THINGS YOU NEED TO KNOW ABOUT TEAPOTS

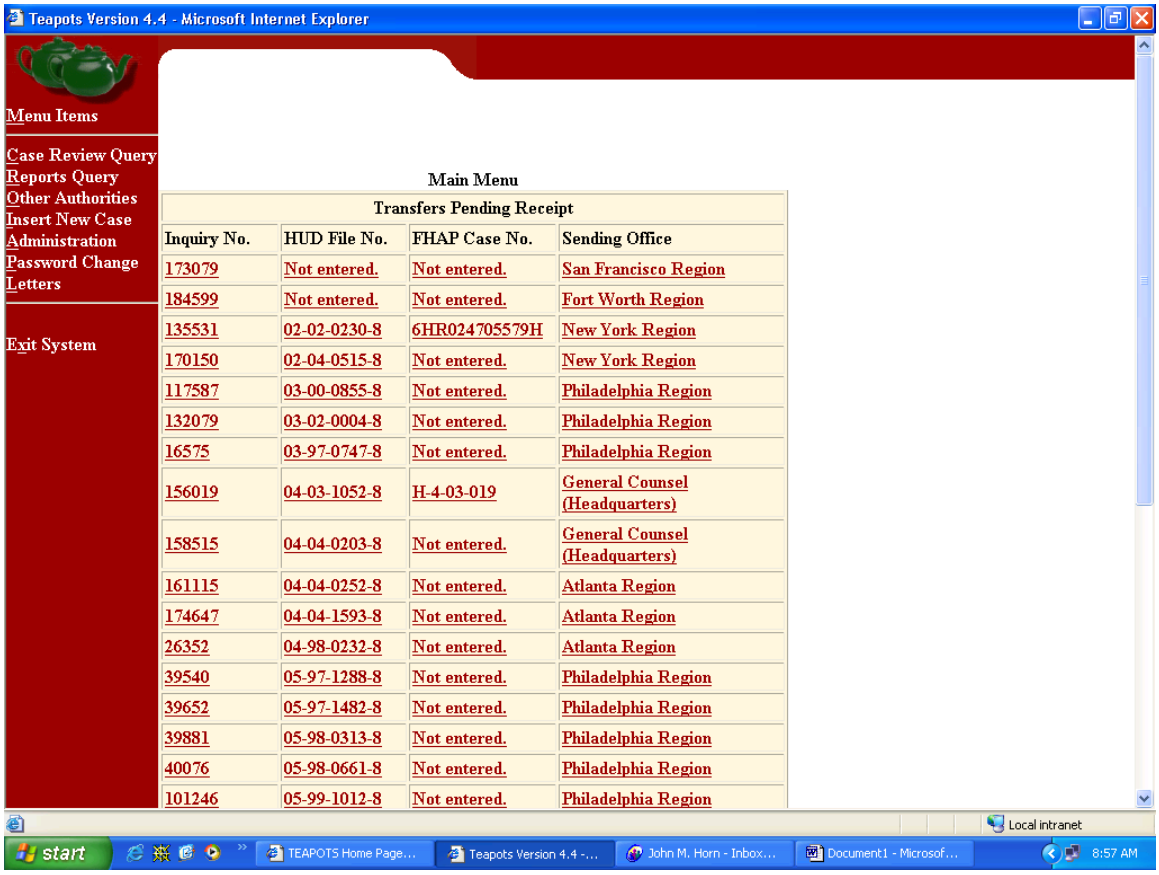
CONTENTS

- PROPER WAY TO EXIT TEAPOTS
- OPENING WORD IN A SEPARATE WINDOW
- PROTOCOL FOR HAVING YOUR TEAPOTS PASSWORD RESET OR YOUR TEAPOTS ID UN-SUSPENDED
- POP-UP BLOCKERS
- “BROKEN ILLEGAL FLOW” MESSAGE
- SMART QUOTES
- EN and AM DASHES

PROPER WAY TO EXIT TEAPOTS

The proper way to exit TEAPOTS is to return to the MAIN MENU and select the EXIT SYSTEM link.

Also, Internet Explorer is the HUD Standard Browser and that HUD no longer supports Netscape.



Failure to exit TEAPOTS properly such as by using the X in the upper right corner of your browser's screen will tie up server resources that other TEAPOTS users could be utilizing, <u>and result in data loss</u>.

