NDFP Website Frequently Asked Questions (FAQ) Guide

This guide provides helpful answers to questions that users may have while using the new National Dairy FARM Program website updated on January 15, 2016:

eval.nationaldairyfarm.com

Note: Throughout this guide, the term "Co-op" is used to mean both Co-operatives and Proprietary Processors.

General Questions

1. **What web browsers are supported by the new system?**
   - Three browsers are currently supported:
     1) **Google Chrome**
     2) **Mozilla Firefox**
     3) **Apple Safari**
2. **What computer devices are supported by the new system?**
   - The new system should be accessible by any computer device that uses one of the 3 web browsers listed above (e.g., desktop, laptop, tablet, smartphone, etc.)
3. **How do I contact the Technical Support Help Desk?**
   - If you have any questions or issues with the NDFP database, Data Management Portal, or the Evaluation Entry Web App, please email: **farm-help@tamu.edu**.
4. **How do I contact the FARM Program staff?**
   - If you have any programmatic questions about the FARM Program or guidelines, please email: **dairyfarm@nmpf.org**.
5. **What is new in the online evaluation form?**
   - The new evaluation form has the following new sections/questions:
     1) Pre-Checklist section
     2) Evaluation Type (1st, 2nd, 3rd party)
     3) 2nd Evaluator Information
     4) Herd Profile
     5) Milking setup and schedule
     6) Observation Score Sheets
     7) Action Plans
     8) Evaluation Summary Sheet
6. **Are there any key features that have been removed?**
   - No, the new site provides for better data security, stability, and capability enhancements.

7. **What's new in the Data Management Portal?**
   - **Multiple Managers:** Co-ops can now affiliate Evaluators and Trainers as additional managers
   - **Multiple Co-op Affiliations:** Evaluators can now be affiliated with multiple Co-ops and Producers
   - **Action Plans:** Evaluations that contain Action Plans (opportunities for improvement) can be tracked for follow-up and resolution
   - **Management Tools:** The Dashboard tab enables Co-op Managers to track Action Plans, upcoming re-certifications due for Evaluators and Trainers, and Facilities due for re-evaluation. Managers can also view recent Evaluations.
   - **Bulk Import:** Co-op Managers can now bulk import Producers.
8. **Can I bookmark the NDFP sites in my browser?**
   - Yes, simply go to the desired site and press Ctrl-D.
   - Or you can bookmark the sites manually
     1) Main landing page: **eval.nationaldairyfarm.com**
     2) Data Management Portal: **eval.nationaldairyfarm.com/dfdm/**
     3) Evaluation Entry Web App: **eval.nationaldairyfarm.com/dfdm/eval**

Data Management Portal

Login

1. **What is my Username and Password in the new system?**
   - You can login using your existing user ID (e.g., 123456-1) and password. Alternatively, if you had an email address specified in your account, you can login using your email address.
2. **Why does the new system say that my account may be vulnerable and I need to change my Password?**
   - The new system uses a higher grade encryption algorithm for passwords.
   - In order to be able to enter evaluations using the Web app or iOS/Android mobile apps that use the new encryption algorithm, you need to change your password.
3. **I can login, but how do I change my Username and/or Password?**
   - Click your username in the top right corner and choose "View/Edit Profile".
   - Click "Edit Account".
   - Change your Username and/or Password (don't forget to enter the new Password twice).
4. **How do I reset my password if I forgot it?**
   - Choose the Data Management Portal.
   - Click "Forgot your password?" link.
   - Enter your email address and click "Continue".
   - You will receive an email with a one-time link that is valid for 3 hours.
   - Follow the instructions in the email.
5. **How do I reset my password if I don't have an email address in my account profile?**
   - Email your name and username or user ID to the Technical Support Help Desk: **farm-help@tamu.edu**

How Do I ____?

