Trouble Shooting Data Entry

How do I know my test results have been received by CCRL?

First, two forms of confirmation occur immediately if your test results have **successfully** submitted to CCRL.

1) When the button `Submit Data` on the data entry screen is clicked, the Data Entry screen is immediately replaced by a Data Confirmation screen. The Data Confirmation screen is similar in appearance to the Data Entry screen except the background is white and across the top of the Data Confirmation screen is printed "Thank you. Your data has been submitted!". Proof your results and print the Data Confirmation screen for your records.

> 1.1) If you did not receive a Data Confirmation screen you will receive ERROR Alert messages on the Data Entry screen. Refer to the third question below to help resolve this problem.

2) An email confirming that your test results have been successfully submitted is sent to the email address you entered in the email box at the top of the Data Entry screen. This email will contain a brief listing of the test results submitted. Save this email for your records.

> 2.1) If you successfully submitted results but did not receive a confirmation email, the email may have been stopped by a spam filter.
>> 2.1.1 Make sure the settings on your email allow emails from DataConfirmation@ccrl.us to be received. One possible solution is to add DataConfirmation@ccrl.us to your email address book as a contact.
>> 2.1.2 You might have to contact your IT department to make changes to your company's spam filter.
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> 2.2) If you submitted invalid test results you will receive an email with the subject "****WARNING**** Incomplete Data Submitted". When you view the email "BadData" will appear where you entered invalid results. Make sure that you enter valid test results for the results that have been flagged as "BadData".
>> 2.2.1) When you correct the invalid test results and successfully submit all valid test results you will receive an email with the subject "Confirmation of Data Submitted".

Next, revisit the Data Entry screen. This is the most important step in confirming that your test results were submitted to CCRL. Close the CCRL website. Open the CCRL website again, sign in, and go to the Data Entry screen. If your test results were successfully submitted the test results you entered previously will appear on the Data Entry screen. If the screen is blank, CCRL did NOT receive your test results! Refer to the next question below.

Why were my test results were not received by CCRL?

There are two possible reasons that your test results were not successfully submitted to CCRL.

1) You entered test results on the Data Entry screen and never clicked the `Submit Data` button.

2) You entered test results on the Data Entry screen, clicked the `Submit Data` button but had data entry errors. These test results with data entry errors will NOT be submitted. These errors must be corrected before these test results can successfully be submitted. The results that are valid will be submitted.

> 2.1) If you have data entry errors an error alert message in red will appear at the top of the Data Entry screen and "BadData" will appear in the data entry field.
> 2.2) A summary of errors will appear below the error alert message.
> 2.3) Specific error message(s) will appear on the screen where the correction needs to be made. There may be more than one error message on the page. Since the specific error message is displayed by the actual error you may need scroll down the screen to find the error.

Why did I receive error messages for the test results I entered?

ALL errors must be resolved before your test results are successfully submitted. Common errors include:

> 1) Reporting test results that are outside the normal range of values for this test.
> 2) Test results that are not rounded as specified. Example: Air content by the volumetric method test results must be rounded to the nearest 0.25%. Therefore 2.3% air content for this test would not be an acceptable value and would result in an error message.
> 3) You did not enter an email address.

Still have problems or questions?

Contact CCRL at:
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