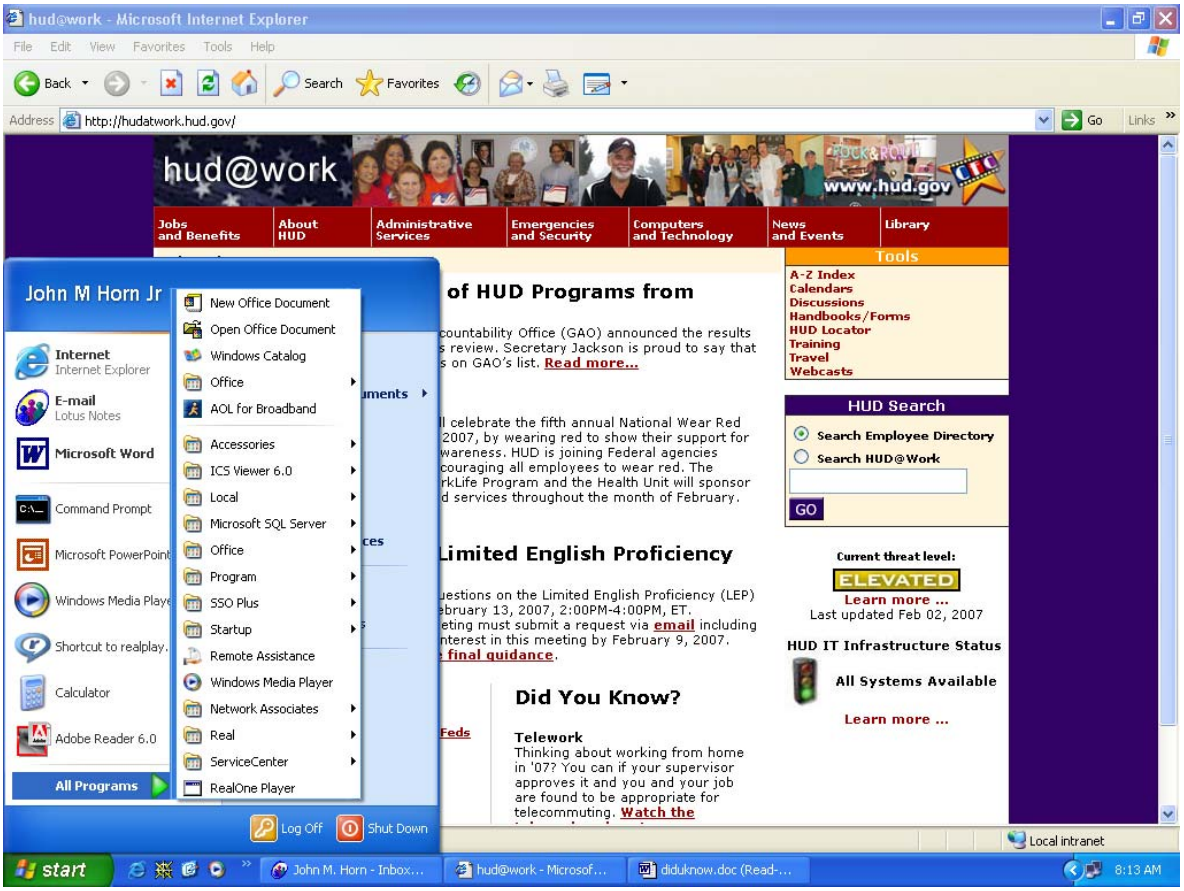
OPENING WORD IN A SEPARATE WINDOW

One known technical issue that prevents TEAPOTS users from exiting TEAPOTS properly occurs when generating a letter or report. When generated, the letter or report displays within the browser, rather than opening a separate window in MS Word. When this occurs, the user has no choice but to X out of the letter or report, thus closing the browser and therefore closing TEAPOTS. If this is the scenario that is preventing you from exiting TEAPOTS properly, below is an easy to follow "solution".

