

Staff Portal How-To Guide

Oxford House Expense Tracker

Version 1.1 | January 2026

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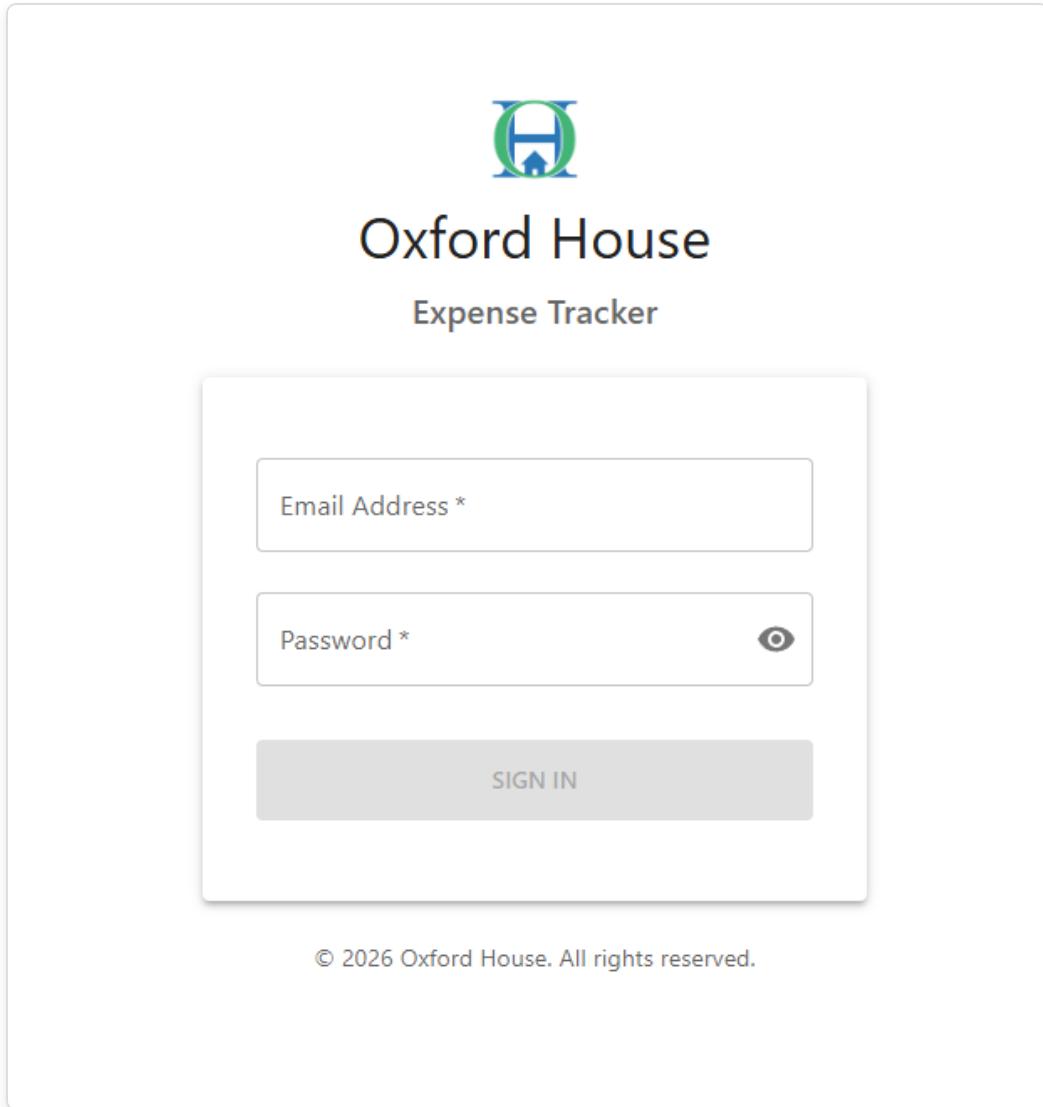
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Quick Start Guide

Get Started in 5 Minutes

This quick start guide will help you get up and running with the Staff Portal in just a few minutes.

Logging In



1 Navigate to the Portal

Open your web browser and navigate to the Oxford House Expense Tracker web portal URL provided by your administrator.

2 Enter Credentials

Enter your email address and password on the login screen.

3 Access Your Portal

After logging in, you'll be taken to your personalized portal. The portal name appears in the header (e.g., "John's Portal").

Portal Switching

If you have access to multiple portals (e.g., Staff, Supervisor, Finance, Contracts, Admin), you can switch between them:

1 Find Portal Switcher

Look for the portal switcher dropdown in the header, typically near your name or in the navigation area.

2 Select Portal

Click the dropdown to see all portals you have access to based on your role and permissions. Select the portal you want to use.

3 Portal Loads

The selected portal will load with its specific features and interface. Your portal preference is saved for future logins.

