







Concepts and FAQs

BlueStep™ Concepts

Listed below are a few concepts that will be helpful to you in using any BlueStep™ user's guide and understanding the BlueStep™ tools.

Concept 1: User Guide Icons

The icon keys below are found throughout user guides. They provide you with a visual key for:

-  Definitions – Arrows highlighting the points in a list of important distinctions, issues or concepts to remember
-  Tips – Useful information about how to use a feature included in HQ™ or a quick and easy method to accomplish the task or organize the project
-  Step-by-Step – Brief instructions that walk you through the fastest way to perform individual functions
-  Notes – Useful information, generally not critical to the proper functioning of the HQ™ database, but applicable in a variety of situations
-  Caution – Items to be considered carefully before performing the operation, as certain actions may have serious consequences to your database and its information
-  Information – Important database conditions that need to be kept in mind while designing, editing or collecting data in HQ™





Concept 2: Browser

Currently BlueStep™ products can be best viewed when using Windows™ 95/98/2000/XP and Microsoft Internet Explorer™ 5.4, 5.7 or 6.0. Browsers other than Internet Explorer™ will give you some access to BlueStep™ products, but will impose limits on the usability and occasionally create




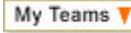



load and usage problems. Using the latest version of any browser will increase your ability to quickly and accurately surf the web, as well as optimize your use of BlueStep™ tools. If you don't have the most current Internet Explorer™ version, there is a free download from the browser corporate site.

Concept 3: Save vs. Cancel, Back or Close Buttons

Always remember to use the Save  button when finishing a task, rather than the Back , Close  or Cancel  buttons. Clicking the Save button, tells the program you are finished with that particular function and to post the results. Clicking on the cancel, back or close buttons ends your session on that screen without posting your work. If you wish to undo or not save your additions or changes, simply use the Cancel, Back or Close buttons.

Concept 4: Log In/Log Out










To use many aspects of the BlueStep™ system, you must be logged in, starting with a click on the Login  button. The system requires a username and password and prompts you to type in that information in the appropriate fields. When initially signing up for an account, you have the opportunity to select your own username and password. You are also at that time asked to select a question that can be used to verify your identity should you forget your password.















If you login successfully, but receive a message that you are not authorized to view the site, you will also see one, two or three button links    that will allow you to navigate to the Teams or Sites where you do have permission to view. These buttons vary, depending upon the products your organization has purchased. Lastly, for security reasons, it is important that you log out at the end of your work session. Logging out is immediate when you click on the Logout link  at the top of the screen.

Concept 5: Screen Icons
















Throughout all BlueStep™ products you will find icons displayed on the screen. These perform certain functions, provide links or convey information. The following describes the icons shown on general screens and their uses. For icons specific to the editor box, see **The Editor Box** in **Administrative Options** in the Users Guide.

Information – signifies a fact or condition and is not 'clickable'

















-  Done – task status is marked as 'Completed'
-  On Schedule – task status is marked as 'On Schedule with Minimal Issues'
-  At Risk – task status is marked as 'Schedule at Risk with Existing Issues'
-  Behind – task status is marked as 'Behind Schedule with Significant Issues'
-  Low Priority – task priority is marked as 'Low'
-  High Priority – task priority is marked as 'High'
-  Priority – identifies the Task Priority column
-  Time Zone – indicates that the time shown has been calculated to account for time zone differences
-  E-mail Trash – indicates that there are items contained in the e-mail trash folder

-  File Open – file is open and the contents are listed below the file title
-  File Closed – file is closed and the contents are hidden
-  Required – indicates that the field must be filled in before the page can be saved
-  Error – indicates that a required field has not been filled in or is filled with incorrectly formatted data and that the page will not save until completed or corrected
-  Cannot Delete – indicates that a person, file, record or other item cannot be deleted
-  New Permission – indicates that permission does not exist anywhere else in unit
-  Overridden Permission – indicates that default permission has been overridden
-  Default – indicates that the permission is at unit default level
-  BlueStep – indicates a site on the Organization Chart or Domain Manager
-  Team – indicates a Team on the Organization Chart or Domain Manager
-  HQ – indicates HQ on the Organization Chart or Domain Manager
-  Relate – indicates Relate on the Organization Chart or Domain Manager
-  Organization – indicates an organization on the Organization Chart or Domain Manager
-  Unit – indicates a unit on the Organization Chart or Domain Manager