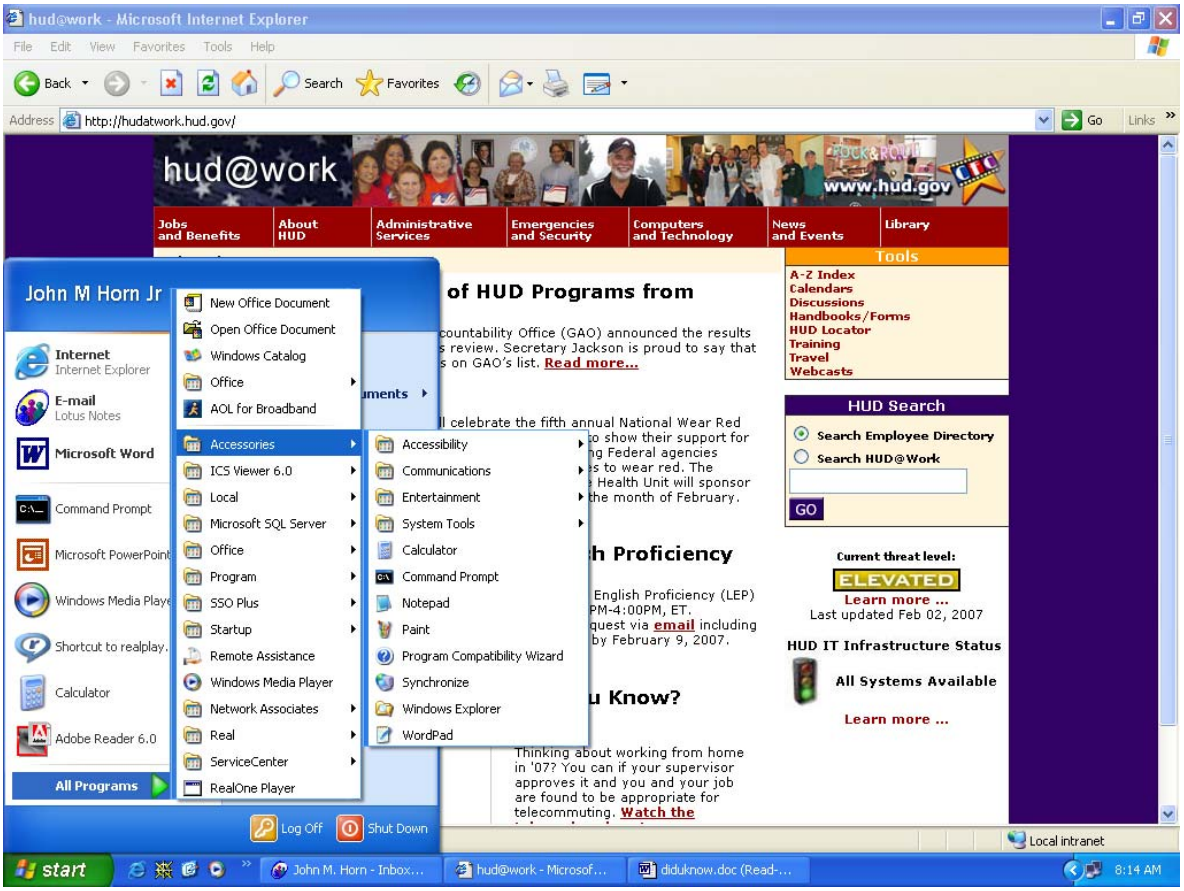
Please Note: Anytime you get a new computer or get your browser upgraded, you will need to repeat the instructions below.

Select the "START" button (Lower left of screen).

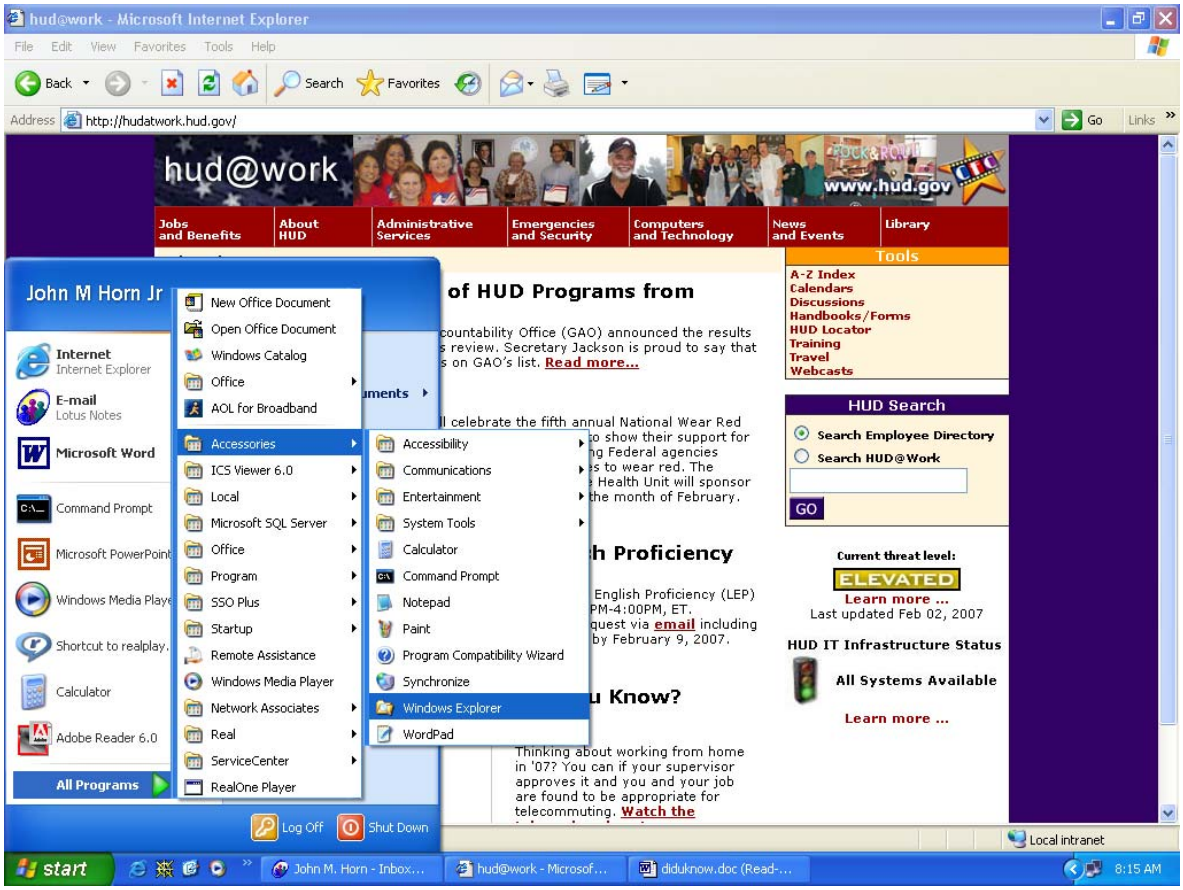
Select “All Programs”.