Tip: Portal Access

Your access to different portals is determined by your role and permissions assigned by your administrator. If you don't see a portal you expect, contact your administrator.

Tip: Bookmark the Portal

Bookmark the portal URL in your browser for quick access. You can also save your login credentials in your browser if your organization's security policy allows it.

Viewing Your Reports

The screenshot shows the 'MONTHLY EXPENSE REPORT - OXFORD HOUSE, INC.' portal. At the top, there are navigation links for 'Approval Cover Sheet' (highlighted in blue), 'Summary Sheet', 'Mileage Entries', 'Daily Descriptions', '#1 Program Services', '#2 Finance', '#3 CORPORATE', and a 'Logout' button. Below the header, a date selector shows 'January 2026' and a 'Current Month' button. A 'Notifications' section indicates 'No unread notifications' and a 'VIEW ALL' link. The main content area is titled 'Approval Progress' and shows a status message: 'Waiting for Supervisor' (Current Stage: supervisor, Owner: Jackson, Submitted Jan 21, 7:39 PM). It also includes a placeholder text: 'Approval workflow will appear here once the report is submitted.' Below this is an 'Activity' section with the placeholder: 'Activity will appear here as the report moves through approvals.' The central part of the page is titled 'MONTHLY EXPENSE REPORT APPROVAL COVER SHEET' and 'OXFORD HOUSE, INC.' It lists the address: '1010 Wayne Ave. Suite # 300, Silver Spring, MD 20910'. On the left, it shows 'Name: Greg Weisz', 'Preferred Name: Goose', 'Month: January, 2026', and 'Date Completed: 01/31/26'. On the right, it shows 'Cost Centers' with five categories: '1) Program Services', '2) Finance', '3) CORPORATE', '4) (n/a)', and '5) (n/a)'. Below these are two note sections: one about signatures required and another about travel requirements. A certification statement is present, followed by a checkbox for agreeing to the statement. The bottom section is titled 'Signatures of Approval:' and contains three fields: 'Employee Signature' (with a note 'No signature available' and a 'UPLOAD SIGNATURE' button), 'Direct Supervisor' (with a note 'Supervisor signature will appear here' and a 'Date:' field), and 'Finance Department' (with a note 'Finance signature will appear here' and a 'Date:' field). A 'Import Saved Signature' link and a note for Greg Weisz (Date: _____) are also present.

1 Select Month and Year

Use the month and year selectors at the top of the portal to choose which month's report you want to view.

2 Navigate Tabs

The portal has several tabs:

- **Daily Travel** - View and edit mileage entries
- **Receipts** - View and manage receipts
- **Hours Worked** - View and edit hours tracking
- **Daily Descriptions** - View and edit daily notes
- **Monthly Summary** - See totals and summary

3 Review Your Data

Click through each tab to review all your entries for the selected month.

Submitting a Report

The screenshot shows the Oxford House, Inc. monthly expense report portal. At the top, there are navigation tabs: Approval Cover Sheet, Summary Sheet, Mileage Entries, Daily Descriptions, #1 Program Services, #2 Finance, #3 CORPORATE, and a back arrow. Below the tabs, it says "January 2026 Current Month". A message box indicates "Waiting for Supervisor" and "Current Stage: supervisor Owner: Jackson Submitted Jan 21, 7:39 PM". On the left, there's an "Activity" section. In the center, a modal window titled "Select Submission Type" is open. It asks "Please select the type of submission:" and lists two options: "Monthly Submission" (selected) and "Weekly Check-up". The "Monthly Submission" option is described as "Full expense report submission with completeness check. This is the standard monthly submission." and has a "SUBMIT MONTHLY REPORT" button. The "Weekly Check-up" option is described as "Submit for weekly review by your Regional Manager. Completeness check will be skipped." and has a "SUBMIT WEEKLY CHECK-UP" button. At the bottom of the modal, there are "CANCEL" and "CONTINUE" buttons. The background of the portal shows some summary sheet data and a note about per diem requirements.

1 Review Completeness

Before submitting, review your report to ensure all entries are complete and accurate. Check the "Check Completeness" button if available.

2 Click Submit Report

Once you've reviewed everything, click the "Submit Report" button in the header.

3 Confirm Submission

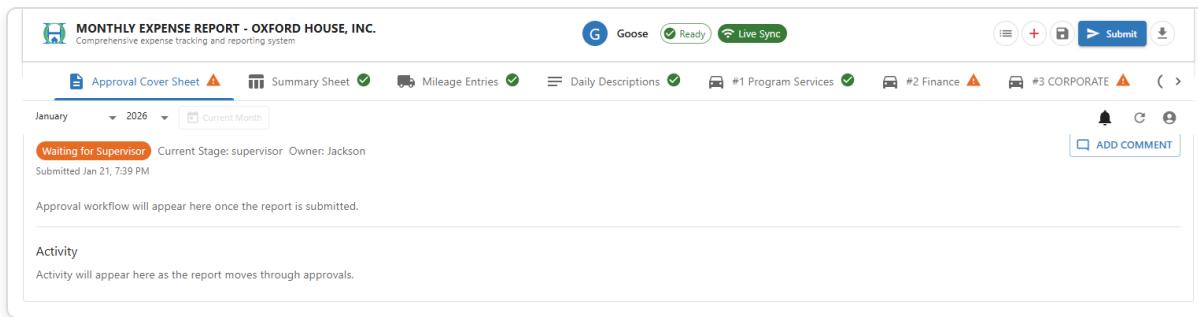
Confirm that you want to submit the report. Once submitted, you can no longer edit entries for that month (unless revisions are requested).

