



LEADER ICT System Troubleshooting Guide



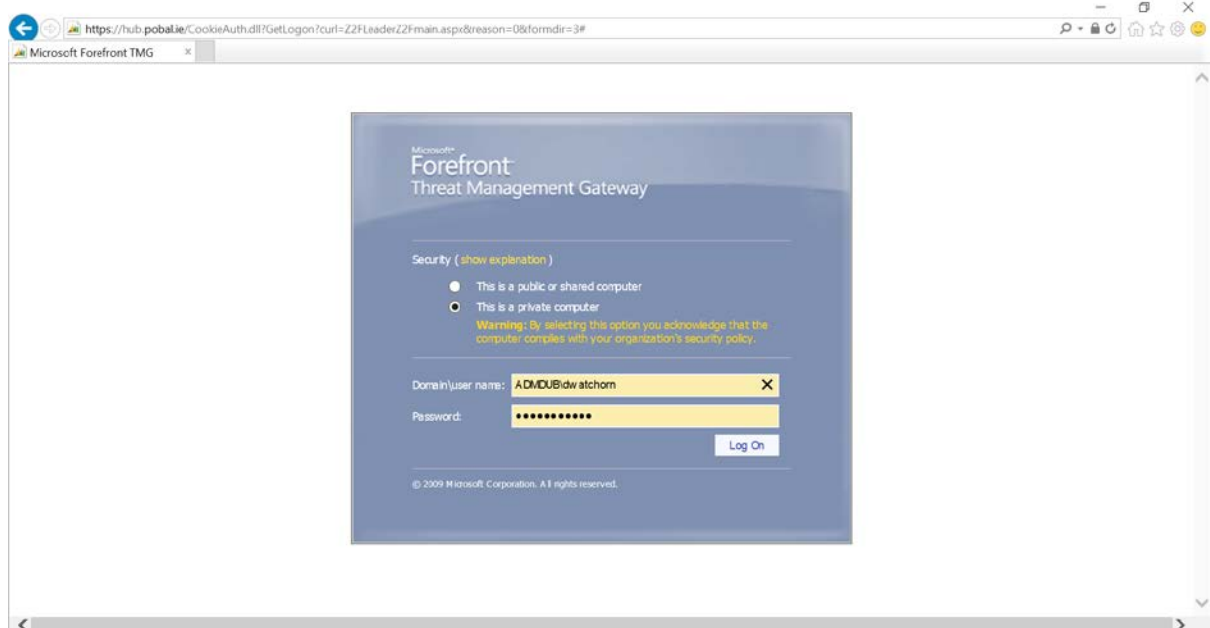
Index

Log-In Link Not Working.....	1
System Repeatedly Asking for User Credentials	2
Problems Accessing Documents	3
Pop-Up Messages Being Blocked	6
Problems With Computer Updates.....	10
Windows 7 Issue	12
Support	13

Log-In Link Not Working

Possibly one is attempting to log in using an incorrect link to the LEADER ICT System.

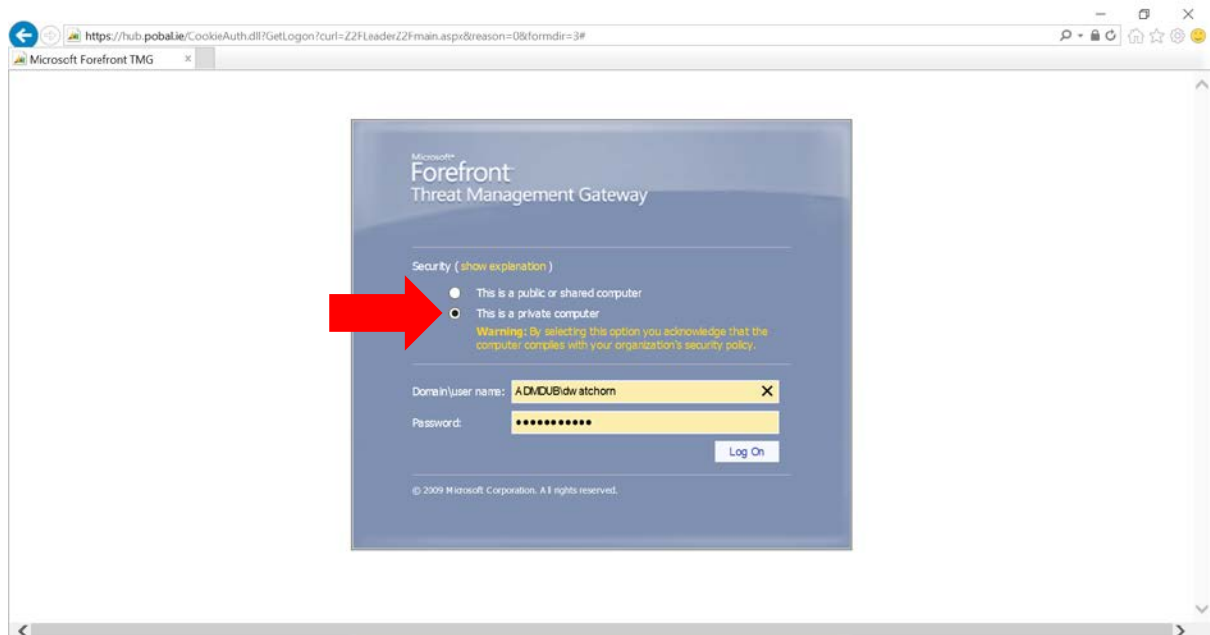
- (1) Click this exact link: <http://hub.pobal.ie/leader/main.aspx>
- (2) The correct login screen should open.
- (3) Put in your **username** prefixed by **ADMDUB** and your **password** to log in.



