



## Who Do I Contact?

### Troubleshooting PEER (RL6) at Your Organization

Issue	What Do I Do?	Contact Information
I am locked out of PEER because my user name or password won't work.	Contact FSA Risk Management to reset password. Password will be reset as soon as possible during the business week.	Email <u>both</u> Linda Durbin and Carolyn Wollman at <a href="mailto:durbin@fsainfo.org">durbin@fsainfo.org</a> and <a href="mailto:wollman@fsainfo.org">wollman@fsainfo.org</a>
I can't do something (run a report or e-mail a form) that I think I should be able to do in PEER.	Contact your Risk Manager to see what your role is in PEER and to discuss any additional abilities in the system. The Risk Manager will communicate any changes to FSA PEER Support Services.	
My computer is very slow to load the forms Or My computer is kicking me out of PEER for no apparent reason	Contact your IT Department to troubleshoot your computer workstation. If this is a system issue, FSA will notify all organizations when the trouble is detected and when it has been resolved.	
I can't see the entire form on my screen	Contact your IT Department to help with your screen view or resolution. This is not a RL HUB issue.	
I am not receiving alerts that have been set up for me.	First check your junk mail or spam folder – add to safe sender list. Check within the file in the Alerts section to see who has been alerted (on left side of page). If this doesn't work, contact your Risk Manager first.	



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I can 't e-mail follow-up actions from PEER.	Contact your IT Department to ensure you have the correct set up. IT will contact RLDatix if further assistance is needed.	
I am getting an error message/pop-up box when I am entering information in an Event Form in PEER.	Take a screenshot of the error or write the exact error message down and contact your Risk Manager who will put a ticket into RL HUB for technical assistance.	
I am a Risk Manager and I need to submit a ticket through RL HUB.	Set up an account at the RL HUB website and submit your ticket through the on-line service. You will be contacted via e-mail or phone call with any follow-up information. Make sure to cc: Christina on ALL tickets.	<a href="https://rldatix.com">https://rldatix.com</a> Make sure to put FSA Risk Management as your organization so they know you are a part of our group.
The PEER website is down/not accessible.	Contact your Risk Manager immediately.	