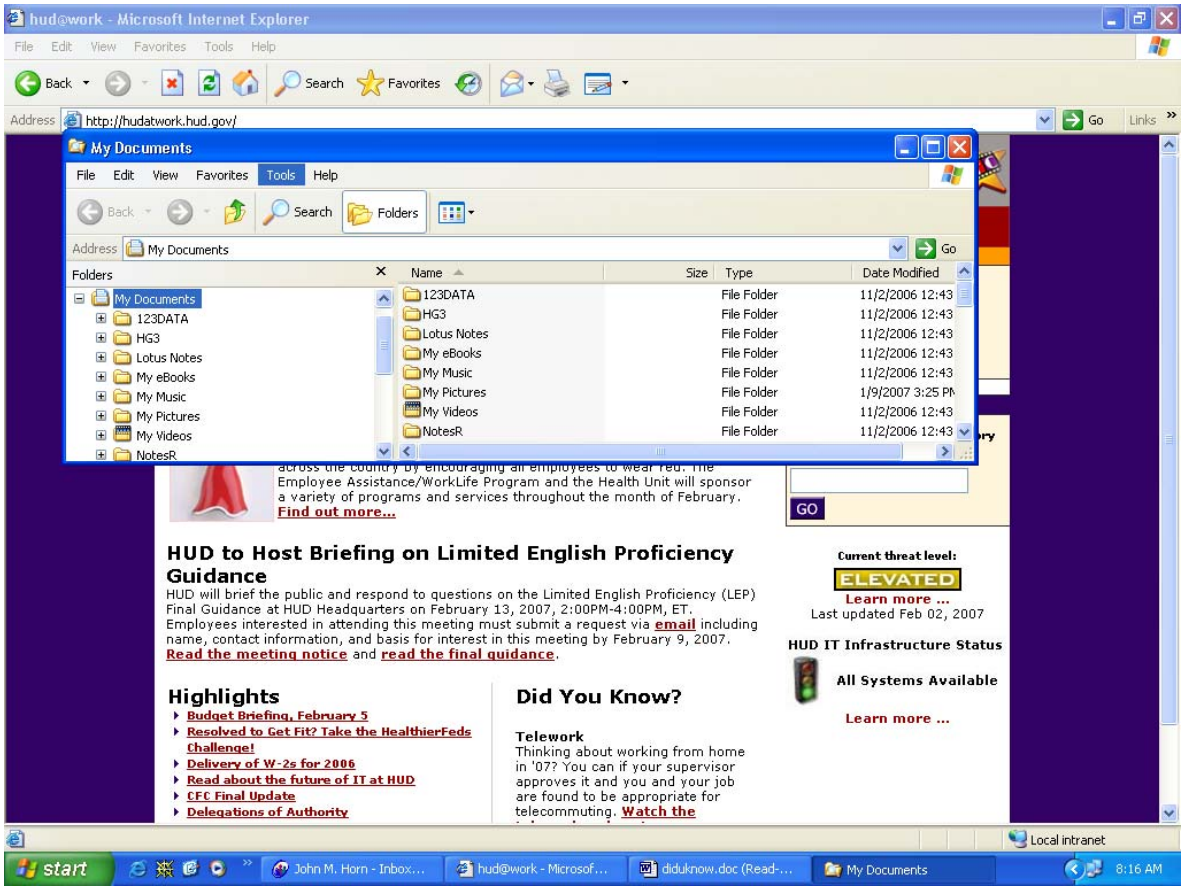
Select “Accessories”.



