

How to Insure No Loss of Form Data while Completing a Form

pd-help.frontlineeducation.com/hc/en-us/articles/360000348307-How-to-Insure-No-Loss-of-Form-Data-while-Completing-a-Form

Employee Evaluation forms, if used properly, will not "lose" data that has been entered. However, there are several factors that are outside of the system's control, such as session timeout settings put in place by the local district or loss of Internet connectivity.

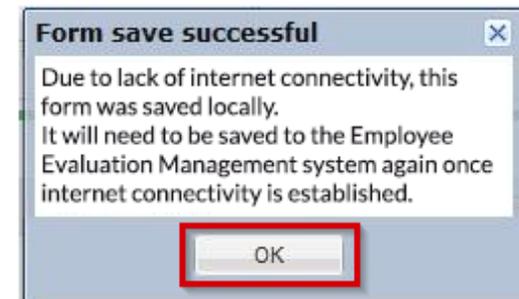
This article offers recommendations and basic principles that, if followed when working on Employee Evaluation forms, should result in no data loss. There is no particular order to the information herein.

Save Often

Like anything that is computer based, one way to mitigate loss of information is to save your work often. Click **Ctrl + Shift + S** (in most browsers this is a shortcut for the save function) or scroll down and click the **Save** button occasionally while working on a form.

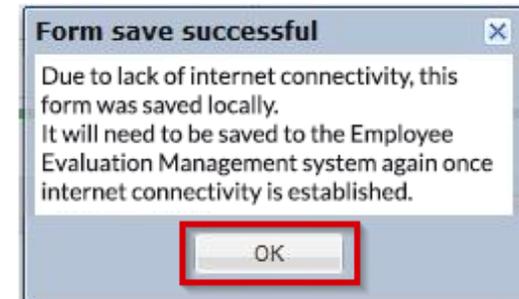
Loss of Internet Connectivity

It may not always be clear that Internet connectivity has been lost. You *may* see a pop-up on the computer or the task bar that indicates lost connectivity, you *may* see the network connection icon disappear or go "red", or there may be no apparent indication. If you are saving frequently, upon your save action, you may see a message box indicating the form was saved locally. However, it needs to be saved to the Employee Evaluation Management system once Internet connectivity is re-established. Be sure to click **OK**.



Session Time-Out

You can lose a session in one of three possible ways. One, you have not submitted a form in the amount of time allotted by the District in their system settings for a timeout. Two, you or a colleague has logged in as you on a different computer/device. Or, three, your local Network Appliance in district is removing session data/cookies at a set interval that you have exceeded. In any case, if you are saving frequently, you may see a message box indicating the form was saved locally. However, it needs to be saved to the Employee Evaluation Management system once Internet connectivity is re-established. Be sure to click **OK**.



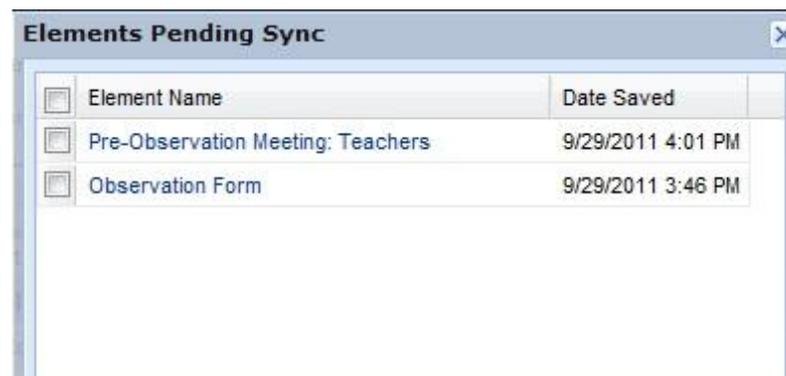
Be Mindful of the Sequence of Events

Once you have saved a form locally, you must follow a specific sequence of events to ensure a proper sync of that data to the site.

1. Using the same device, re-connect to the Internet or re-login to your Frontline application.

Do NOT use another device or computer to open the same form, because doing so causes the system to treat the form as though it was accessed AFTER it had been saved locally. We do not Sync a form on top of a form that was later updated for auditing purposes.

2. Access the **Process View**. The "Elements Pending Sync" pop-up displays.



3. Select the desired forms.

4. Click **Sync With Server**. Now, you can open your form as usual. You may continue working on the form, save the form, or submit it to a staff member.

Browser Cache

If you are "online" (connected to the Internet), each form save is audited and stored. Again, saving often is the most effective way to ensure no loss of form data. Should you open a form you have saved online or submitted online and you do not see the data/information that was saved, this could be an instance of local caching. You may need to clear browser cache.

Additionally, you should contact your districts technology department and ask them to ensure that all appropriate domains are white-listed in ALL District Networking Appliances and with the ISP providing Internet to the District (as ISP's sometimes have many of their own filtering and proxy serving appliances in place).

You can have your districts technology department refer to our [Whitelist Rules for all Frontline Applications](#) article.

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