

# Frequently Asked Questions

**Q: How do I change my password from the default one?**

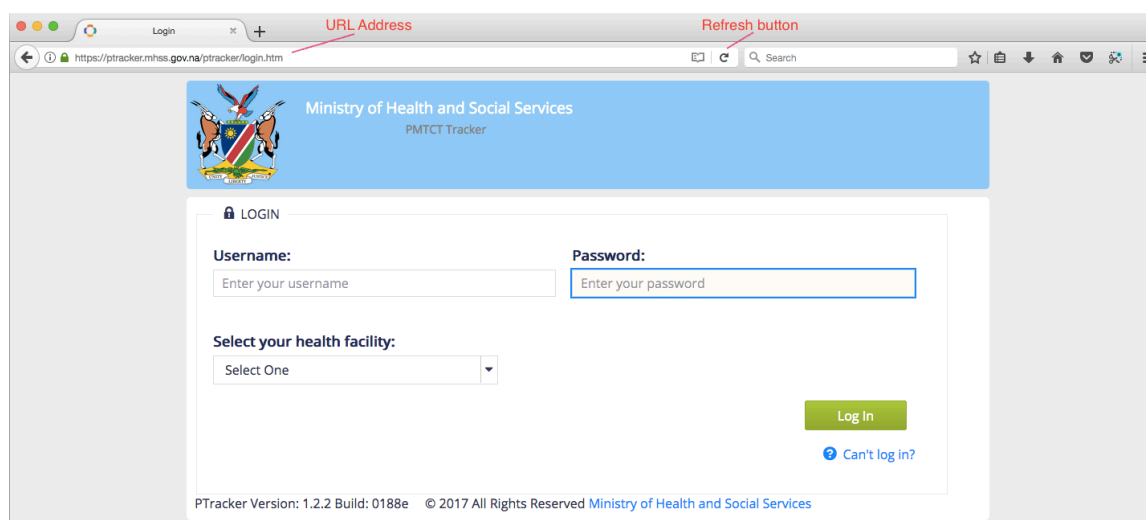
**A:** You have to log in first with your username (usernames contain lowercase letters only) and your default password provided. When logging in for the first time, a change password page will prompt you to enter a new password. **Your new password should have at least 8 characters or more. These should consist of capital letters, small letters and numbers.**

**Q: I have forgotten my password.**

**A:** Call the PTracker System Administrator on **(0814673343/0814673349)** to reset the password. The Administrator will reset your password to the default password which you will then be required to change upon successful login.

**Q: I cannot connect to PTracker on the web.**

**A:** 1. First check if the URL address (<https://ptracker.mhss.gov.na>) has been entered correctly – **if it is** click the refresh button ( see image below).



2. Check if the device is connected to a Network. If using WIFI, ensure that the adapter to your router is plugged into a power source and turned on).
3. If you still cannot connect, close the page and restart your device, open Firefox browser and navigate to the PTracker URL (<https://ptracker.mhss.gov.na>) , also see URL on **Page 10** of the **PMTCT Tracker User Guide**.
4. If you still cannot connect, close the page, restart the router by disconnecting from the power source and then re-connecting it to a power source. Wait a few minutes for a connection before attempting to connect to the PTracker URL.
5. If you still cannot connect, call the PTracker System Administrator (**0814673343 OR 0814673349**)

**Q: Can I enter data using another person's user account**

**A:** No!!! It is not advisable to use another person's account, you have to request for your own user account from the administrator.

**Q: How do I get a PTracker user account?**

**A:** You fill in the PTracker access form and have your supervisor fill in the request section. Then either scan it and send by email to the PTracker system administrator (email??) or take a clear picture of the filled in form and send it on WhatsApp to the system administrator (Do not post it to the main forum). The administrator will create an account and will send you the details.

**Q: How do I correct information on a form that I have just submitted?**

**A:** A submitted form **can now** be edited in PTracker. See section on How to Edit an encounter in PTracker in manual. **Note:** You can only edit the most recently recorded encounter. For example, if you enter a first ANC visit for September 1st, 2017 and record a follow-up visit on October 30th 2017th . You can only edit the ANC encounter visit in October recorded in PTracker NOT the ANC visit in recorded in September.

**Q: How do I link a mother and a baby who have come for a first PNC visit?**

**A:** First register the mother and then enter the mother's PNC visit from the register. Then register the baby and open the Infant PNC form for the baby.

Enter the visit date, then go to the create relationship section. Click on **Search for Person** button, it will take you to the search page where you have to type in the name of the mother. Click on the mother's name that will appear in the table below. This action will take you back into the Infant PNC form with the mother's name showing.

Enter the rest of the details of the visit and submit form. Once the form is saved, it will take you to the infant's summary page where the mother's name will show under the family tab. Also see **PTracker User Guide** for detailed steps.

**Q: How do I enter data for a visit for a person who is already registered on the PTracker system?**

**A:** You first search for the client by name or PTracker ID. Click on the client's name on the search table below. This will take you to the client's Electronic Medical Record (EMR) where you will see the client's demographic details and previous visits. Then open the type of form/visit you want to enter at that time.

**Q: Do I record data on the Mother PNC form when it is only the baby who has come for follow up?**

**A:** No, Even though the Mother PNC form is entered for all the times that the mothers comes in **with** the baby for follow up, If it is only the baby that comes for follow-up enter the details that are recorded on the MBFU register for the Infant.

**Q: Do I enter a visit for an infant that was not tested during the visit?**

**A:** Yes, As long as that visit is recorded in the Mother Baby Follow Up Register then it should be recorded onto PTracker.

**Q: Which one is the Visit Date needed on PTracker?**

**A:** The visit date is the day that the client came for MCH or PMTCT services. This is recorded as the **Admission Date** on the L&D Register, **Date of Visit** on the ANC Register and **Date of Visit** on the MBFU Register.

**Q: What do I do when I have skipped a number in assigning a PTracker ID**

**A:** You can leave the ID as it is and skip that number when you reach it on the serial numbering. Ensure that the numbers in the register match those entered in PTracker as well.

**Q: What is the pin code for the laptop, desktop or tablet**

**A:** Every device is secured with a passcode to prevent unauthorized access to the data stored on the device. The passcode to unlock the devices is **9315**, the user name is **ptracker**, also see the **PMTCT Tracker User Guide**.

**Q: What do I do when I find errors or bugs within the system**

or

**What do I do when there are new changes to the system**

**A:** Please report it to the PTracker System Administrator (**0814673343 OR 0814673349**). Throughout the early stages of PTracker implementation, it is expected that we will find several bugs and fixes within the PTracker system that will need fixing to further improve the system. Users are therefore expected to document and report any errors or bugs they experience when using PTracker to the System Administrator. Once errors are fixed or changes are made to the PTracker system, a new version will be released and be automatically available on desktops and laptops from the server. Users will be notified via the WhatsApp group, email or phone text messages of any downtime during the upgrade. Users will also be provided with release notes of the changes made to the system and also updated in the **PMTCT Tracker User Guide**.