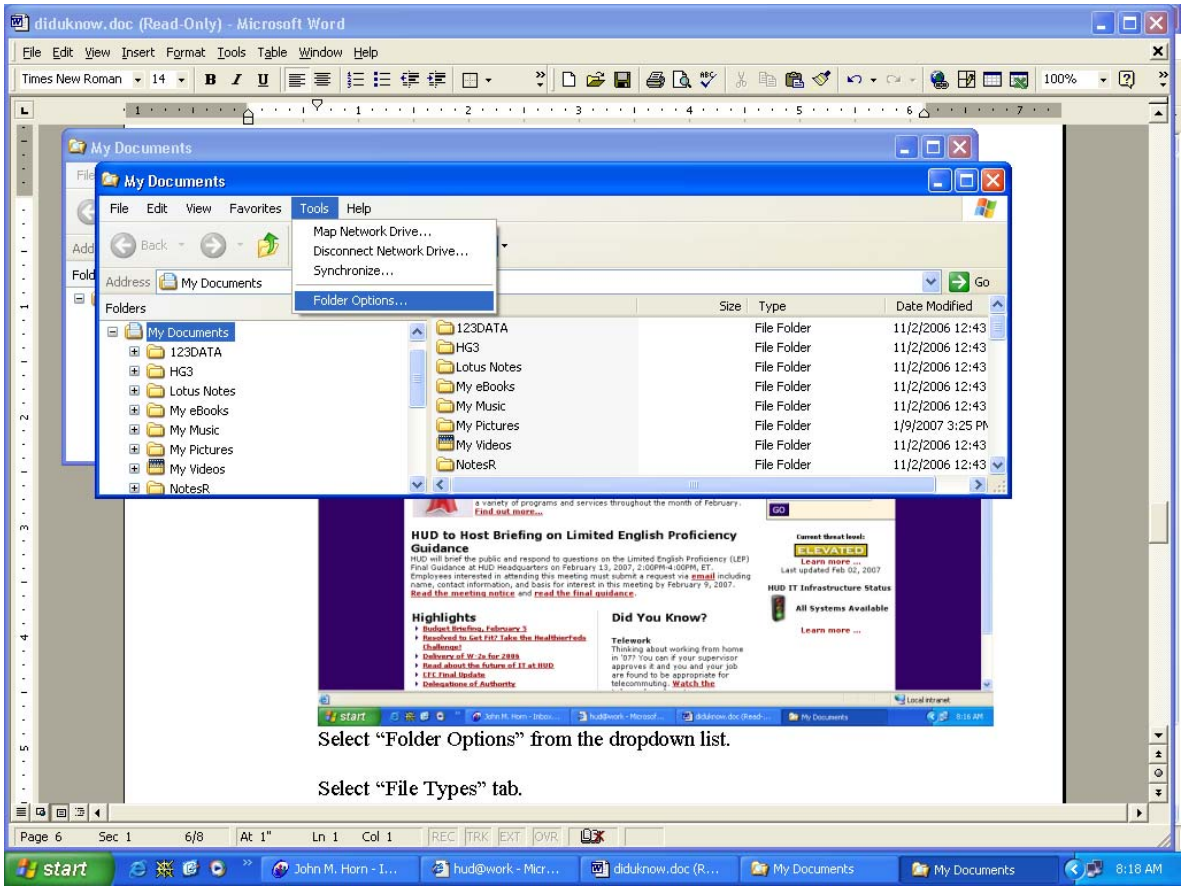
Select “Windows Explorer”



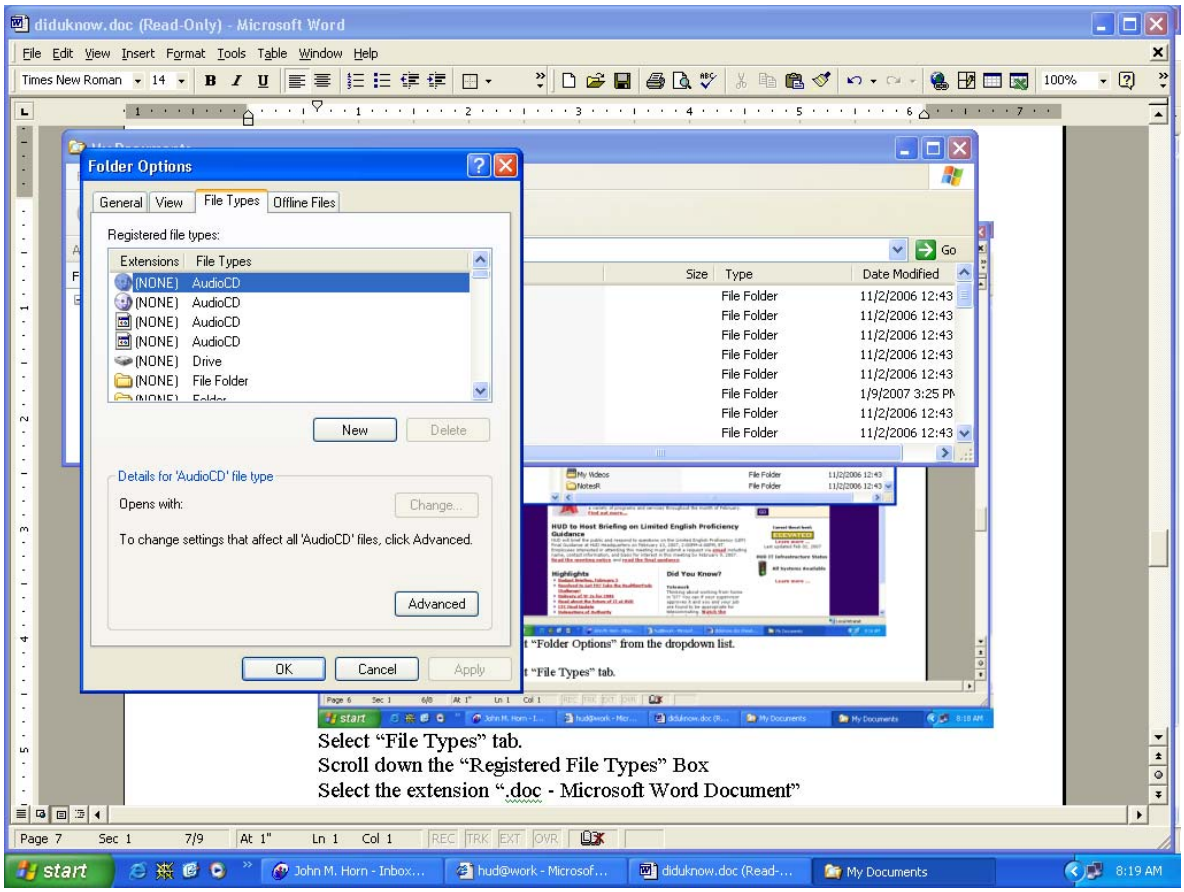
Select “Tools” (Upper left of screen).



