Quality Assurance Framework

QAF Viewpoint Trouble Shooting

Before contacting DCJ or Viewpoint helpdesk check these common issues and possible solutions.

Issue	Check
Cant access the VP log in page or website isn't opening	- Check you have the correct address - www.vptol.com.au/qaf - Check your internet connection - VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers - Check on another device
User is disabled	- You will be locked out if you enter the wrong details three times in a row - Email helpdesk@vptorg.com asking for the user to be enabled.
VP helpdesk hasn't resolved the issue	Check you are using the correct helpdesk email helpdesk@vptorg.com
VP Questionnaires are not opening	Check you are using the correct web address: www.vptol.com.au/qaf Try accessing the website outside of the Citrix environment. VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers
Internet connectivity	There are paper based versions if absolutely necessary. These will need to be uploaded into VP upon arrival to the office to obtain printed especially for SDQ results
VP report isn't showing all the SDQ results for a CYP	VP reports show current questionnaires. If you need a past result that isn't showing in the report contact VP helpdesk at helpdesk@vptorg.com

Options to Save QAF Questionnaire Results

IPad to DCJ Networks – DCJ Employees only

You may initially need to set your iPad up to access Citrix through remote access or your iPad may already be set up to directly enter your User name and Password

Initial Citrix login:

1. Open Citrix and click on "Add Account".
2. Address: https://remote.facs.nsw.gov.au and click "Next".
3. Username: (your PC login).
4. Password: (your PC password).
5. Complete Okta two-factor authentication.

Or

Citrix login

1. Open Citrix
2. Username: (your PC login).
3. Password: (your PC password).
4. Complete Okta two-factor authentication.

Login to Google to access Viewpoint

www.vptol.com.au/qaf

Complete Carer Questionnaire or Strengths & Difficulties Questionnaire – save result to your hard drive by clicking PDF – See your answers

To save PDF – go to **File – Save As – Select** where you want to save the PDF

Other Options to save Results to your Hard Drive
Air Drop – Airdrop PDF questionnaire results from iPad to your DCJ iPhone and save to your hard drive
Hotspot iPhone to iPad – log into Citrix – google Viewpoint – save PDF questionnaire results to your hard drive
Photo – take a photo of the PDF questionnaire results on you DCJ iPhone and save to your hard drive