Function – performs an operation when clicked

-  Default Reset – resets the permissions to unit default, if it has been changed
-  Slideshow – activates a slideshow of all files in a selected folder
-  Archive, Activate – moves a discussion from active list to archive, from archive to active
-  Delete/Remove – deletes/removes a file from Shared Files, a person from a screen, a task from a page, an issue from a list, an event from the calendar, etc.
-  Expand – displays the contents of a folder or list
-  Collapse – hides the contents of a folder or list
-  Expand All - displays the contents of all folders or lists
-  Collapse All – hides the contents of all folders or lists
-  Day View – temporarily sets the calendar/schedule page to a single day
-  Week View – temporarily sets the calendar/schedule page to a week
-  Month View – temporarily sets the calendar/schedule page to a month
-  Radio Button (selected and unselected) – records your on-screen choices
-  Checkbox (selected and unselected) – records your on-screen choices
-  Close – closes the window, pop-up or program, depending upon where it is used, and functions as a 'Cancel' if the work has not been saved
-  Button – all BlueStep™ system buttons appear as rounded gray bars and are labeled with the functions they perform

Link – opens a screen, pop-up or drop-down when clicked

-  Edit – retrieves the original input screen so that field data can be edited
-  Signature – opens a screen for addition of digital signature to document
-  Users/Members – displays a list of users or members of a selected group
-  Sub-task – opens a screen to add a sub-task to a selected task
-  Mini-calendar – opens a mini-calendar of the current month, allowing clickable selection of a specific day
-  Attachment – retrieves an existing attachment to a file, task or issue
-  Version – accesses the various versions of a document that is stored in Shared Files, *if* your organization has purchased Document Versioning
-  Locked, Unlocked – opens a screen on which file locking/unlocking information is available
-  Reorder – opens a window in which you can rearrange the order of items on a list or tree
-  Reorder File – opens a window in which you can rearrange the order of files in a folder
-  Reorder Folder – opens a window in which you can rearrange the order of folders within the Root Folder
-  Media Library – opens a window to display the contents of the Media Library
-  Update – opens a window in which you can update the status of a task or project
-  RSS Feed – opens a window for access to the RSS Feed page
-  BlueStep Backup – opens the BlueStep™ Backup program scheduler
-  BlueStep – redirects you to the BlueStep™ corporate site or accesses the BlueStep™ Backup program from the Windows Quick Launch bar


Concept 6: Required Fields and Error Icon

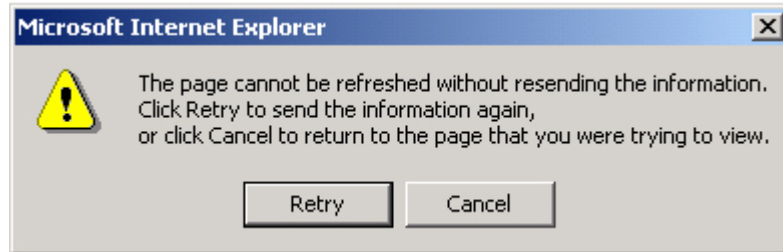
Some of the fields and items have a * next to them with a * **Required** near the top of the page, indicating that you cannot proceed to the next page until those fields are filled out. During the operation of any screen you may get the error icon . This indicates a problem with the data format or that required data has not been entered. Please check the field and any information it contains. Changing the data to conform to the correct parameters will allow you to proceed.

Concept 7: Browser Session Timeout

HQ™ has a timeout length that is associated with your connection or “session” on the web site. Timeouts are designed to maximize the resource utilization on the web servers. BlueStep™ sets the timeout on our web servers to one-half (½) hour. Performing an activity in which you navigate within the site or save work at least once every half-hour ensures that you will not lose your session. When a timeout occurs, it means that your connection is no longer running. If that happens, the next time you click on a link, you will be returned to the login page. Once you have logged in again, you will need to navigate back to the page on which you were previously working. In most cases, your work **will not** be saved from before the session timed out.