1. **Add Producers to my Co-op?**
   - Co-op Managers can add a single Producer:
     1) Click Producers tab
     2) Click "Create New Producer"
     3) Fill out form
     4) Click "Create"
   - Co-op Managers can also add multiple Producers:
     1) Click Producers tab
     2) Click "Import Producers"
     3) Follow the instructions to download the template, enter data, and import the file
2. **Remove a Producer from my Co-op?**
   - Co-op Managers can remove a Producer:
     1) Select the producer from the Producers tab
     2) Click "Delete Producer"
     3) The producer is marked as deleted in the database (and can be undeleted by Technical Support)
3. **Add a Facility to my Producer?**
   - Co-op Managers can add a Facility:
     1) Select the producer from the Producers tab
     2) From the Facilities subtab, click "Create New Facility"
     3) Fill out form
     4) Click "Create"
   - Producers can add a Facility:
     1) Click Producers tab
     2) From the Facilities subtab, click "Create New Facility"
     3) Fill out form
     4) Click "Create"
4. **Remove a Facility from my Producer?**
   - Co-op Managers can remove a Facility:
     1) Select the producer from the Producers tab
     2) Select the facility from the Facilities subtab
     3) Click "Delete Facility"
     4) The facility is marked as deleted in the database (and can be undeleted by Technical Support)
5. **Add an Evaluator to my Co-op?**
   - A Co-op Manager can add an Evaluator:
     1) Click Co-ops tab
     2) Click Evaluators subtab
     3) Click "Affiliate an Evaluator"
     4) Begin typing the evaluator's name, username or email address
     5) Click on the user's name/email from the list
     6) Click "Create Affiliation"
6. **Edit an Evaluator's profile/password?**
   - A Co-op Manager can edit an Evaluator's account:
     1) Click Co-ops tab
     2) Click Evaluators subtab
     3) Click the "Edit" action button in the evaluator's row of the table
     4) Make the desired changes
     5) Click Update

7. **View an Evaluator's training history?**
   - A Co-op Manager can view an Evaluator's training history:
     1) Click Co-ops tab
     2) Click Evaluators subtab
     3) Select the Evaluator from the table
     4) Click on the "Training History" tab
   - An Evaluator can view his/her training history:
     1) Click username in top right corner
     2) Choose "View/Edit Profile"
     3) Click on the "Training History" tab

8. **Remove an Evaluator from my Co-op?**
   - A Co-op Manager can remove an Evaluator:
     1) Click Co-ops tab
     2) Click Evaluators subtab
     3) Click "Remove Affiliation" action button

9. **Add a Manager to my Co-op?**
   - A Co-op Manager can add an Evaluator or Trainer currently in the Co-op as a Manager:
     1) Click Co-ops tab
     2) Click Managers subtab
     3) Click "Affiliate a Manager"
     4) Begin typing the person's name, username or email address
     5) Click on the user's name/email from the list
     6) Click "Create Affiliation"

10. **Remove a Manager from my Co-op?**
    - A Co-op Manager can remove a Manager:
      1) Click Co-ops tab
      2) Click Managers subtab
      3) Click the "Remove Affiliation" action button in the manager's row of the table

11. **Update an unresolved Action Plan?**
    - A Co-op Manager or Evaluator can edit an unresolved Action Plan:
      1) Click Dashboard tab
      2) Click the "Edit" action button in the desired row of the Action Plans table
      3) Edit the desired information
      4) Click Update

12. **Resolve an Action Plan?**
    - A Co-op Manager or Evaluator can resolve an Action Plan:
      1) Click Dashboard tab
      2) Click the "Edit" action button in the desired row of the Action Plans table
      3) Enter the "Resolved" date and any other desired comments
      4) Click Update

13. **View a resolved Action Plan?**
    - A Co-op Manager or Evaluator can view resolved Action Plans:
      1) Click Facilities tab
      2) Select the desired facility
      3) Click the "Action Plans" subtab
      4) Click the "Show" or "Edit" action buttons in the desired row of the table

14. **View an Evaluation?**
    - A Co-op Manager or Evaluator can view a recent Evaluation (from the last 2 weeks):
      1) Click Dashboard tab
      2) Click the "Show" action button in the desired evaluation's row of the "Recent Evaluations" table
    - A Co-op Manager or Evaluator can view an older Evaluation:
      1) Click Facilities tab
      2) Select the desired facility
      3) Click the "Evaluations" subtab
      4) Click the "Show" action button in the desired evaluation's row