Important: Report Locking

Once a report is submitted, it is locked and cannot be edited unless your supervisor requests revisions. Make sure all entries are complete before submitting.

Comprehensive Reference

Portal Overview and Navigation



Portal Layout

The Staff Portal is designed to give you a comprehensive view of your expense data in a spreadsheet-like interface. The main components are:

Header Section

- **Month/Year Selector** - Choose which month's report to view
- **Employee Name** - Displays your name
- **Notification Bell** - Shows alerts and notifications
- **Action Buttons** - Submit Report, Check Completeness, Export PDF, etc.

Tab Navigation

The portal uses tabs to organize different types of data:

- **Daily Travel Tab** - Mileage entries organized by day
- **Receipts Tab** - All captured receipts
- **Hours Worked Tab** - Time tracking entries

- **Daily Descriptions Tab** - Daily notes and descriptions
- **Monthly Summary Tab** - Totals and summary information

Real-time Status Indicator

Look for the sync status indicator in the header. It shows:

- **Green** - Data is synced
- **Yellow** - Syncing in progress
- **Red** - Sync error (check your connection)

Viewing Mileage Entries

The screenshot displays the 'Oxford House Expense Tracker' application. At the top, there's a navigation bar with links for 'Approval Cover Sheet', 'Summary Sheet', 'Mileage Entries' (which is the active tab), 'Daily Descriptions', 'Timesheet', 'Receipt Management', and 'Data Ent'. A 'Live Sync' button is also present. The main content area has sections for 'Approval Progress' (Draft) and 'Activity'. Below these, the 'Mileage Entries' section is shown, featuring a table with columns for Date, Start Location, End Location, Miles, Mileage (\$), Cost Center, and Actions. A tip message at the bottom of this section suggests adding mileage entries directly from the page.

Daily Travel Tab

The Daily Travel tab shows all your mileage entries organized by day of the month. Each row represents a day, and you can see:

- **Date** - The date of travel
- **Description of Activity** - Your daily work description and driving summary
- **Hours Worked** - Hours worked for that day
- **Odometer Start** - Starting odometer reading for the day (from your first trip)

- **Odometer End** - Ending odometer reading (calculated as start + total miles)
- **Miles Traveled** - Total miles for the day
- **Mileage (\$)** - Calculated reimbursement amount (miles × \$0.445)
- **Per Diem (\$)** - Per diem amount for the day

Understanding Odometer Columns

The Odometer Start column shows the starting odometer reading from your first trip of the day. The Odometer End column is automatically calculated by adding the total miles traveled to the starting odometer reading. This helps verify your mileage calculations.

Editing Mileage Entries

1 Click on a Cell

Click on any cell in the mileage table to edit it.

2 Make Changes

Enter your changes in the edit field that appears.

3 Save Changes

Press Enter or click outside the cell to save. Changes are saved automatically.

Adding New Mileage Entries

To add a new mileage entry:

1. Navigate to the Daily Travel tab
2. Click the "Add Entry" or "+" button
3. Fill in the required information (date, start location, end location, miles, cost center)
4. Save the entry

Tip: Bulk Editing

You can edit multiple cells in the same row. Just click on each cell you want to change, make your edits, and they'll all be saved together.

Viewing Receipts

The screenshot shows the Oxford House Expense Tracker web interface. At the top, there's a navigation bar with links for Approval Cover Sheet, Summary Sheet, Mileage Entries, Daily Descriptions, Program Services, Timesheet, Receipt Management (which is currently selected), and Data Entry. Below the navigation is a date selector set to January 2026. The main content area is divided into two sections: 'Approval Progress' and 'Receipt Management - January 2026'. The 'Approval Progress' section is currently in 'Draft' status and shows a placeholder message about the approval workflow. The 'Receipt Management' section shows a table with no data, with a button to '+ ADD RECEIPT'.

Receipts Tab

The Receipts tab displays all receipts you've captured, either from the mobile app or uploaded through the web portal. For each receipt, you can see:

- Date
- Vendor/merchant name
- Amount
- Category
- Cost center
- Description
- Receipt image (thumbnail)

Viewing Receipt Details

1 Click on a Receipt

Click on any receipt in the list to view its details.

