

*If you encounter one of these issues, try these common solutions to see if one works for you!*

## User cannot enter data:

- ✓ Check permissions: the user must have at least the Form Data Permission for the form in question.
- ✓ Is the form or variable locked?
- ✓ Is the form or variable monitored? If so, try clicking **Edit Form** in the upper-right corner (if available). If **Edit Form** is not available, the form may need to be unmonitored.
- ✓ Is the variable marked as read-only?

## User cannot monitor the form:

- ✓ Check permissions:
  - Is the user assigned to a role with the needed monitoring permissions?
  - Is the user's role assigned to a monitoring step?
- ✓ Is the user trying to perform a monitoring step that is set to "Requires Previous" before the previous step has been completed?
- ✓ If the user is trying to Bulk Approve, do they have that permission?
- ✓ Is the user's profile set to the correct step? To check, navigate to **Quick Links > Monitoring Step**.
- ✓ *\*for some extra information, check to see if the monitoring steps are turned on under "Display Status Icons."*

## A query isn't firing:

- ✓ Check permissions: does the user have the correct permission to fire and view queries?
- ✓ Verify the query logic. For example:
  - Correct < or > values
  - Correct AND/OR/ANY groupings
  - Did they use visit designations correctly (ex: "at same visit"/ "on same form")?
- ✓ Make sure the user is looking at the correct variable. Remember, the query fires on the anchor variable.
- ✓ If the user can see that a query fired on the tabular view but cannot see it on the form, check if the variable on which the query fired is hidden or skipped.
- ✓ Check that query icons are turned on: click on the study drop-down menu > **Display Status Icons**.

## User cannot deploy:

- ✓ Check permissions: If the user does not have the needed options to deploy, then they probably don't have the correct role or permissions. To deploy, the user needs to have the "Configure" permission in all instances they are trying to deploy to/from.
- ✓ If there is an error, the error should tell the user what the conflict is. Try to resolve the error and attempt to deploy again. For more information about any deployment conflicts, download the Pending Changes Report.