Associated with timeouts and viewing data is the refresh feature. Whenever changes have been posted to a site or page you are viewing, these changes will only become visible after you click the

Refresh icon  on your browser toolbar. Depending upon your individual browser program settings, you may also see a retry dialog popup, such as shown below in an example from Internet Explorer.



Simply click the Retry button on this popup to complete the 'refresh page' process and view the latest version of the page or site.

Concept 8: Delete and Edit

The delete and edit functions are extremely valuable tools, but are easily misused. Before you click on the delete icon  be sure that it is actually the proper item. Delete functions cannot be undone, so be very careful. Deleting a record, record category, subcategory, field or form completely and permanently removes the deleted item **and all its associated information** from the system. The same cautions apply when editing. Editing in some areas can cause major, irreversible changes to your database, so be sure that you are editing the proper item in the proper way.

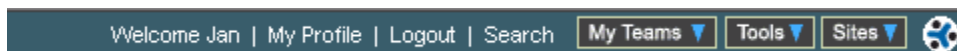
Concept 9: Navigation

In BlueStep™ manuals, you will find common references to three navigation bars. They are the Dashboard, Main Navigation and Secondary Navigation bars, as shown below. Additionally, there is a Secondary Navigation Menu visible on most pages of HQ™.



Dashboard

The appearance of the dashboard will change depending on certain variables. The standard configuration would be seen like this:




On the left, the dashboard shows a time-appropriate greeting using the first name of the user who is logged in. The second button from the left links you to your profile, where you can change your username, password, e-mail address and other personal information. Third from the left is the Logout button. Clicking it will take you entirely out of the system. Fourth from left is the Search button, which performs selected searching functions throughout the teams and sites of your organization.



The next three buttons **My Teams** **Tools** **Sites** apply to Team™ and Connect™ functions, but also include your entry point to Relate™, if you have purchased any of these products. If you have not purchased them, the links will not be present on the Dashboard.

When you place the mouse cursor over the My Teams button without clicking it (referred to as “mousing over”), you’ll get a drop-down list, including Teams List, My View and Team Landing (a generic Team page with links to your Teams). The Tools button also gives you a drop-down list that shows the tools to which the logged-in user has permission to access and may include Organization Administration, Organization Chart, Organization Tree, HQ and Relate, with possible further listings for Dialog, Reach/Fax Blast and Donors. The Sites button will give you a drop-down list of the past ten sites you have visited within the organization during this login session. It also gives you access to a site map to help you navigate those sites.

The farthest right hand button  will link you directly to the BlueStep™ corporate home page.

Main Navigation Bar

The main navigation bar, shown below as visible in HQ™, lists modules that handle various aspects of the system. Some of these change or disappear from the bar, reflecting the level of permission you have to view various areas.



To view the submenu items for any module, click on or mouse over (mouse cursor placed over the link without clicking) those titles. When you mouse over a title on the navigation bar, a drop-down list appears, such as the list for Tom shown here. To access any of the items on the drop-down, simply click the drop-down name.



Secondary Navigation Bar

There is usually a secondary navigation bar connected with the individual modules. When you click on the title on the main navigation bar, any existing drop-down items appear within the secondary bar, as shown here below the main HQ™ bar.



For example, as you can see in the above image, the secondary navigation options for Tom are Departments, Processes, Active Tasks and Groups, just as they appeared in the Tom drop-down. These remain in the lower bar until you click another title in the main navigation bar, which will replace these items with those from the drop-down for the new title you clicked.

If you have clicked on a main navigation title, you will be directed to a page containing the secondary items. For instance, the submenu page for the secondary items in Tom (shown below) is the same as those items contained on the drop down.



Welcome Jan | My Profile | Logout | Search | My Teams | Tools | Sites

HQ **Tom** *Total Operations Management*

HQ Home | My Office | **Tom** | Stephanie | Quincy | Sarah | Amy | Molly | Carl | Rachel | Sam

Departments | Processes | Active Tasks | Groups

Tom [Edit Page](#)

- Departments
- Processes
- Active Tasks
- Groups

Recent Records
(None)

Tom

Departments
This is a list of all departments for your unit.