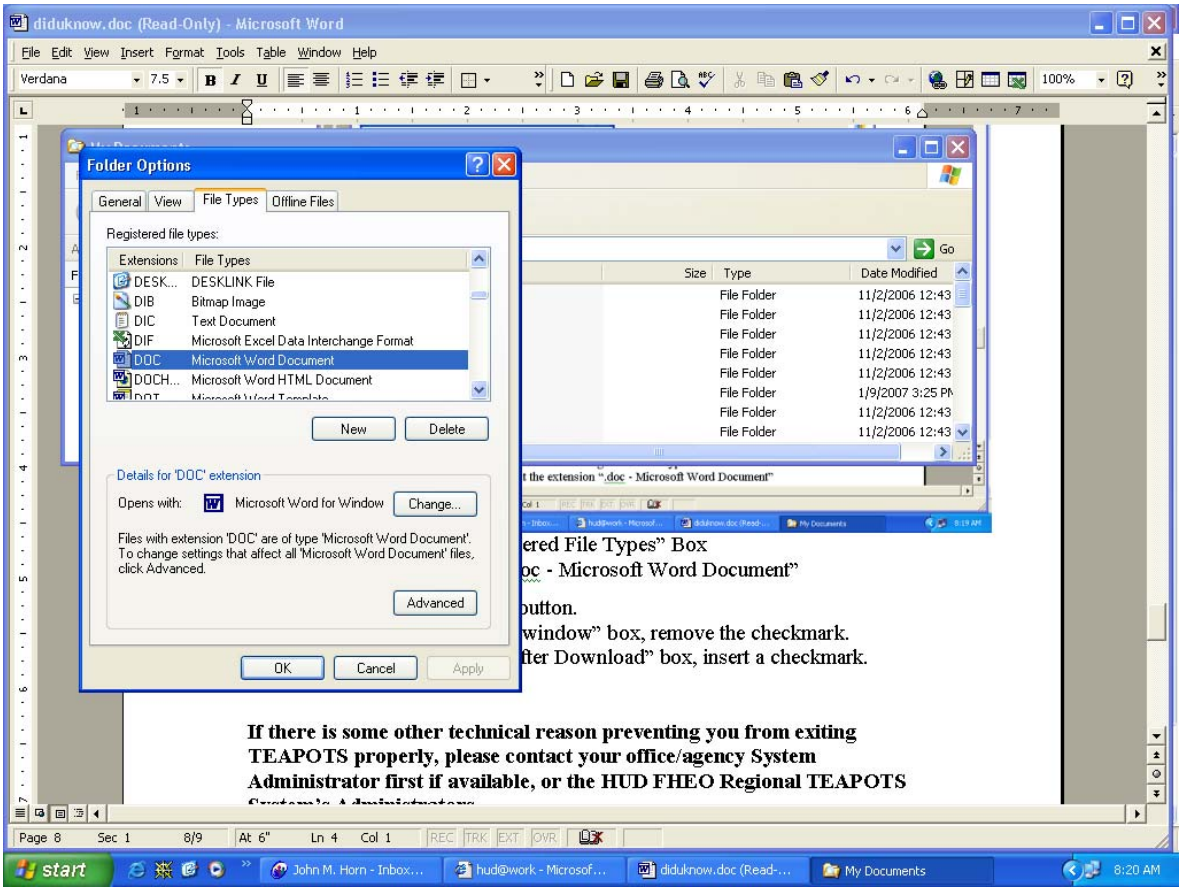
Select “Folder Options” from the dropdown list.



