

TABLE OF CONTENTS

System Access	2
■ Getting Started	2
■ Training	2
■ Logging In	2
■ Changing Your Password	3
■ Retrieving Your Password	3
■ Logging Off	3
■ Timing Out	3
System Navigation	4
Troubleshooting	5
■ Trouble Logging In	5
■ Records Not Saving or Records Disappearing	5
■ System Performance Issues	5
■ School Name Missing from Dropdown Menu	6

System Access

Getting Started

When your program director activates you as a user, you will receive an email with instructions on how to create a password and login.

- The SAPISP online database is located at: <https://www.wa-sap.com/>

💡 **Bookmark this link in your preferred internet browser for ease of access.**

Training

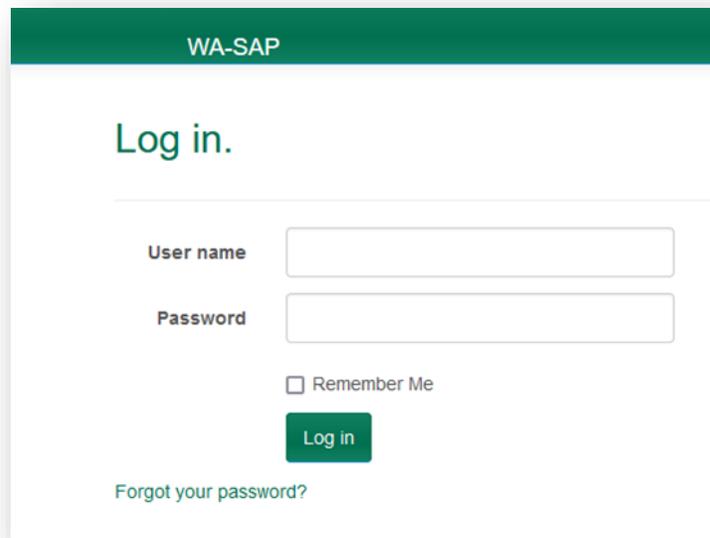
There is a test system that can be accessed for training or practice purposes.

- The practice database is located at: <https://wasap-test.azurewebsites.net/>
 - ▶ **Username:** tuser1
 - ▶ **Password:** tuser1

Logging In

1. Navigate to <https://www.wa-sap.com/Account/Login> from your preferred internet browser to access the User Login page (Exhibit 1).

Exhibit 1. SAPISP Online Database User Login Page



2. Enter your username in the **Username** field.
3. Enter your password in the **Password** field.
4. Click the **Log In** button.
 - When you log in successfully, you will see the **Main Menu** page (Exhibit 2).

System Access

Changing Your Password

1. Login using your current password.
2. Click on the words “Hello (Your Name)” in the upper right corner, to the left of the **Log Off** button.
3. Enter your current password in the **Current password** field.
4. Enter your desired new password in the **New password** field and again in the **Confirm new password** field.
5. Click the **Change password** button.

Retrieving Your Password (if you have forgotten it)

1. From <https://www.wa-sap.com/Account/Login> , click **Forgot Password?**
2. Enter your **Username**.
 - If you do not know your username, contact your program director or refer to the initial email you received when you first received your login credentials.
3. Click the **Email Link** button to request an email to reset your password.
4. Follow the instructions in the email to reset your password and login.

Logging Off

To securely log off the online database, click **Log Off** at the top right.