Processes
This is a list of all processes for your unit.

Active Tasks
This is a list of all active tasks for your unit.

Groups
This is a list of all groups for your unit.

Secondary Navigation Menu

Additionally, for most areas in HQ™, a secondary navigation menu appears to the left, as seen above. It allows you to access any area of the selected module and continues to display while you are performing actions in any of the submenu areas. This menu also appears on the individual Record Summary, shown below, allowing you to quickly access, for viewing or editing, individual groups of information on that record.

Isom, Irene **Record Summary**

Use this page to get a quick snapshot of this record. To edit the information on this page, use the links on the left.

Information

- Summary
- Personal Information
- Arrests/Convictions
- Client Notes
- Client Status/History
- Contact Information
- Education
- Immunizations
- Medical Information
- Medications
- Personal Contacts
- Personal Info
- Physical Description
- Substance Abuse

Work with this Record

- Relationships
- Change Record Category
- Change Unit
- Delete Record

Recent Records

[Isom, Irene](#)

Personal Information

| | |
|---------------|--|
| Name, First | Irene |
| Name, Last | Isom |
| Email Address | noemail@bluestep.net |

Arrests/Convictions

| Title | Date |
|-------|------|
| | |

Client Notes

| Note Date | Note Type | Title | Created By |
|-----------------------------------|-----------|-------------|------------|
| 05/13/2004 5:59PM | General | Cooperation | Jan Walker |

Client Status/History

| | |
|----------------|------------|
| Admission Date | 12/12/2003 |
| Anticipated | |
| Discharge Date | |

Contact Information

| | |
|--------------|----------------|
| Home Phone | (303) 234-5678 |
| Mobile Phone | (303) 234-9876 |
| Work Phone | (303) 454-5454 |

Education

| | |
|-----------------|----------------------|
| Education Level | High School Graduate |
|-----------------|----------------------|

Immunizations

| Immunization | Date |
|-----------------------|------------|
| MMR | 12/12/1980 |
| Polio | 12/12/1980 |

Medical Information

| | |
|--------------------|------------------------------------|
| Medical Conditions | Bi-polar, near-sighted, dermatitis |
|--------------------|------------------------------------|

Medications

| | |
|------------|--|
| Medication | Paxil, acetate cream 10% |
|------------|--|

Personal Contacts

| Last Name | First Name | Company | Work Phone |
|----------------------|------------|----------------|----------------|
| Isom | Igor | Veritex | (303) 333-4444 |
| Isom | Ilsa | Sorosa Medical | (666) 777-8888 |

Personal Info

| | |
|------------|------------|
| Birth Date | 08/07/1989 |
|------------|------------|

Physical Description

| | |
|--------|--------|
| Gender | Female |
| Height | 5'5" |
| Weight | 130 |

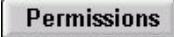
Substance Abuse

| | |
|-----------|-------------------------------|
| Substance | Tranquilizers |
|-----------|-------------------------------|

Concept 10: Permissions

One of the important features of BlueStep™ products is the unequalled caliber of security that can be applied to the system in flexible ways. At virtually every level of Connect™, Relate™, Team™ and



HQ™, the administrator has the option of restricting or allowing use of data or any functions/features at multiple points. Anything from a single field to the entire system may be included or excluded for entire groups or individual users. By selecting the Permissions tab  on any screen where it appears, you can access five levels of permission:

- No Access – no admission of any sort to the item
- Reader – permission to view contents only
- Participant – permission to respond to content
- Author – permission to create and add content
- Editor – full permission to add, edit and delete content in any way

As administrator, you make the decision as to what permission level to allow any groups or individual users. Since all BlueStep™ products are hierarchical, decisions by those administrators at the top of the organization flow down to other levels. However, other supervisors and team leaders have additional authority to allow or disallow permissions for those on their own level, their own team or subgroups under their leadership, without overriding the decisions made by top management.