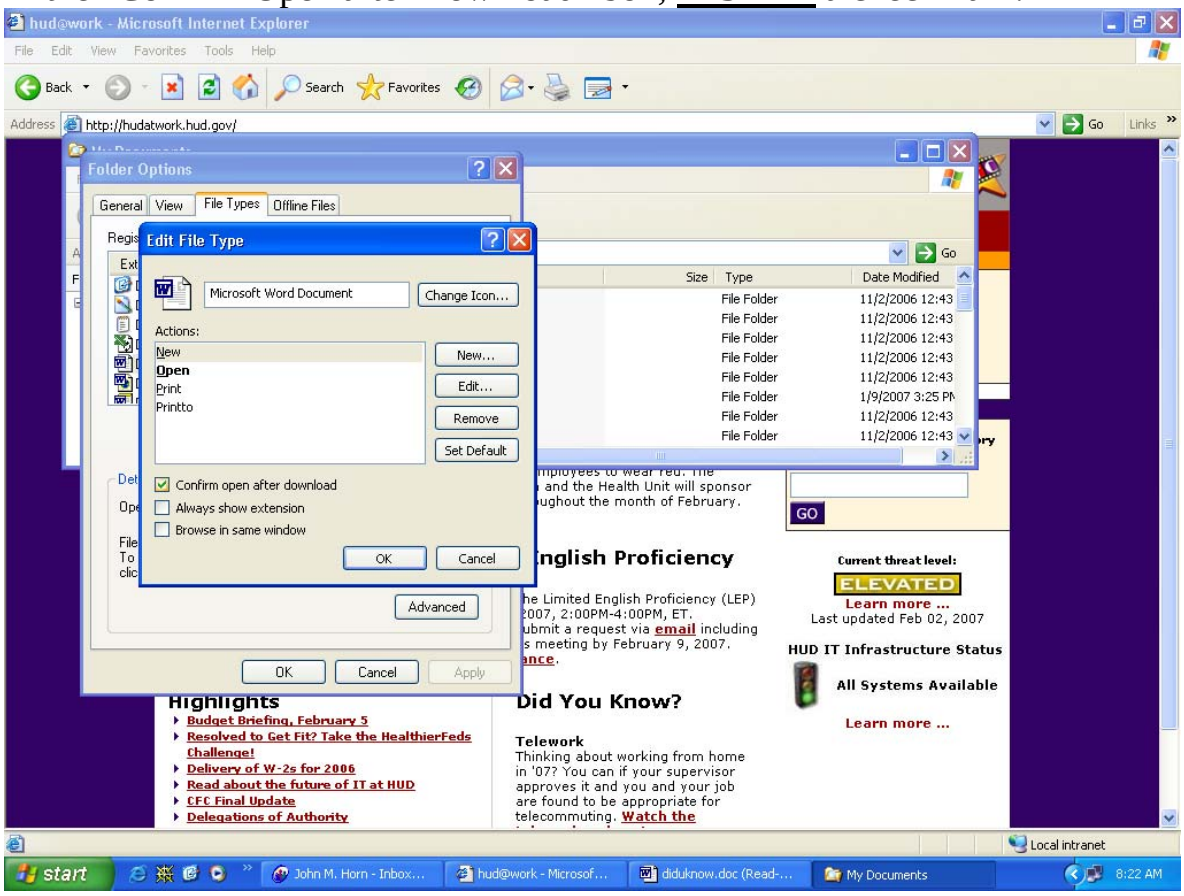
Select “File Types” tab.



Scroll down the “Registered File Types” Box
Highlight the extension “.doc - Microsoft Word Document”



Select the “Advanced” button.
In the “Browse in same window” box, **REMOVE** the checkmark.
In the “Confirm Open after Download” box, **INSERT** a checkmark.



Select “OK” button.

If there is some other technical reason preventing you from exiting TEAPOTS properly, please contact your office/agency System Administrator first if available, or the HUD FHEO Regional TEAPOTS System’s Administrators.

WHAT IS THE PROTOCOL FOR RESETTING MY TEAPOTS PASSWORD or GETTING MY TEAPOTS ID UN-SUSPENDED?

**** First and foremost, do not open a Service Desk Ticket. The HUD HITS (contractor provided) Help Desk does not have access to the TEAPOTS application because of security regulations. Therefore, they are unable to assist in resetting your password or un-suspending your TEAPOTS ID.**

FHEO Field Offices, OGC and FHAP's should have their own TEAPOTS System Administrator. If the System Administrator is unavailable or the office does not have their own TEAPOTS System Administrator, they should contact their FHEO Regional Office TEAPOTS System Administrator. Each Regional FHEO Office has 2 TEAPOTS System Administrators for back-up support to Region, Center, Site, counsel and FHAP staff. If for some reason none of the 2 Regional FHEO TEAPOTS System Administrators are available, the request should then be sent *via e-mail* to FHEO Headquarters: Cynthia Y. Johnson, Lois M. Swann, and Kevin P. Gilbert with cc: John M. Horn and provide the following information:

- **User Name:**
- **User ID: 3 Initials used to access Teapots (Example - ABC)**
- **Site ID: (HUD Region, FHAP (4 digit) Agency Code/Agency Name)**
- **Type of Access authorized: (Example- Read Only, Data Entry, Manager, System Administrator, etc.)**
- **Email Address: FHAP only**

Note: If all of the access information is not provided it may cause a delay in resetting your password.

POP-UP BLOCKERS

When selecting "ENTER HUD STAFF" or "ENTER BUSINESS PARTNER", from the TEAPOTS Homepage, the Login Screen displays, then goes away, leaving you back at the TEAPOTS Homepage.