Evaluation Entry Web App

Evaluation Management

1. **What is my Username and Password?**
   - Use the same credentials as with the Data Management Portal.
2. **Why can't I login to the Evaluation Entry Web App?**
   - The new system utilizes a higher grade encryption algorithm for passwords.
   - You must first login to the Data Management Portal using your existing FARM Program credentials and then change your password (even if you change it to the same password).
   - After changing your password, you should now be able to login to the Web App.
3. **What is a "Saved Evaluation"?**
   - Saved evaluations are stored locally in the browser's temporary storage area (i.e., cache) on your computer. These are evaluations that are in progress but are incomplete and not ready for submission.
   - Saved evaluations can be edited as many times as needed. When it is complete, it can be submitted to the server.
4. **Where did my evaluation go that I started?**
   - Since evaluations are temporarily saved in your computer's browser's cache, you must login using the same browser on the same computer in order for the evaluation to appear.
   - For example, if you start and save an evaluation on your laptop using the Google Chrome browser, to continue the evaluation you must login using Chrome on that same laptop.
5. **How do I know when my evaluation is ready for submission?**
   - On the evaluations page, the Saved Reports are marked as "Incomplete" or "Complete". Complete evaluations are ready for submission.
   - Alternatively, while editing the evaluation you can look at the various page navigation buttons to determine whether it is complete. If all pages have a green checkmark, then the evaluation is complete and ready for submission.
6. **What is a Submitted Evaluation?**
   - Submitted evaluations have been successfully sent and received by the server.
   - Submitted evaluations appear across all devices.

7. **Why do I only see some of my Submitted Evaluations?**
   - Submitted evaluations are synchronized across all devices that you've used to login to the Web App.
   - However, the Web App will only show submitted evaluations that are less than 2 weeks old. After that, they can be viewed using the Data Management Portal.
8. **Can I edit my Submitted Evaluation?**
   - Yes, you can click on a submitted evaluation and make corrections to it. At this point it becomes a "saved evaluation". When all the changes have been made, you can then submit it.
   - Resubmitted evaluations replace the existing version on the server.
   - However, you only have 2 weeks from the evaluation date to resubmit an evaluation. After that, all changes must be requested by emailing **farm-help@tamu.edu**.
9. **How do I logout from the Web App?**
   - Click your Username and choose Logout.

Entering Evaluations

1. **How do I create an evaluation?**
   - Login to the "Evaluation Entry Web App" using your FARM credentials.
   - Click on "New Form" button in the upper right corner and choose the "NDFP" form.
2. **How do I switch between pages?**
   - Above the questions in the form, you can click the page navigation buttons to jump directly to that page (e.g., "Info", "Page 1", etc.).
   - Alternatively, at the bottom of every page are "Previous Page" and "Next Page" buttons.
3. **What do the colored symbols next to the page buttons and questions mean?**
   - The orange asterisk (*) indicates that the question or page is required but has not yet been "visited".
   - A red "X" indicates that the question or page is required but not completed.
   - The green checkmark indicates that the question or page is completed.
4. **How do I know which questions are required?**
   - Required questions are colored orange when they are unanswered.
   - After answering, they turn green.

5. **Why do some sections have a red "X" whereas other sections have a green checkmark?**
   - A section will remain marked with a red "X" until all of the required questions in that section are answered.
   - A section is marked with a green checkmark when all required questions are answered.
   - Sections that contain only optional questions are always marked with a green checkmark.

6. **How do I enter the Evaluation Date?**
   - Click the orange and white icon at the left end of the field.
   - Then choose the desired month and day (or "Today") using the popup date selection box.

7. **How did it auto-fill the Evaluator Info section?**
   - The form auto-fills based on the person who logged into the Evaluation Entry Web App. The data is retrieved from the Data Management Portal database.
   - Feel free to correct your information in the form fields. However, correct it in the Data Management Portal so that it appears correct in the next evaluation you create.

Selecting a Facility

1. **How do select a Facility?**
   - At the top of the Facility Info section, click the Facility drop-down selection box.
   - Choose the name of the desired facility and its information will be automatically entered into the appropriate fields.

2. **Why does it say "No Facilities are available to select"?**
   - This message is displayed for non-Evaluator accounts.
   - Email Technical Support for their assistance.

3. **Why does it say "Downloading Facilities..." but then never allows me to select any facilities?**
   - The Web App is requesting information from the server about all facilities within your Co-op(s).
   - Some larger Co-ops contain over 3,000 facilities and could take several minutes to download depending on your internet connection speed.
   - If no facilities appear after 15 minutes, please email Technical Support.

Facilities without Calves

1. **What happens if the facility has no calves?**
   - In the Herd Profile on the "Info" page, enter a zero into the Calves field.
   - All of the calf-related questions (9 – 15, 32 – 34, and 48) are automatically answered "N/A" along with a "No calves on site" note.
   - Note that all of the calf-related questions still remain editable.