Associated with permissions is the concept of explicit, implicit and "flow down". In the hierarchical structure, if permissions are expressly or **explicitly** set on any object, those permissions will flow down to objects below them in the structure. The objects below would then have implied or **implicit** permissions from the parent container.

If you move an object from one position to another, it will retain the permissions assigned to it in its old location *if* the permissions on that container were explicit. If permissions were inherited or implicit, the moved object will inherit the new permissions of the container to which it has been moved.

There are two guidelines for good security management. The first is to establish security as high as possible in the structure to be practical and let it flow down from there. The second is to create groups that will give security rights to large numbers of users. It is by far easier to add users to groups and thereby allow them access to resources than it is to individually assign those rights to all of the possible users in all possible places.

Users or groups may be added or deleted as needed or their permission levels changed at any time. Please heed the warnings concerning edit and deletion powers granted by permission, and the serious consequences they can have to the database in the hands of unknowledgeable individuals.

Concept 11: Links

One of the strengths of the BlueStep™ system is the multitude of connections between various areas of the application. These are referred to as links and clicking them will retrieve selected portions of the database for your use. They appear in several ways throughout all BlueStep™ products. Bold titles that appear in blue, such as **Online Profile**, are clickable links that turn red **Online Profile** when activated. Links to create mail for selected e-mail addresses appear as noemail@bluestep.net and shift to red noemail@bluestep.net when used. Other underlined links, such as [Select](#), [Wayne Walkefield](#), [Introductory Chapter](#), [1/04/2002](#), retrieve the record on the selected line, retrieve the record stored by name, retrieve the record stored by title or retrieve the record stored by date. These each will also appear red when activated.



Frequently Asked Questions

Q I have a username and password, but I can't log in. What do I do?

A Check that you have remembered the correct username and password, then check the upper- and lower-cases that are used in each word. Usernames and passwords are case-sensitive; that is, they must be typed into the correct fields **exactly** as entered in your user record, with the same capitalization, punctuation, spelling and spacing. Occasionally, a user will make absent-minded entries while creating a login, causing he or she to be locked out. Please be careful, aware and exact as you create, then use, your username and password.

If, at any point, you have problems on the login screen, click one of the links available at the bottom of the screen. These are each designed to take you to a specific place in the system that will resolve your problem and/or give you the information needed. Please read them carefully and select the link that most closely describes the problem you are experiencing.

Need Help?

If you can't remember your username or password, we can look it up for you.

- ▶ [Can't remember your Username or Password?](#)
- ▶ [Locked out or unable to find information from a Site or Team?](#)
- ▶ [Need to change your Username, Password or Email?](#)
- ▶ [Why do I need to Login?](#)
- ▶ [Need technical help from BlueStep customer care?](#)

Q How do I get a login username and password?

A The organization that has purchased Team™, Connect™, Relate™ and/or HQ™ controls the various means by which users can enter their site(s) and use the functions. They may 1) set up a site **self-signup**, 2) send you an **e-mail invitation** or 3) may **sign up for you** when you have met their criteria.


A **self-signup** allows you to fill out a series of online questions, creating an account for yourself. Once you have completed and saved the signup screens, you will be able to enter the Team(s) or site(s) and use the functions. If a self-signup is available, it is accessed from a link, as seen below, that appears on the login page.

