Arkansas Department of Higher Education

Career Pathways Initiative

This list of Frequently Asked Questions (FAQ) was developed as a collaborative effort between ADHE/CPI and INA, to keep open lines of communication among users and technical assistants for the customized ADHE/CPI database and budget software. It is also an effort to ensure the integrity of data entered into the ADHE/CPI database. The FAQ are listed as Topics and the assistance needed to resolve the question is listed in the Assistance column.

Topic	Assistance
CPI Policy	Please email questions to Willie.Murdock@adhe.edu
CPI Reports	Please email questions to Willie.Murdock@adhe.edu
Budget Policy/Changes	Please email questions to Kevin.Lewis@adhe.edu
Budgets Technical Assistance	Please email questions to support@ark.org. Please describe issue you are experiencing and provide the URL and screen shot if possible as well as steps taken to reproduce the issue.
Error 404 or HTTP 500 Error	Please email questions to support@ark.org. Please describe issue you are experiencing and provide the URL and screen shot if possible. To capture the entire HTTP 500 error, place cursor on the error page, then hold down the Ctrl button + A (to select all), then hold down the Ctrl button + C (to copy). Open email or word document and press Ctrl + V (to paste). If you have pasted in a Word document, please attach the document to email and send to support@ark.org.
Error Message	Please email the error message and details as to what page you are on (URL) and steps taken to reproduce the error message to support@ark.org.
Forgot Password	Utilize the "I forgot my password" link on the Login screen.
Inventory	Please email questions to Lisa.fuller@adhe.edu
MOA Questions	Please email questions to Willie.Murdock@adhe.edu
Request for Reimbursement Monthly Submission	Please email questions to Lisa.fuller@adhe.edu
Reset Password	Utilize the "I forgot my password" link on the Login screen.
Verification of Eligibility	Please email questions to Lisa.fuller@adhe.edu
New User Set-up	Please provide First Name, Last Name, email address, College association and role via email to Lisa.Fuller@adhe.edu or Kevin.Lewis@adhe.edu

Remove a User	Please provide First Name, Last Name, email address, and College association via email to Lisa.Fuller@adhe.edu or Kevin.Lewis@adhe.edu
Forms updates	Please provide updated form, Content Name and Description to Kevin.Lewis@adhe.edu
Internet Browser Compatibility (Internet Explorer)	If you are experiencing site display problems with your browser, please try another browser such as Firefox, Chrome or Safari. If you have recently updated your IE browser, you may need to add the site to the Compatibility View for IE. See instructions on doing so at: http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11.

Contacts:
 	
Technical Assistance INA: support@ark.org
  501-324-8900
Willie Murdock: willie.murdock@adhe.edu
  501-371-2083
Lisa Fuller:lisa.fuller@adhe.edu
  501-371-2049
Kevin Lewis: kevin.lewis@adhe.edu
  501-371-2085	

After hours or weekend questions will be answered the next business day.