

Authorized Signer Online Report System Frequently Asked Questions (FAQ)

1. Are there instructions on how to use the new OAS site?

An OAS USER GUIDE is located on the LAWA SBO site under the "Reports" link

2. What are the requirements needed in order to access the site?

Internet Explorer 9 is the only system requirement needed in order to access the OAS site.

3. I've logged onto the site but I can't access my reports?

Check the COMPATIBILITY VIEW in your Internet Explorer setting. Make sure it is turned OFF.

4. What are the requirements needed in order to print reports?

You will need ActiveX installed on your PC in order to print. Contact your IT department to confirm if Active X is installed on your PC. Instruction for installation can be accessed by following the link below.

<http://www.kodyaz.com/articles/client-side-printing-silent-deployment-of-rsclientPrint.aspx>

5. Once logged into the OAS site what do I do next?

Be sure to download the OAS USER GUIDE from the LAWA SBO site

6. I ran the OAS Fingerprint Profile report and did not get the results I expected. What do I do next? *Effective September 24, 2014, please email FPStatus@lawa.org, if you have been waiting longer than **7 calendar days** for a fingerprint result, and the result indicates any of the below statuses:*

- *Fingerprint Results Pending*
- *STA Results Pending*
- *Unknown*

7. Who do I contact if the OAS site is down?

Contact the LAWA SBO RACU Unit at BadgeOffice@lawa.org or call (424) 646-5500

8. Who do I contact if my access to the OAS site has expired?

Access to the OAS site expires when your Authorized Signatory certificate expires. Send an email to SBOTraining@lawa.org to request a reservation for training and reinstate

your access. Contact your LAWA SBO Badge Coordinator if you have additional questions.

9. Who do I contact to change my password

Contact BadgeOffice@lawa.org to request a password change.