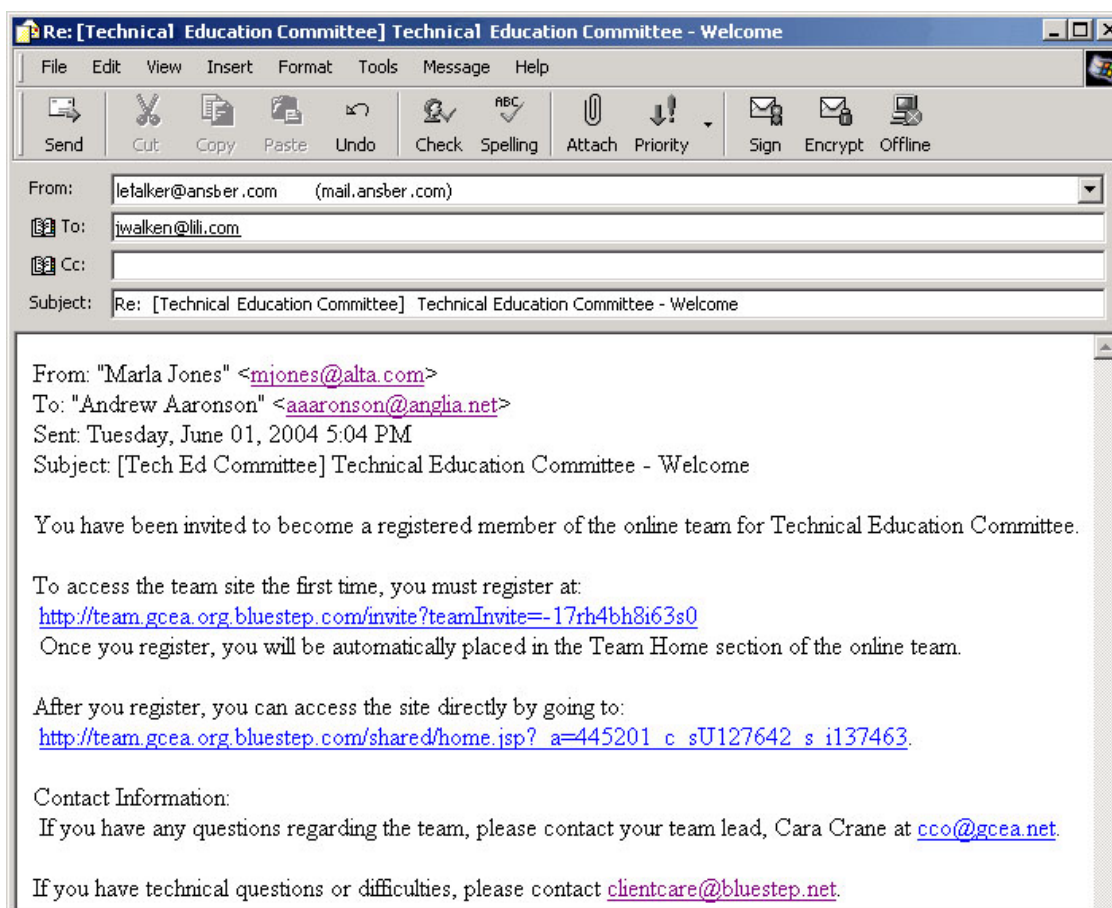
I'm a new user

Sign Me Up

Once you have filled out a signup, you should **not** do so again, but always use the same username and password. Filling out multiple signups creates multiple accounts in the system and will cause serious and unnecessary usage problems.

In Team™, an administrator or Team lead invites users to the Team by issuing an **e-mail invitation** with two links.

As seen below, the first link (underlined in blue) takes you to the Team signup and may only be used once. The second link (also underlined in blue) provides the URL for the Team to which you have been invited and which will give you direct access as soon as you have completed and clicked the Save button  on the signup. This link is useful in setting up 'Favorites' in your browser (Internet Explorer™, etc.) and serves as convenient, reusable access to the Team.



If you already have an account with the organization hosting the Team, you will receive an e-mail notification (with an access link) that you were added to the Team, but will not be asked to create another account.



The organization may opt to **sign up for you** and issue the username and password to you. In that case, you would enter the username and password given you in the appropriate fields on the login screen to obtain access.

I'm already a user

Username and passwords are case-sensitive.

Username *

Password *

Remember Me

If you continue to have difficulties, select one of the **Need Help?** links on the login page. These links provide a variety of ways to resolve any login issues you may encounter.


Q I am having trouble with the link on my Team™ invitation e-mail. How do I reach the sign-up?

A This is usually caused by an e-mail client, which is a program on your computer, such as Outlook™, Eudora™, etc. There are some settings in these programs that may occasionally cause difficulty. There are also some client programs that function in a less effective manner. Most often it is simply that you have an older version of the program, one that does not always recognize that a link should be active (clickable) and that it needs to remain whole (without a break-inducing word wrap) in order to reach the desired URL when clicked.

