

Frequently Asked Questions

1. What are the System Requirements for Appeal Filing System?

Answer:

Hardware	Pentium III or Higher with 512 MB memory and 1 GB of Free Space, TWAIN Compatible Scanner.
Supported Platforms	Windows XP and Vista
Software	Acrobat Reader 5.0 or Higher and Windows Supported Laser Printer.
Internet Browsers	Internet Explorer 6.0 and higher.
Resolution	1024*768 or higher
Internet Connection	Broad Band Connection or Higher
File Types allowed for pre-scanned images that will be uploaded	TIFF, JPEG, JPG and PDF

2. How do I Scan attachments in the Evidence?

Answer: When you click on Scan Document for the first time you will get a prompt to install the Scan Control tool. This is a one time install that needs to be done to scan and view the images.

3. I am using Vista and am not able to install the Scan Control tool. What do I need to do?

Answer: To install the Scan Control tool in Vista, please do the following:

- Login to your PC with a login having administrative rights.
- Right click your mouse on the Internet Explorer icon and select 'Run as administrator' option.
- Go to the Appeal Filing System website and install the Scan Control tool.
- Close the browser.
- Right click your mouse on the Internet Explorer icon and select 'Run as administrator' option.
- Go to the Appeal Filing System website and access the scan control to view any of the attached images. You only need to do this one time with the 'Run as administrator' option after the Scan Control is installed.

Once you have completed the above steps, all administrator and non administrator users will be able to view and scan/load images on that PC.

4. I am using Windows XP and am not able to install the Scan Control tool. What do I need to do?

Answer: To install the Scan Control tool in Windows XP, please do the following:

- Login to your PC with a login having administrative rights.
- Go to the Appeal Filing System web site and install the Scan Control.
- Close the browser.

Once you have completed the above steps, all administrator and non administrator users will be able to view and scan/load images.

5. Who do I contact if I have questions that are not answered here?

Answer: Please login and choose the organization that you want to work with and click on “Contact Us” link on the top.

6. What do I do if I've forgotten my password?

Answer: Please use “Forgot Password” link to reset your password.