:** withdrawal that violates guidelines (emergency withdrawal), removes money and returns match funds to available IDA match funds

**Adjustments** do the exact opposite of the above. For example, an **Adjustment - Unmatched Withdrawal** would put money back into the account and apply match to that amount as well. An **Adjustment - Matched Withdrawal/Purchase** allows you to specify how much money and match to put back into the account.

### Match

Match are funds that are accrued every time a client makes a deposit. Usually a match is 3:1, but in some cases can be up to 5:1. So, for a 3:1 match, every \$1 deposited there will be a \$3 match. These match funds will come from the “Match Source Group(s)” listed on the account.

Account

\$140.11

Match Balance:

\$420.33

Total

\$560.44

Deposits:

\$170.00

Matched

-\$40.00

Date	Description	Upload	Ovr	Account	Match	Total
03/01/2013	Participant Account Deposit			\$50.00	\$150.00	\$200.00
04/01/2013	Participant Account Deposit			\$50.00	\$150.00	\$200.00
04/01/2013	Participant Account Interest			\$0.05	\$0.15	\$0.20

Edit

Delete

New transaction

Transaction Summary

Transaction Details

Match Calculation Notes

Match Source	Category	Description	Transaction Code	Amount
	Account Deposit	Participant Account Deposit		\$50.00
Oregon State Tax Credit Program	Match Earned	Match for Participant Account Deposit (ORI		\$150.00

## **Match Source Group**

Match Source Groups indicate which Project(s) (or Funding Agencies) will fund the matches for an account. The sum of the project percentages in a Match Source Group always equals 100 percent.

## **Allocation, Match Earned, Match Spent**

The easiest way to see how much money from a certain grant has been allocated, accrued, and spent, broken down by client, is to:

1. Log in to Outcome Tracker.
2. Click Setup tab.
3. Click Projects/Grants.
4. Click on the grant and then click on “Details” tab.
5. Alternatively, if you go to the Reports tab, Oregon IDA Network – Shared Network Reports folder, there is a report called “Closed Award Year Analysis” which will give you the same information.

Here you will see all the clients who are funded by that specific grant.

- You can see how much money has been allocated, accrued (Matched Earned), and spent (Matched Withdrawals)
- If you see \$0.00 in the allocated or matched fields, this could be because it is a split grant and the client hasn’t pulled any funds from that grant yet. If it is a split grant (AFI/ORIDA), match funds are always pulled from the match source group listed first on the account. For example, if you are looking at AFI 2013 and see \$0.00 for a client, it could mean that the split grant is listed second (and ORIDA is first) on the client’s account. To check, go to the client’s IDA Accounts Tab>Account Summary.

## **Freezing Accounts**

When performing the “Import Bank Transactions” function, clients with transactions during that time period are “frozen” up to the last statement date. When an account is “frozen,” it means that transactions up to that last statement date cannot be edited by a user. They have been frozen because of a previous Bank Transactions Upload. These uploads are usually done monthly.

- Grants/projects are not “frozen,” only transactions are.
- Edits can still be made to match limits, match source end dates, match source rates (percentages), etc. that may change how match is being calculated on the account and thus the match earned for “frozen” transactions.

- Although the results are essentially the same, the reasons and process for freezing accounts up to the last statement date is different from freezing accounts for an Award Year Closeout.

## **Award Year Closeouts**

When all criteria for Award Year Closeout has been met, you will go into Outcome Tracker and “freeze” all accounts connected to that Award Year, i.e, Match Source Group. See “How to Close Out Award Years” on instructions on how to do this.

## **Roles**

Roles are used to categorize types of Records entered in the People/Organizations tab. For example, when a client applies, he/she/they could be assigned to “IDA Application” role. Once client is accepted into the program, he/she/they are assigned to “IDA Client” role, and the IDA Accounts Tab appears. Usually, to end a role, you would fill in the “End Date” for that role.