It may save you future difficulties to upgrade your e-mail client to the latest version. However, the quickest immediate solution is to copy the **entire** link to Notepad or a similar program. Check to be sure that no breaks have been introduced into the link (do not mistake an underscore for a break) and eliminate any that you find. Copy the entire link again and paste it into the address window of your browser (Internet Explorer™, etc.). This should allow you to access the sign-up without any difficulties.

If you experience the same problem with the Team home page link, copy-and-paste in the same manner as described above, then use the corrected link as one of the 'Favorites' on your browser.




Q I have tried to enter the site, but am receiving the message "You have exceeded the maximum number of allowable login attempts." What should I do?

A The error icon  and this message appears if you have made more than three unsuccessful attempts to login. This is a security measure, which prevents automated hacking into your account. Completely close your browser (Internet Explorer™, etc.). Reopen the browser and navigate to the site again; you will have three more tries to enter.








Q I am able to login okay, but get the icon and message, “🚫 You are currently logged in but you are not authorized to view this site. Please contact the site administrator for access.” Why is this? Where do I go from here?

A The message is explaining that you do have a valid user account, but the particular page where you are attempting to login is secured by permissions that you have not been granted.

However, the page will display button links to the areas where you **do** have permission to enter. Look for the My Teams, Tools or Sites buttons    to appear at the top of the screen. You may see one, two or three of these, depending upon the products your organization has purchased and upon your own permissions level. Clicking any of these will take you to pages where you may work and navigate as needed. It will probably be more convenient if you set 'Favorites' (on your browser) to be one of the pages where you have unrestricted direct access.

If you believe you should have access to certain pages where you are locked out, the information in the red message is your best route to resolving the problem. Part of BlueStep's commitment to our clients is that we do not intrude into their security measures and permissions authorization. They have full control over whom they wish to include or exclude from files, pages, sites or products. That being the case, the site administrator from the organization who owns the site or Team has the authority to grant proper permissions for your entry.

Q I need to update my username, password and e-mail address. Where can I do that?

A You will see a My Profile link in several locations depending upon the product you are using. All applications will have a My Profile link  on the dashboard at the top of the screen. In HQ™,   appears on the left of the main screen and  is the bottom link on the My Office record menu. Clicking any of these will produce a screen where you may change username, password and/or e-mail address. Depending on the product and its configuration, you may also be able to review and edit password hint, e-mail subscription preferences, home and work contact information and persons you have listed as contacts, as well as other pertinent data. As with all data entry screens, if you make changes, you must click the Save button  for the changes to be posted.

Q I find that my changes don't always record on the screen. What is happening?

A Because you are working 'live' within a database, you **must** click the Save button in order for your work to be posted to the database and saved in the system - on any screen where the Save button is active. On any screen with an inactive Save button (grayed out), you **must** click Next until the Save becomes active and available to click. Unfortunately, until you are in the habit of looking for the buttons at the bottom of each screen, it is easy to navigate elsewhere without posting the work.



Scroll down and check for buttons at the bottom of each data entry screen after you have made any changes. Using them every time will ensure that your work sessions go smoothly.

Q Every so often I get a message saying that my site is unavailable. What's wrong?

A There are several possible answers to this question. The most common reason is a mistyped URL (website address entered into the address bar of your browser). That is why we often recommend that you use the 'Favorites' listing on your browser (Internet Explorer™). It is a quick and easy way to reach the site and always records the URL accurately.

The second possibility is that your Internet service is down. Check to see if you can reach *any* websites. If you can't, then call your Internet Service Provider (ISP). They should be able to restore your connection or give you further advice.

The third reason has to do with the volume of traffic through the Internet and the route your connection takes to reach its destination. Your ISP routes all its traffic through many connection points (called nodes) to reach the requested URL. If an ISP uses an excessive number of connections, your browser can 'time out' before reaching the destination. The same is true if there is simply more Internet traffic than can be effectively handled, even if there is a reasonable number of connections. The majority of the time, the problem clears itself and retrying the site in a few minutes resolves the issue. However, if this is a frequent and continuing problem, switching to a better ISP is probably your best solution. Please note that one of the favorite tactics of cyber-terrorists is to direct so much bogus traffic at a target site that no legitimate connections can be made. This is not the fault of either your ISP or the owners of the site.

