Colorado Level I Pre-Admission and Resident Review (PASRR)
Printing Problems

	Problem	Items to Check	
1)	**The completed Level I form does not show on the screen after I press submit.**	■ Trusted Sites is set up ■ Active X has been set	Instructions are available in the Web Based Tutorial
2)	**The screen goes blank after I press submit.**	■ Once you press submit, the web based system will provide you with a blank form for additional reviews. ■ The system should allow you to print the completed screen. If this does not occur, make sure the trusted site and active x settings are correct.	Instructions are available in the Web Based Tutorial
3)	**The screen does not show an outcome.**	■ Once you have completed the Level I and pressed submit, the printed copy should have the outcome on the third page. **Remember:** <u>Do not go to the toolbar and press "file" and "print"</u>. The outcome will only print when you have pressed "submit".	If you pressed submit and the printed copy of the *Level I PASRR Outcome* does not contain the outcome, you can contact Ascend by phone (877-431-1388 ext 299) or email at help@ascendami.com. **Do not reenter the Level I.**
4)	**I did not print a copy of the completed Level I form after I pressed submit, how can I obtain a copy.**	Due to HIPAA, you not be able to retrieve the completed Level I screen once submitted. The only way to obtain a copy of the screen is to contact Ascend. ■ In this case, Ascend will provide you with a copy of the completed screen. **Note: Due to a heavy volume of requests, your requests may be processed the next business day.**	
5)	**I do not see a print pop up box after I hit submit.**	■ The pop up box may appear on the taskbar located on the bottom of your screen. Click the title. ■ Some computers are set to have pop up boxes appear as a small title box. Once you click the title, the full box appears. ■ Sometimes the pop up box appears behind your current screen. To access the pop up box, first click the minimize button on the current screen located on the top right corner. Then you will see the pop up print box.	