

## COMMON USER TROUBLE CALLS WITH DOEHRS-HC

### 1. I am Locked out of DOEHRS-HC!

#### Solution:

- a. Always keep the Administrator password clear.
- b. Log into DOEHRS-HC using the Administrator access. If you have left the Administrator password clear as advised, you will need only click OK after entering “administrator” and you will be prompted to create a new password.
- c. Go to FILE, then USERS.
- d. Find your name.
- e. Unlock your account.
- f. CLEAR your previous password.
- g. CLEAR the administrator password, as well.
- h. Go to USER menu and CHANGE LOGIN.
- i. Enter your user ID and click OK.
- j. The system will advise that you have a blank password and ask you to create one.
- k. If you still have problems, call 1-800-600-9332.

### 2. I cannot access the DOEHRS Data Repository (DR)!

#### Solution:

- a. Go to the DR website at <https://dohrswww.apgea.army.mil/dohrsdr/>.
- b. Go to the USER menu.
- c. Click on FORGOT PASSWORD and follow instructions.
- d. Remember to also change your DR password within the DOEHRS-HC system. Log on to DOEHRS, click File, then User, find yourself, click on Edit DR Account Information and enter the NEW DR password.

### 3. My account is not recognized when I attempt a “DR Inquire”

**Cause:** Your DR password has expired and/or you have changed your DR password without entering the new password in the “Edit DR Account” section of DOEHRS.

#### Solution:

- a. Go to FILE and USERS
- b. Find your account and click on EDIT DR ACCOUNT INFORMATION
- c. Change your password to the EXACT password you used for the DR
- d. Close USERS and go to DATA menu
- e. Open the DR INQUIRE and attempt to download a record from the DR to ensure it is functioning properly

### 4. I received a message and email from the DR that my exported file was received successfully, but the data does not appear in the DR.

#### Reasons:

- a. You looked for it too soon. Data uploaded by Thursday noon will be visible the following Monday.
- b. There were pervasive errors in the data you collected.

**Solution:** Ensure you are fully aware of proper export procedures.

**5. I get an error message that says my database is not in the correct format. Now what?**

**Reason:** One of your databases has been damaged, probably because of a power failure or because the last user turned off the PC before closing DOEHRS properly.

**Solution:** Restore the database from the most recent back-up. If that still fails to solve the problem, follow the procedures to update your lookup tables. If that fails, call the Helpdesk.

**6. What is the difference between an installation ZIP/PAS/UIC and a UIC/WIC?**

**Answer:**

- a. ZIP/PAS/UIC is the Unit Identification Code (UIC) of the clinic/facility where hearing testing is being performed. It is printed on the audiogram in block #1. This information is entered into DOEHRS from the Edit Menu > Examiner Data > Testing Facility ZIP/PAS/UIC. This information must be updated each time a user moves to a different test facility.
- b. UIC/WIC is the Unit Identification Code of the patient's unit or command. It is entered into block #11 along with the mailing address.
- c. Entering accurate information in these two blocks is critical. It ensures that your local facility receives proper credit for the testing and ensures valid data in the Data Repository, and for Navy & DOD-wide decisions that are made based on these reports.

**7. How do I find the correct UIC for the patient's command?**

**Answer:**

- a. Go to the DOEHRS NMIMC website:  
<https://imcenter.med.navy.mil/doehrs/dohrshc.html>.
- b. Under Useful Information > Download and install the UIC Finder Application onto your desktop. Use this tool to find the appropriate UIC for each unit/command.
- c. Entering the correct UIC for the patient is critical. It ensures that valid data is entered into the DOD DOEHRS Data Repository and that each command's hearing conservation statistics are accurate.

**8. How do I determine the correct SDOC?**

**Answer:**

- a. SDOC is a Navy enlisted member's NEC, a Navy officer's NOBC, a Marine's MOS and a federal employee's position classification code. If the patient does not know his/her SDOC, double click in the SDOC field and you will find an alphabetized listing of all SDOCs for the subject's DOD and Service
- b. Go to the DOEHRS NMIMC website and download the printable lookup tables. These can be sorted and edited to provide users with a quick reference.

**9. How do I determine what the Major Command is?**

**Answer:**

- a. Follow the download instructions in the answer to problem 7.
- b. Find the proper UIC/WIC for the patient's command. The UIC for the Major Command is listed under "MAJ" in that record.
- c. Using the UIC Finder, click on Back, then search for the "MAJ" UIC.

**10. Why does that silly form print every time I calibrate?**

**Answer:**

- a. The configuration of the daily audiometer calibration settings in the CCA-200 software on your system needs adjustment.
- b. In the CCA-200 software, go to Audiometer > Daily Calibration > Configuration > Bio-Acoustic Simulator or Human Ear (which ever you are using) > Modify
- c. Then un-check the “Automatic Print on Test Complete” block under the ‘General’ tab.

**11. Why do I have to perform the test all over again when a transfer fails?**

**Answer:**

- a. The configuration of the daily audiometer calibration settings in the CCA-200 software on your system needs adjustment.
- b. In the CCA-200 software, go to Audiometer > Test Configuration > Standard Test > Modify.
- c. Then un-check the “Automatic Clear on Test Save” block under the ‘General’ tab.

**12. Why are all my user’s passwords invalid today?**

**Answer:** One of your databases has been damaged, probably because of a power failure or because the last user turned off the PC before closing DOEHRS properly.

**Solutions :**

- a. Log on as the Administrator (you DID remember to keep that password clear, right!) and clear each active user’s password.
- b. Each user will then be able to start DOEHRS, enter only the User Name, click on OK and create a new password.
- c. Alternatively, you may restore the database from the most recent back-up.

**13. Why do I need to perform a back-up other than the one DOEHRS does when I close it?**

**Answer:**

- a. The automatic back-up saves your data onto the hard drive. If your system were to crash, you would lose the data on the hard drive.
- b. You need to perform a back-up (preferably daily, or weekly at the very minimum) on a different drive, such as a zip drive.

**14. Why can’t I find the new SDOCS in my drop down list?**

**Answer:**

- a. DOEHRS-HC software is updated on a monthly basis to reflect changes in SDOCS, and current policies. In order for you to receive these software updates in a timely manner, you must download them onto your system every month.
- b. Go to the DR website: <https://doehrswww.apgea.army.mil/dohrsdr/> and login.
- c. Go to DOEHRS HC > HC Patches
- d. You will see 2 downloadable files there. One contains the instructions for updating your DOEHRS HC look-up tables. One contains the actual Look-up Updates.
- e. Select the Look-up Updates and download them.

**15. I've got a great suggestion for the next version of DOEHRS-HC software. How do I submit it?**

**Answer:**

- a. Contact your Navy DOEHRS / Audiology Team at (757) 953-0773/0775/0700 (DSN 377), or email to: [hearing@nehc.mar.med.navy.mil](mailto:hearing@nehc.mar.med.navy.mil).
- b. If the Navy representative is not available, contact one of the other service representatives: Army (410) 436-3797 (DSN 584), Air Force (210) 536-2940 (DSN 240).
- c. Provide the description of the problem you are having, the impact of the problem, and your recommended solution. If possible, include a screen shot of the problem or concern. Then submit it. Your recommendation will be reviewed and addressed by the DOD functional representatives for DOEHRS.

**\*\* As always, when problems exist or persist, contact the DOEHRS-HC Help/Trouble Desk at 1-800-600-9332.**