Lastly, in a *very* few instances our servers are down. We make every effort to ensure that your access is continuous and uninterrupted, however, the unexpected and unavoidable does occasionally happen. To address this, the servers are monitored 24/7 by on-call engineers. If a problem develops, they are notified by pager and immediately go to work resolving the trouble. In general, it takes just a few minutes to handle any server issues. Please be patient and allow a little time before retrying the site.

Q I've had a couple of Team™ e-mails bounce back to me as undeliverable. What causes this?

A E-mail is affected by many factors, so there are several possible causes. To review for a moment, when you click Send to dispatch an e-mail, it is transmitted to your e-mail provider. Your e-mail provider routes it through multiple Internet connections and delivers it to the recipient's e-mail provider. The recipient's e-mail provider then deposits it in the box bearing the recipient's address.

When you send a Team e-mail, BlueStep™ temporarily acts as your outgoing e-mail service provider. The recipient's provider is shown in his/her e-mail address; i.e. Bell South is the provider in jerryolsen@bellsouth.com, Comcast is the provider in amy550@comcast.net, etc.

In the case of bounced mail, most often the e-mail address has been typed incorrectly. Or you may have typed it accurately, but the recipient has closed or is no longer using that address. In either situation, verifying that you are using the correct, current address may solve the problem.



The second most common reason for bounced mail is filtering by the recipient's e-mail provider. Some providers protect their clients from undesirable mail by checking the content of messages and returning to the sender all those that don't meet their criteria. Other providers ask their clients to submit a 'white list' of acceptable senders. They then turn away all messages from other sources. If this is the case, the recipient needs to work with their e-mail provider to ensure that Team e-mail can be received.

Further, the server for the recipient's e-mail provider may be down. Or the recipient's Inbox may be so full that no other messages can be accepted. In either situation, the recipient should be notified that e-mail is being returned so that he/she can take the appropriate steps.

Lastly, the recipient may have filtering or a firewall on his or her individual computer or on the network to which the computer belongs. In this case, only the recipient or the network manager can adjust settings so that BlueStep™ e-mail can be received.

Q Sometimes the site seems slow and pages don't return quickly. Why is this happening?

A Page load time is affected by a large number of factors, some of which are controlled by you, some by BlueStep™ and some by the Internet Service Providers between our servers and your computer.

Page complexity is one factor. Most sites on the web are static pages - simple, unchanging displays of data and graphics. BlueStep™ pages are dynamic; that is, they have active functionality that directly interacts with the database. If a specific page is large and complex it will take longer to load than a static page. It is, however, a difference of seconds over milliseconds, in most cases.

The second factor is the speed and efficiency of your computer. If you have an older computer or are running a large number of programs concurrently (including background processes), the time taken by your computer to send a request for the page, process and display the results can be significant, perhaps from one to ten seconds. Exceptionally large pages may take up to thirty seconds. On a newer, faster computer, even relatively complex pages seldom take over a second to load.

The third factor is the upload speed, the download speed and the latency of the Internet service you are using. Latency is the time it takes for messages to be passed from computer to computer through the Internet. It is extremely variable and can be difficult to control. A good latency is around 0.5 seconds both to and from the destination. A high volume of user traffic can slow connections through even very high speed, low latency Internet Service Providers. Upload and download speed, as well as latency, are important factors to know and consider when choosing an ISP.

Page load time at BlueStep™ is controlled by the speed of our network, the speed of our data storage/retrieval systems and the efficiency of our application software and servers. We monitor these systems constantly and make improvements regularly. Presently, approximately 84% of our pages process in under half a second, though it is possible for a user to hit complex pages that may take slightly longer or to run into an occasional period of high user traffic.

We continue to enhance the performance of our hardware and software in an ongoing effort to serve our clients better. If page load times are an issue for you, upgrading your computer or your Internet Service Provider will likely produce a noticeable improvement in speed.