

## ImmForm Helpsheet 3 – Troubleshooting

This helpsheet is designed to help you to be able to access and use ImmForm if you experience any problems. The most common problems (and more importantly, advice on how to resolve them) are set out below.

### ImmForm service hours

The service hours for ImmForm ([www.immform.dh.gov.uk](http://www.immform.dh.gov.uk)) are 8:00 am to 6:00 pm on working days, with the ImmForm Helpdesk available between 9:00 am and 5:00 pm. The website is usually available outside of these hours, but may be unavailable at any time outside of these hours, without notice, for essential maintenance.

If you cannot access the login page during service hours **please perform the checks below before you contact the ImmForm Helpdesk.**

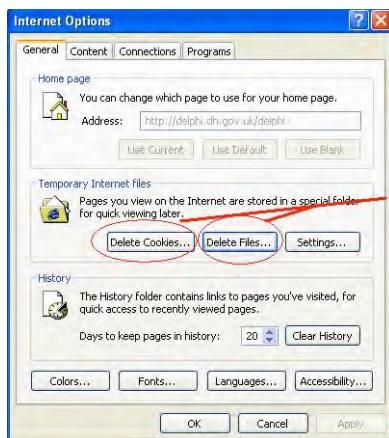
### Unable to access the ImmForm website – checklist

1. Check the web address (URL) you are using. You should be using the Internet URL [www.immform.dh.gov.uk](http://www.immform.dh.gov.uk)
2. Check whether your system meets the minimum recommended system requirements (see the ImmForm Helpsheet 2 on this topic for more details).
3. Can you access other internet websites? If not, check whether you can access the internet on other PCs and make it up with your local IT support provider.
4. If you can connect to other websites, but not ImmForm, please check with your local IT support that there are no blocks that prevent you accessing the site that may need to be removed (there may be local firewall, proxy server or internet gateway settings that need to be amended locally to allow access).
5. In addition, if you are able to access other websites, try clearing your Temporary Internet files by following the steps below:
6. Open Internet Explorer
  - i. Click on Tools
  - ii. Click on 'Internet Options'



## ImmForm Helpsheet 3 – Troubleshooting

- iii. Click on ‘Delete Cookies’ and then ‘Delete Files’ as shown below.



- iv. Close all browser windows, then open a new browser window before re-attempting logging into the website.
7. You may also need to check and amend your internet privacy and security settings, particularly if you are getting an error message similar to the following:

Sorry! your search "www.immform.dh.gov.uk" did not return any Web search results.  
Web results Powered by Google

Sorry, no Web results were found **Server Error in '/' Application.**

**Runtime Error**

**Description:** An application error occurred on the server. The current custom error settings for this application prevent the details of the application (for security reasons). It could, however, be viewed by browsers running on the local server machine.

**Details:** To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

```
<!-- Web.Config Configuration File -->

<configuration>
    <system.web>
        <customErrors mode="Off"/>
    </system.web>
</configuration>
```

**Notes:** The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's configuration file to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->

<configuration>
    <system.web>
        <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
    </system.web>
</configuration>
```

**Tip: If you get this error, you may need to change your privacy and/or security settings to allow access to ImmForm. Internet Explorer privacy settings let you specify which cookies you want to allow to be stored on your computer (ImmForm uses cookies – see [www.immform.dh.gov.uk/help/ImmForm%20Cookie%20Policy%20V1.0.pdf](http://www.immform.dh.gov.uk/help/ImmForm%20Cookie%20Policy%20V1.0.pdf)); security settings allow trusted sites to be added. Before making any changes, you may wish to check with your local IT support first.**

# ImmForm Helpsheet 3 – Troubleshooting

To change your privacy settings:

- i. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
- ii. Click the **Privacy** tab, and then move the slider to the level of privacy you prefer. ImmForm is designed to work with the “Default” level.

To change security settings:

- i. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
- ii. Click the **Security** tab.
- iii. Click the **Trusted Sites** icon (the green tick), then click on the **Sites** button.
- iv. Enter the full URL <https://www.immform.dh.gov.uk> in the ‘Add this website to the zone:’ field and click on the **Add** button.
- v. Also add the Vaccine Supply address, enter the URL <https://vaccinesupply.immform.dh.gov.uk/> in the ‘Add this website to the zone:’ field and click on the **Add** button.

**IMPORTANT: You must have both or neither website addresses saved as trusted sites** – having just one, but not the other will cause problems moving between both sites, as they share the same cookie.

## Unable to log in to the ImmForm website – checklist

1. Double check the login name and password you are using.

***Tip: Please make sure you are entering the password correctly, as it is case sensitive and ensure that there are no spaces after or before the password, especially if you copy-and-paste the password in.***

***Tip: If your browser remembers your login and password, please check that they are your current login and password. If you are unsure what your password is, or if you cannot remember your password, follow the links on the login page, or see the ImmForm Helpsheet 10 on ‘Passwords’ for more details.***

2. Are you registered?

***Tip: If you are not registered, click the ‘Register’ link on the login page, or see the ImmForm Helpsheet 8 on ‘How to register’ for more details.***

# ImmForm Helpsheet 3 – Troubleshooting

## Other problems – timing out, slow running and blank pages

If you have a slow internet connection, you may experience timeout problems. Please use the following link (or other broadband speed test sites) to check your connection speeds, [www.mybroadbandspeed.co.uk](http://www.mybroadbandspeed.co.uk)

***Tip: For ImmForm, we recommend a broadband Internet connection with a minimum of 2000 kbps download speed (see the ImmForm Helpsheet 2 on 'System requirements' for more details). If it is below these speeds, please close all other applications on your PC and run the broadband speed test again. If the broadband speed is still low, please try accessing the website when fewer users are accessing the internet (i.e. before 9.30am or after 5pm) and raise the issue with your local IT support.***

If the page keeps loading, but nothing appears to have happened after several seconds, just refresh the page (using the F5 button or the refresh icon).



## Reporting problems to your local IT Helpdesk

We know that most users can use ImmForm without any performance issues. However, we also know that a handful of users still experience some problems, despite having followed the above guidance. If you have followed all the steps detailed above, but are still experiencing problems, then you need to raise a call with your local IT helpdesk. It may also be necessary to raise a call with the Connecting for Health (CfH) helpdesk (this has to be raised locally – we cannot do this on your behalf). We welcome feedback to the ImmForm helpdesk from local IT support that may be of benefit to other users with similar problems.

## Reporting problems to the ImmForm helpdesk

If you have ruled out any local issues, then please contact the ImmForm Helpdesk via [Helpdesk@immform.org.uk](mailto:Helpdesk@immform.org.uk) or 0844 376 0040. In order to help us to help you as quickly and efficiently as possible, we will need the following information from you:

1. Tell us the login you are using and the password you are using.
2. At what point in the process are you experiencing the error? Describe exactly what has happened.
3. When was the last time you successfully logged on to the website?
4. What broadband speed do you have (see above)?
5. Send us a screenshot of the error – use <ALT><PRINT SCREEN> to capture the browser window, then paste it into the e-mail or an attachment.
6. Provide contact details (including call references) for local or CfH IT support contacts that are dealing with the issue.