2 View Full Image

The receipt detail view shows the full receipt image and all associated information.

3 Edit if Needed

You can edit receipt details (amount, category, cost center, description) if the report hasn't been submitted yet.

Uploading Receipts via Web

If you need to upload a receipt through the web portal:

1. Go to the Receipts tab
2. Click "Add Receipt" or "Upload Receipt"
3. Select an image file from your computer. The portal supports both image files (JPG, PNG) and PDF files
4. Fill in the receipt details (date, amount, category, cost center)
5. Save the receipt

PDF Receipt Support

The portal now supports PDF receipt uploads in addition to image files. This is especially useful for digital receipts or scanned documents. PDF receipts are displayed in the receipt viewer just like image receipts.

Viewing Hours Worked

The screenshot shows the 'Timeheet' tab of the Oxford House Expense Tracker. At the top, there are tabs for Approval Cover Sheet, Summary Sheet, Message Center, Daily Descriptions, #1 Program Services, Timeheet (which is selected), Receipt Management, Data Entry, and Log Out. Below the tabs, it says 'January 2026'. The main area has sections for 'Approval Progress' and 'Activity'. The 'Timeheet' section contains a grid where rows represent cost centers and columns represent days of the month. The grid includes columns for 'Signature' and 'Supervisor Signature'. There are also sections for 'Program Services' and 'BILLABLE HOURS' with their respective totals. At the bottom, there are sections for 'Category' and 'DAILY TOTALS'.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	TOTAL		
Cost Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0 Program Services
Program Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0 BILLABLE HOURS
BILLABLE HOURS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0 GRAND TOTAL

Hours Worked Tab

The Hours Worked tab shows a grid view of your time tracking entries. The grid displays:

- Days of the month (columns)
- Cost centers (rows)
- Hours worked for each day/cost center combination
- Daily totals
- Monthly totals by cost center

Editing Hours

1 Click on a Cell

Click on any cell in the hours grid to edit hours for that day and cost center.

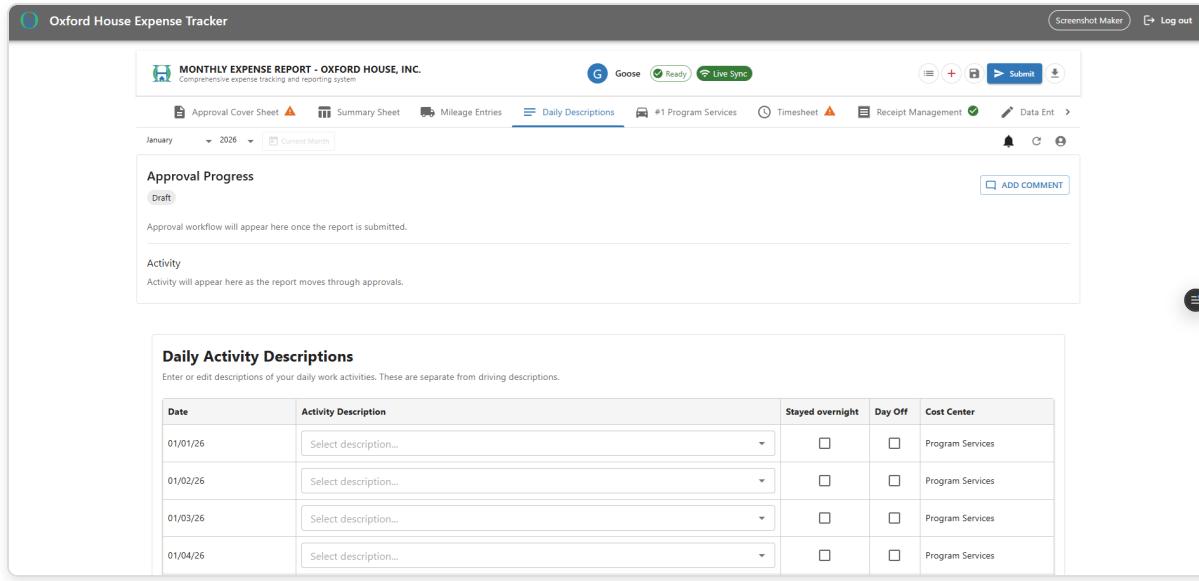
2 Enter Hours

Enter the number of hours worked. You can use decimal values (e.g., 7.5 for 7 hours 30 minutes).

3 Save

Press Enter or click outside the cell to save. The totals will update automatically.