System Repeatedly Asking for User Credentials

This can happen when one has logged in but chose “This is a public or shared computer”.

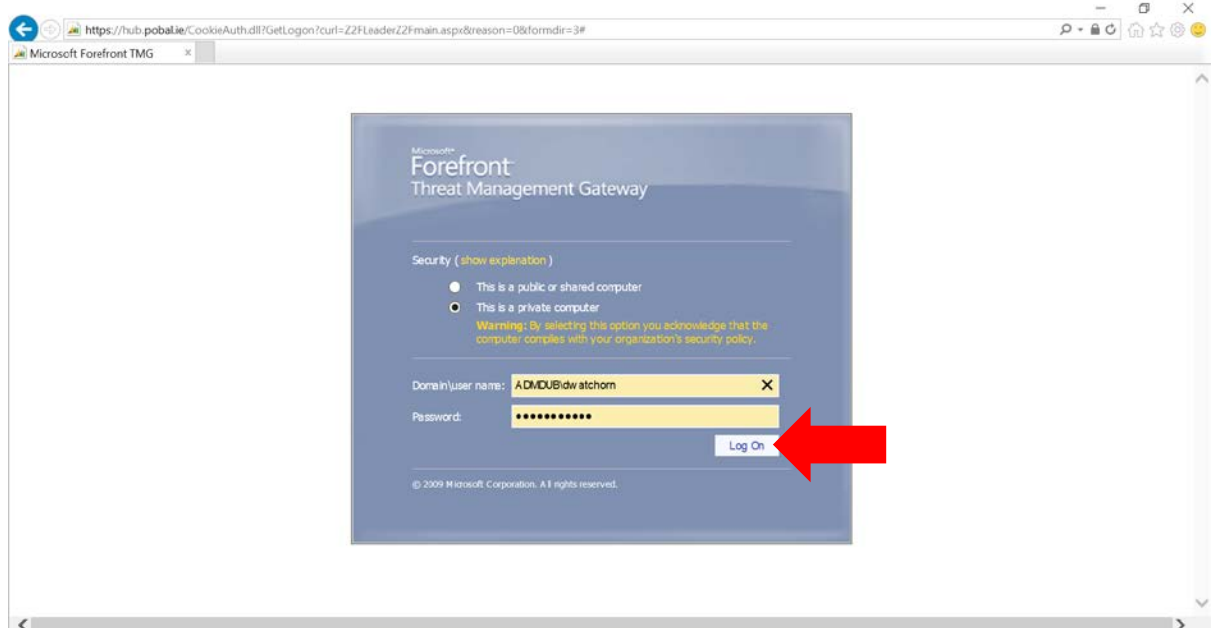
- (1) Click this exact link: <http://hub.pobal.ie/leader/main.aspx>
- (2) The correct login screen should open.
- (3) Put in your **username** prefixed by **ADMDUB** and your **password** to log in.
- (4) Choose **This is a private computer**.