SOLUTION: Have your IT support check to see if your ISP, browser, or PC has "Pop-up" blocking software on it. If it does, then request that your local IT staff remove the software. It is recommended that your IT also delete all "cookies".

HINTS: **Popular Pop-up Blocking Software**

- Zero Ads
- Wincognito Pop Up Blocker
- Emerald PopStop
- Google Toolbar 2.0
- Guard-IE Pop-up Killer and Privacy
- Popup Killer & Ad Stopper
- Ultimate PopUp Killer
- Kill Popup
- Stop-the-Pop

<u>“BROKEN ILLEGAL FLOW” MESSAGE</u>

You enter your TEAPOTS USER ID and TEAPOTS PASSWORD. You select the “Process Login” button. Then you receive the message: “You have broken a legal flow”.

BROWSER: You are using **NETSCAPE** as your primary browser which is no longer supported by HUD.

SOLUTION: **Bring up Netscape.**
Select “EDIT” (upper left of screen).
Select “PREFERENCES”.
Select “ADVANCED”.
Select “ACCEPT ALL COOKIES” and “OK”.

BROWSER: You are using **Internet Explorer** as your primary browser.

SOLUTION: **Bring up Internet Explorer.**
Select "Tools" (upper left of screen).
Select "Internet Options" from the dropdown list.
Select the "Privacy" tab.
Slide the dial down (using your mouse) until is says “Accept All Cookies”.
Select “OK”.

SMART QUOTES

When copying data from a Word document into TEAPOTS, you may have a problem with single and double quotation marks being changed into other characters.

This problem happens when you copy text from a Word document that contains smart quotes, and paste that text into TEAPOTS using Internet Explorer. If Word is set up to do so, Word automatically converts straight quotes into smart quotes. Straight double quotes look the same at both the beginning and the end of the quotation. Smart double quotes, however, are curved or slanted in one direction at the start of the quotation and curved or slanted in the opposite direction at the end of the quotation. The appearance of single quotes (aka apostrophes) is also different.

The copy and paste from Word to Internet Explorer actually works correctly; it's when you save the screen that the quote marks are turned into something else. This problem will be eliminated when TEAPOTS is re-platformed. Meanwhile, you can avoid the problem if you stop using smart quotes, and replace smart quotes in existing Word documents with straight quotes.

To turn off smart quotes in Word (must be done ONCE):

1. **Open the Tools menu.**
2. **Open the "AutoCorrect" dialog.**
3. **Select the "AutoFormat As You Type" tab.**
4. **Un-check "Straight quotes with smart quotes".**
5. **Select the "AutoFormat" tab.**
6. **Un-check "Straight quotes with smart quotes".**
7. **Press "OK".**

The above will prevent new smart quotes from being generated by Word in new documents. AFTER doing this, you need to remove these characters from any existing documents that will be copied and pasted into TEAPOTS (must be done for EACH existing document):

1. **Open the document.**
2. **Open the Edit menu.**
3. **Open the "Replace" dialog.**

4. Type a double quote mark (") in both the "Find what:" and "Replace With:" combo boxes.
5. Press "Replace All".
6. Clear the "Find what:" and "Replace With:" combo boxes.
7. Type a single quote mark (') in both the "Find what:" and "Replace With:" combo boxes.
8. Press "Replace All".
9. Close the Edit menu.

You can skip any steps that don't apply to a particular document. For example, if the document has no single quote marks, you can skip steps 6 through 8.

EN AND EM DASHES

En and em dashes have the same problem. En and em dashes are long, skinny dashes automatically created by Word if you type two hyphens adjacent to each other. If you have a problem with en and em dashes, do the following.

To turn off en dashes and em dashes in Word (must be done ONCE):

1. Open the Tools menu.
2. Open the "AutoCorrect" dialog.
3. Select the "AutoFormat As You Type" tab.
4. Un-check "Symbol characters (- -) with symbols (--)".
5. Select the "AutoFormat" tab.
6. Un-check "Symbol characters (- -) with symbols (--)".
7. Press "OK".

The above will prevent en and em dashes from being generated by Word in new documents. AFTER doing this, you need to remove these characters from any existing documents that will be copied and pasted into TEAPOTS (must be done for EACH existing document):

1. Open the document.
2. Open the Edit menu.
3. Open the "Replace" dialog.
4. If the Find and Replace dialog has a button labelled "More", press "More".
5. Position the cursor in "Find what:".

6. **Press "Special" and select "En dash".**
7. **Type one or two hyphens (- or --; your choice) in "Replace With:".**
8. **Press "Replace All".**
9. **Clear the "Find what:" combo box.**
10. **Position the cursor in "Find what:".**
11. **Press "Special" and select "Em dash".**
12. **Press "Replace All".**
13. **Close the Edit menu.**

Other special characters and symbols, to numerous to mention, can also be a problem, but usually aren't. Be careful when copying any symbol, not on a standard keyboard, into TEAPOTS.

Your cooperation is appreciated!

John (Marty) Horn
HUD: Office of the Chief Information Officer
TEAPOTS Project Manager, Government Technical Monitor