Viewing Daily Descriptions



The screenshot shows the 'Oxford House Expense Tracker' application. At the top, there's a navigation bar with links for 'Approval Cover Sheet', 'Summary Sheet', 'Mileage Entries', 'Daily Descriptions' (which is the active tab), 'Program Services', 'Timesheet', 'Receipt Management', and 'Data Ent'. Below the navigation is a date selector showing 'January 2026'. The main content area is titled 'Approval Progress' and includes sections for 'Draft' and 'Activity'. Under 'Activity', it says 'Approval workflow will appear here once the report is submitted.' and 'Activity will appear here as the report moves through approvals.' To the right of these sections is a button labeled 'ADD COMMENT'. Below this is a section titled 'Daily Activity Descriptions' with a sub-instruction 'Enter or edit descriptions of your daily work activities. These are separate from driving descriptions.' A table is displayed with four rows, each representing a day from January 1 to January 4, 2026. The columns are 'Date', 'Activity Description' (containing a dropdown menu with 'Select description...'), 'Stayed overnight' (with two empty checkboxes), 'Day Off' (with two empty checkboxes), and 'Cost Center' (containing 'Program Services').

Daily Descriptions Tab

The Daily Descriptions tab allows you to view and edit notes for each day of the month. This is useful for:

- Documenting work activities
- Providing context for expenses
- Meeting notes
- Important events or reminders

Adding or Editing Descriptions

1 Click on Description Cell

In the Daily Travel tab, click on the "Description of Activity" cell for the day you want to edit.

2 Edit in Large Text Box

A large, multi-line text box will appear that expands to show all your content. This makes it easy to:

- See long descriptions without scrolling
- Find specific text to edit
- Add or remove content comfortably

Type your description in the text field. There's no character limit, and the box will expand as you type.

3 Save Your Changes

Press Ctrl+Enter (or Cmd+Enter on Mac) to save, or click outside the text box. Your changes are saved immediately and won't be overwritten by the system.

Description Content

The description field shows your daily work activities and automatically includes a driving summary based on your mileage entries. Odometer readings are no longer included in descriptions - they appear in the separate Odometer Start and Odometer End columns instead.

Important: Description Persistence

When you delete content from a description and save it, the deleted content will not reappear. The system respects your edits and only shows what you've entered, plus the automatically generated driving summary.

Monthly Report Creation

The screenshot shows the 'MONTHLY EXPENSE REPORT - OXFORD HOUSE, INC.' page. At the top, there are tabs for 'Approval Cover Sheet', 'Summary Sheet', 'Mileage Entries', 'Daily Descriptions', 'Program Services' (which is selected), 'Timesheet', 'Receipt Management', and 'Data Ent'. Below the tabs, it says 'January 2026' and 'Current Month'. A 'Draft' status is shown under 'Approval Progress'. The main area contains fields for 'Name: Screenshot Maker' and 'Cost Center: Program Services', with 'Month: January / 2026' and 'Date Completed: 01/31/26'. A table titled 'Mileage Rate: \$0.445' lists mileage entries from 01/01/26 to 01/07/26, all showing 0.0 hours worked, 0 miles traveled, and \$0.00 reimbursement.

DATE	Description of Activity	Hours Worked	Odometer Start	Odometer End	Miles Traveled	Mileage (\$)	Per Diem (\$)
01/01/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/02/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/03/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/04/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/05/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/06/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00
01/07/26	Click to add description	0.0	0	0	0	\$0.00	\$0.00

Monthly Summary Tab

The Monthly Summary tab provides a comprehensive overview of your expense report for the selected month. It includes:

Summary Totals

- Total Miles** - Sum of all mileage entries
- Total Mileage Amount** - Calculated reimbursement amount
- Total Receipts** - Number of receipts and total amount
- Total Hours** - Hours worked for the month

Category Breakdowns

The summary shows totals by receipt category:

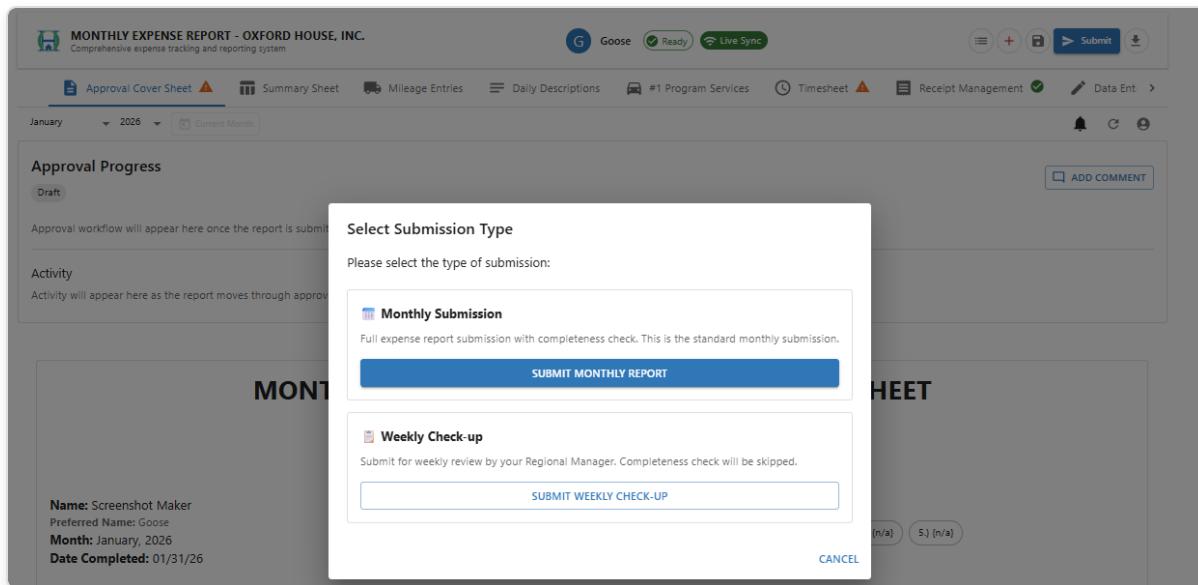
- Air/Rail/Bus
- Vehicle Rental/Fuel
- Parking/Tolls
- Ground Transportation