Observation Score Sheets

1. **What happens when I enter the animal Observation Score Sheets?**
   - The observation-based questions (36, 37, 40, 42a, and 42b) are automatically answered every time an animal observation is entered.
   - Note that the observation-based questions still remain editable.

2. **Do I have to enter the animal observations?**
   - By entering the observations the Web App will auto compute the percentages and auto answer the observation questions.
   - However, you can capture the observations on paper, calculate the appropriate percentages and manually answer the observation questions.
   - You are required to put the respective percentage value in the notes fields.

3. **How do I enter animal observations?**
   - On the Score Sheets page, scroll down to the desired animal section (e.g., Heifer Observation Score Sheets).
   - The tally and minimum number of observations is displayed at the top (e.g., 3 of 17 Heifers).
   - Click the "Add" button to create a blank "New Form" row in the table.
   - Click the "New Form" row to begin editing the form.
   - Enter the various observation scores. The Animal ID field is optional. Note that the body abrasion scores are "None" by default.
   - Click the "Back" button in the top or bottom left to return to the Score Sheets page.

4. **How do I know how many animal observations I need to make?**
   - When you enter the Herd Profile values on the Info page, the Web App will automatically display the total number of animals to observe at the top of the Score Sheets page.

- Each animal score sheet section displays the current tally of observations. For example, if you've completed 7 dry cow observations and there are 20 required, it will display "7 of 20 Dry Cows".

Action Plans

1. **What are Action Plans?**
   - Action Plans are created when opportunities for improvement are observed during the evaluation. The facility will be reassessed on a specified date to ensure the deficiency is resolved.
2. **What Action Plans are required?**
   - Questions 16 and 17 relate to providing the basic necessities of proper food and water for the animals. If either of these questions is answered "No", a notice will appear at the top of the Action Plans page stating the necessity of an Action Plan.
   - However, since Action Plans are tracked until they are resolved, evaluators are encouraged to enter Action Plans for any substantial opportunities for improvement that are observed.
3. **How do I enter an Action Plan?**
   - On the Action Plans page, click the "Add" button to create a blank "New Form" row in the table.
   - Click the "New Form" row to begin editing the form.
   - Enter the information into the form fields.
   - Click the "Back" button in the top or bottom left to return to the Action Plans page.
4. **How are Action Plans tracked and resolved?**
   - Action plans are tracked and resolved within the Data Management Portal.
   - Evaluators and Co-op Managers will see Action Plans for all facilities within their Co-op displayed on the Dashboard tab.
   - Action Plans can be edited and comments added (e.g., "2016-01-14 Scheduled follow-up visit with owner").
   - When the deficiency has been verified as resolved, the resolved date can be entered into the Action Plan.
   - Resolved Action Plans do not show up on the Dashboard tab, but are always accessible by selecting the facility.

Pledge of Participation

1. **What do I put in the Pledge of Participation fields?**
   - Currently you can put the names or initials of the evaluator and owner.

Evaluation Summary Sheet

1. **What do I do with the Evaluation Summary Sheet?**
   - The Summary Sheet enables assessment of the facility with respect to key FARM Program parameters.
   - Optionally, at the bottom of the sheet you can enter overall comments from the evaluator and producer. For example, you could document your impression of the facilities and staff while also indicating the producer's receptiveness to opportunities for improvement.

Submitting Evaluations

1. **How do I submit an Evaluation?**
   - When all of the page navigation icons have a green checkmark, that means the evaluation is complete and ready for submission.
   - Click the "Submit" button in the upper right corner to submit the evaluation.
   - If you get a message stating that the form is completed and ready to submit, then click the Submit button.
2. **How do I know my evaluation submission was successful?**
   - Shortly after you submit a complete evaluation you will receive the following message: "Submit Success. The form was submitted successfully. You may edit and resubmit the form with any changes." If you do not receive this message, please email **farm-help@tamu.edu**.
3. **Why is my resubmitted evaluation being rejected?**
   - You only have 2 weeks from the evaluation date to resubmit an evaluation. After that, all changes must be requested by emailing **farm-help@tamu.edu**.

Other Questions / Issues?

We thank you for your patience during this time of transition. For answers to any other questions or issues you may have regarding the NDFP database, Data Management Portal, or Evaluation Entry Web App, please email the FARM Program Technical Support Help Desk: **farm-help@tamu.edu**.