Timing Out

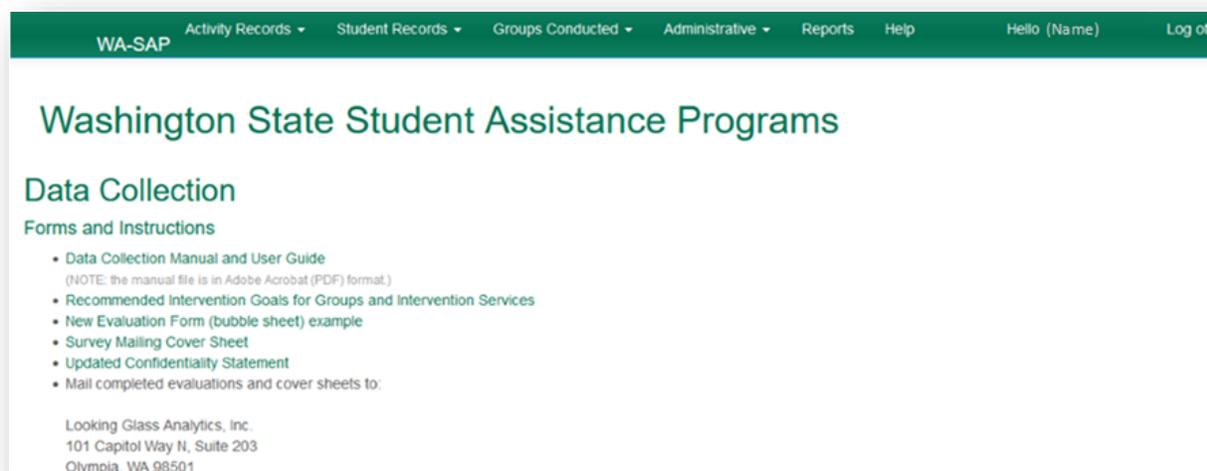
For security reasons, online database sessions time out after 10 minutes of inactivity. If you attempt to resume a session that has timed out, you will receive a message indicating that you need to log in again. Any data that was not saved prior to the system timing out will need to be reentered.

System Navigation

After logging in you will be taken to the Main Menu (Exhibit 2).

- **Activity Records:** Access the **Universal Prevention Activity Plan**; document, view and modify universal prevention activities conducted.
- **Student Records:** View your student caseload (**Student Master List**), update student records and add new students.
- **Groups Conducted:** View and report group activities conducted.
- **Administrative:** Transfer students to another professional and manage user account.
- **Reports:** Run universal activity reports, indicated student reports, data quality reports, and staffing reports.
- **Help:** Download LGAN system manuals.

Exhibit 2. Main Menu Page



Troubleshooting

Trouble Logging In

1. Verify that the computer you are using is connected to the internet by attempting to access a website external to your workplace website. If the computer is not connected to the internet, contact your network administrator for help.
2. If you can browse the internet but cannot log in, run the following checks:
 - Verify that you are using the correct username and password.
 - Try a different computer. Try a different web browser.
 - Contact your network administrator to verify that you have permission to access the domain: <https://www.wa-sap.com/>. Many schools and district offices use firewalls which can be used to limit websites you can access and functions you can perform.
 - Contact your program director to verify that your LGAN account is active.
 - Contact Looking Glass Analytics to verify that the online database is functional. You can reach Susan Richardson at susan.richardson@lgan.com and cc your supervisor.

Records Not Saving or Records Disappearing

1. Be sure to click the **Save** button to save data. Because the online database is on the internet, it cannot save your records as you go.
2. Verify that filters are not hiding data. Some pages are filtered by default to shorten load times.
3. Contact Susan Richardson at susan.richardson@lgan.com regarding lost data. Please cc your supervisor on all communications.

System Performance Issues

1. If you are using an older computer, close unnecessary programs to free up system memory and increase the web browser's performance.
2. Shut down and restart the computer.
3. Ask your agency's IT department to help you improve system functioning by clearing the web browser's cache, deleting offline files, and defragmenting the computer hard drive.
4. Try logging in at a different time of day (depending on your geographic location and the available bandwidth, internet speeds can slow noticeably when many people are online).
5. If instructed to do so by your supervisor, contact Looking Glass Analytics regarding system performance issues. Email Susan Richardson at susan.richardson@lgan.com with answers to the following questions :
 - Which online database page seems to cause problems (e.g., View Students)?
 - What happens (e.g., slowness, error message, freezes)?
 - What type of operating system does your computer use? (e.g., Windows PC, Mac).
 - Which browser do you use? (e.g., Firefox 8.0, Internet Explorer 9, Chrome 10, Safari 5.1).
 - Is your computer shielded by a firewall?
 - Where do you typically work? (e.g., school name, district office, home, city).
 - At what time of day do you typically experience problems?

Troubleshooting

School Name Missing from Drop-Down Menu

If you are an **intervention professional** and the school name is missing, notify your program director. They may need to add it to your list of school assignments.

If you are a **program director** or **supervisor** and do not see the school you need, see the ***Administrative Functions*** manual for further information.