- Hotels/Airbnb
- Per Diem
- Phone/Internet/Fax
- Shipping/Postage
- Printing/Copying
- Office Supplies
- Other expenses

Cost Center Breakdown

You can see how expenses are allocated across different cost centers, helping you verify that everything is categorized correctly.

Report Submission Workflow



Before Submitting

Before submitting your report, it's important to:

- 1. Review All Entries** - Go through each tab and verify all data is accurate

2. **Check Completeness** - Use the "Check Completeness" button to identify any missing information
3. **Verify Totals** - Check the Monthly Summary to ensure totals look correct
4. **Confirm Cost Centers** - Verify that expenses are allocated to the correct cost centers

Submitting Your Report

1 Click "Submit Report"

Click the "Submit Report" button in the header. This button is only available when viewing your own report for the current or past months.

2 Choose Submission Type

A dialog will appear asking you to choose your submission type:

- **Monthly Submission** - For final monthly reports. This option runs a completeness check to ensure all required information is present (signatures, acknowledgments, receipts, etc.).
- **Weekly Check-up** - For interim submissions or progress updates. This option skips the completeness check, allowing you to submit even if some items are still pending.
- **Cancel** - Return to editing your report

3 Completeness Check (Monthly Submission Only)

If you selected "Monthly Submission", the system will check for:

- Missing employee signature
- Missing employee certification acknowledgment
- Missing supervisor signature (if you're a supervisor)
- Missing receipts for high-value expenses
- Missing cost center assignments for hours
- Other required information

If issues are found, you'll see a list of what needs to be fixed before you can submit.

4 Confirm Submission

After passing the completeness check (or if using Weekly Check-up), confirm your submission. The report will be locked and sent to your supervisor.

5 Report Locked

Once submitted, the report is locked and cannot be edited. You'll see a status indicator showing "Submitted" or "Pending Approval".

6 Notification Sent

Your supervisor will receive a notification that your report is ready for review.

When to Use Each Submission Type

- **Monthly Submission** - Use this for your final monthly report when everything is complete and ready for approval.
- **Weekly Check-up** - Use this for progress updates, interim reviews, or when you want supervisor feedback before the month ends.

Important: Report Locking

Once a report is submitted, you cannot make changes unless your supervisor requests revisions. Double-check everything before submitting!

What Happens After Submission

After you submit your report:

1. Your supervisor receives a notification
2. The report status changes to "Pending Approval"

3. Your supervisor reviews the report
4. Your supervisor either approves the report or requests revisions
5. If revisions are requested, you'll receive a notification and can make the requested changes
6. Once approved by your supervisor, the report moves to finance for final approval

Viewing Report Status

The screenshot shows the 'Approval Progress' section of the portal. It displays two stages: 'Supervisor Review' (Step 1) and 'Finance Review' (Step 2). The 'Supervisor Review' stage is marked as 'Pending' with an orange circle icon. The 'Finance Review' stage is marked as 'Not Started' with a grey circle icon. Both stages show the approver's name (Goose and Keiyne Moore respectively) and their due date (Jan 30, 10:43 AM). The portal also shows activity history where Goose submitted the report just now.

Status Indicators

The portal displays the current status of your report using color-coded chips or badges:

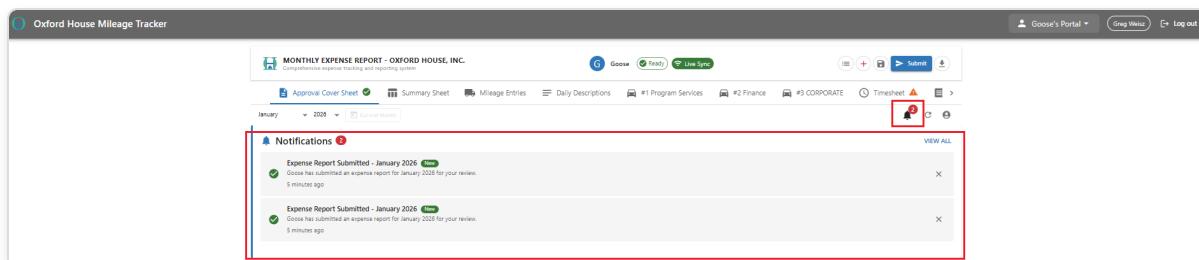
Status	Meaning	What You Can Do
Draft	Report is not yet submitted	Edit entries, add new entries, submit report
Submitted	Report is submitted and awaiting supervisor review	View only (cannot edit)
Needs Revision	Supervisor requested changes	Edit entries based on supervisor's comments
Approved by Supervisor	Supervisor approved, awaiting finance approval	View only
Approved	Fully approved by supervisor and finance	View only, export PDF

Approval Status Card

The portal includes an approval status card that shows:

- Current approval stage
- Who is reviewing the report
- Approval history with timestamps
- Any comments or revision requests

Notifications and Alerts



Notification Bell

The notification bell in the header shows you important alerts and updates:

- **Report Approval** - When your supervisor or finance approves your report
- **Revision Requests** - When changes are needed
- **Report Status Changes** - Updates on your report's progress
- **System Messages** - Important announcements

Viewing Notifications

1 Click the Bell Icon

Click the notification bell in the header to open the notifications panel.

2 Review Notifications

You'll see a list of all your notifications, with the newest at the top.

3 Click to View Details

Click on any notification to view details or navigate to the relevant report.

4 Mark as Read

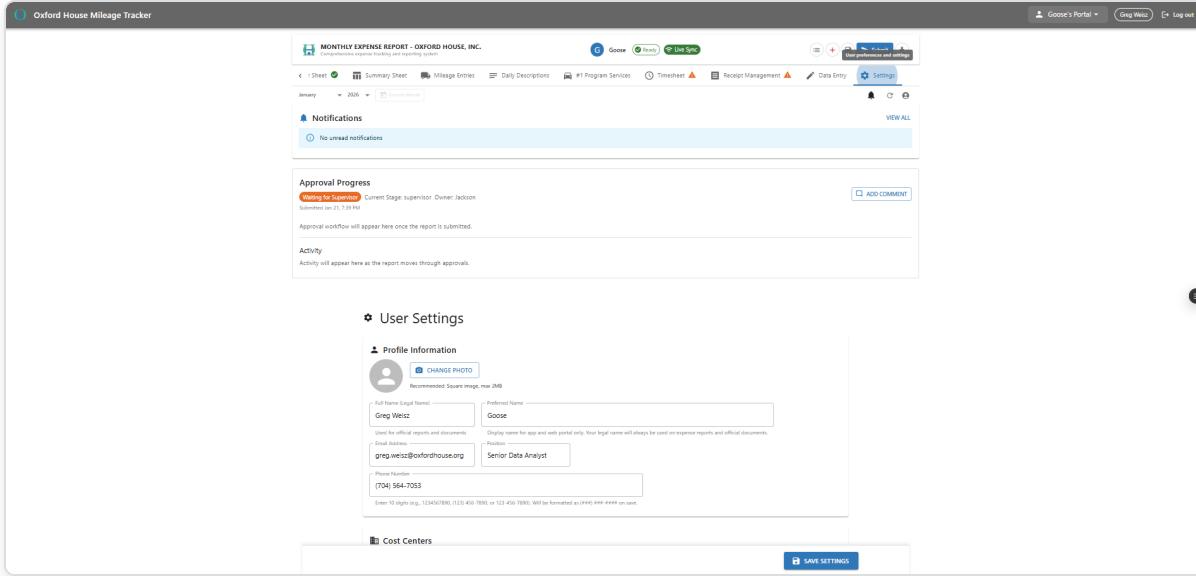
Notifications are automatically marked as read when you view them, or you can manually mark them as read.

Email Notifications

In addition to in-app notifications, you may receive email notifications for:

- Report submission confirmations
- Approval notifications
- Revision requests
- Weekly reminders (if enabled in preferences)

Profile Settings



Accessing Settings

To access your profile settings, look for a settings icon or your name in the header, then click to open the settings menu.

Available Settings

- Profile Information** - View your name, email, position, and other details
- Password Change** - Update your password (if allowed)
- Preferences** - Configure portal preferences
- Notification Preferences** - Control which notifications you receive

User Preferences

In the preferences section, you can configure:

- Default Cost Center** - Set your most commonly used cost center
- Email Notification Preferences** - Choose which email notifications to receive
- Sunday Reminder** - Enable or disable weekly expense reminders
- Portal Theme** - Light or dark mode (if available)

Tips & Best Practices

When to Submit Reports

Recommended Timeline

- **End of Each Month** - Submit your report within a few days of the month ending
- **Before Deadline** - Check with your supervisor for specific submission deadlines
- **After Completeness Check** - Always run the completeness check before submitting

Best Practice

Don't wait until the last minute to submit. Give yourself time to review and make any necessary corrections before the deadline.

How to Check Report Completeness

Using the Completeness Checker

1 Click "Check Completeness"

This button is available in the header when viewing your report.

2 Review the Report

The completeness checker will identify:

- Missing daily descriptions
- Days with mileage but no hours
- Days with hours but no mileage
- Missing cost center allocations
- Other potential issues

3 Address Issues

Fix any identified issues before submitting your report.

Manual Review Checklist

Before submitting, manually verify:

- All mileage entries have start and end locations
- All receipts have amounts and categories
- Hours are logged for all work days
- Daily descriptions are added for significant days
- Cost centers are correctly assigned
- Totals look reasonable

Understanding Approval Status

Approval Workflow

Your reports go through a multi-stage approval process:

1. **Draft** - You're still working on it
2. **Submitted** - You've submitted, awaiting supervisor

3. **Supervisor Review** - Your supervisor is reviewing
4. **Needs Revision** - Supervisor requested changes (you can edit again)
5. **Approved by Supervisor** - Supervisor approved, sent to finance
6. **Finance Review** - Finance team is reviewing
7. **Approved** - Fully approved and processed

What to Expect

- **Review Time** - Supervisors typically review within a few business days
- **Revision Requests** - Don't worry if revisions are requested - it's normal and helps ensure accuracy
- **Approval Notifications** - You'll be notified at each stage
- **Final Approval** - Once finance approves, your reimbursement will be processed

Tip: Be Proactive

If your report has been in "Submitted" status for more than a week, consider following up with your supervisor to ensure they received the notification.

Troubleshooting

Can't See My Data

No Data Showing

Problem: The portal shows no data for the selected month.

Solutions:

- Verify you've selected the correct month and year
- Check if you've created any entries for that month (via mobile app or web portal)
- Ensure your data has synced from the mobile app (if you use it)
- Try refreshing the page
- Check your internet connection
- Contact support if data should be there but isn't

Missing Entries

Problem: Some entries are missing from your report.

Solutions:

- Check if entries were created in a different month
- Verify entries were saved (not just started but not completed)
- If using mobile app, ensure sync completed successfully
- Check if entries were deleted accidentally
- Look in other months to see if entries were misdated

Report Won't Submit

Submit Button Disabled

Problem: The "Submit Report" button is grayed out or not clickable.

Solutions:

- Verify you're viewing your own report (not someone else's)
- Check that the report is in "Draft" status (not already submitted)
- Ensure you're viewing the current or past month (not future months)
- Try refreshing the page
- Check for any error messages in the browser console
- Contact support if the issue persists

Submission Error

Problem: You get an error message when trying to submit.

Solutions:

- Read the error message carefully - it may indicate what's wrong
- Run the completeness check to identify missing information
- Ensure all required fields are filled
- Check your internet connection
- Try submitting again after a few moments
- If the error persists, contact support with the error message

Missing Entries

Entries Not Appearing

Problem: Entries created in the mobile app don't appear in the web portal.

Solutions:

- Check the mobile app's sync status - ensure sync completed
- Verify the entries were created for the correct month
- Refresh the web portal page
- Check if entries were created but not saved
- Wait a few minutes and refresh - sync may be in progress
- If using offline mode on mobile, ensure you're back online and sync has completed

Entries Disappeared

Problem: Entries that were there before are now missing.

Solutions:

- Check if the report was submitted and locked (submitted reports may have different views)
- Verify you're viewing the correct month
- Check if entries were deleted (accidentally or by supervisor during revision)
- Look in the revision history if revisions were requested
- Contact support if entries should be there but aren't

General Issues

Portal is Slow

Problem: The portal loads slowly or is unresponsive.

Solutions:

- Check your internet connection speed
- Close other browser tabs to free up memory
- Clear your browser cache

- Try a different browser
- Disable browser extensions that might interfere
- Contact support if the issue persists

Can't Edit Entries

Problem: You can't edit entries that should be editable.

Solutions:

- Check if the report has been submitted (submitted reports are locked)
- Verify you're viewing your own report
- Check the report status - if it's "Approved", you can't edit
- If revisions were requested, ensure you're addressing the specific items marked for revision
- Try refreshing the page
- Contact support if you believe you should be able to edit

Sync Issues

Problem: Data isn't syncing between mobile app and web portal.

Solutions:

- Check the sync status indicator in the portal header
- Ensure you have an active internet connection
- Try manually refreshing the page
- In the mobile app, check sync status and try manual sync
- Wait a few minutes - sync may be in progress
- Contact support if sync consistently fails

Still Having Issues?

If you've tried the troubleshooting steps above and are still experiencing problems, contact your system administrator or technical support. Be prepared to provide:

- Description of the problem
- Steps you've already tried
- Browser type and version
- Screenshots of any error messages
- The month and year you're trying to view

This document is part of the Oxford House Expense Tracker documentation suite.

For technical support, please contact your system administrator.

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