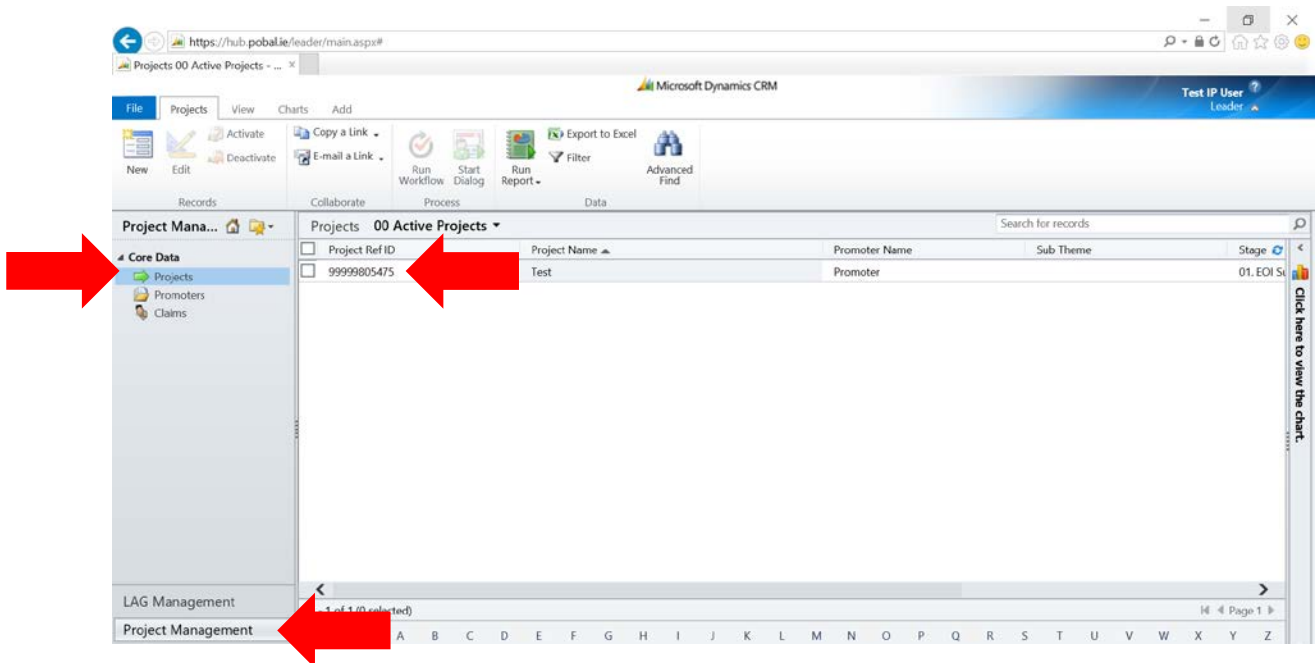
Problems Accessing Documents


The documents for the LEADER ICT System are held in a secure SharePoint environment. This is a different environment from the main LEADER CRM environment. One must follow a number of steps precisely to log in successfully and view documents. If one is having problems please close Internet Explorer completely and log in again following these exact steps:

(1) Log in using your credentials at: <http://hub.pobal.ie/leader/main.aspx>

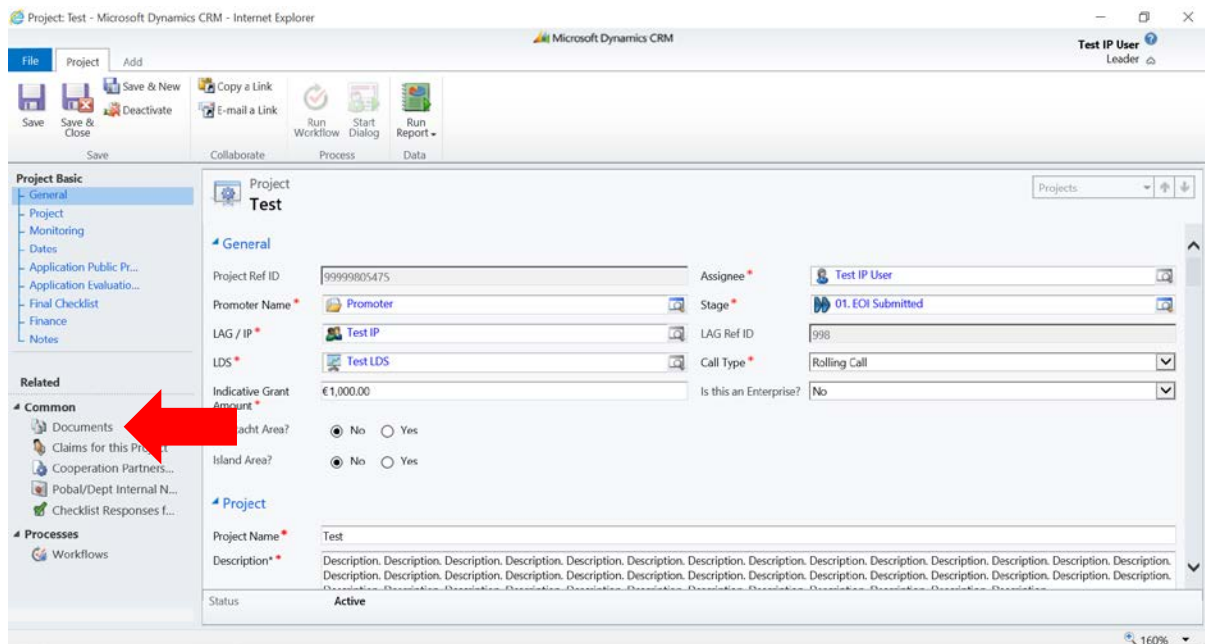


(2) Click Project Management, Projects and then click on the reference of the project whose documents one would like to view.

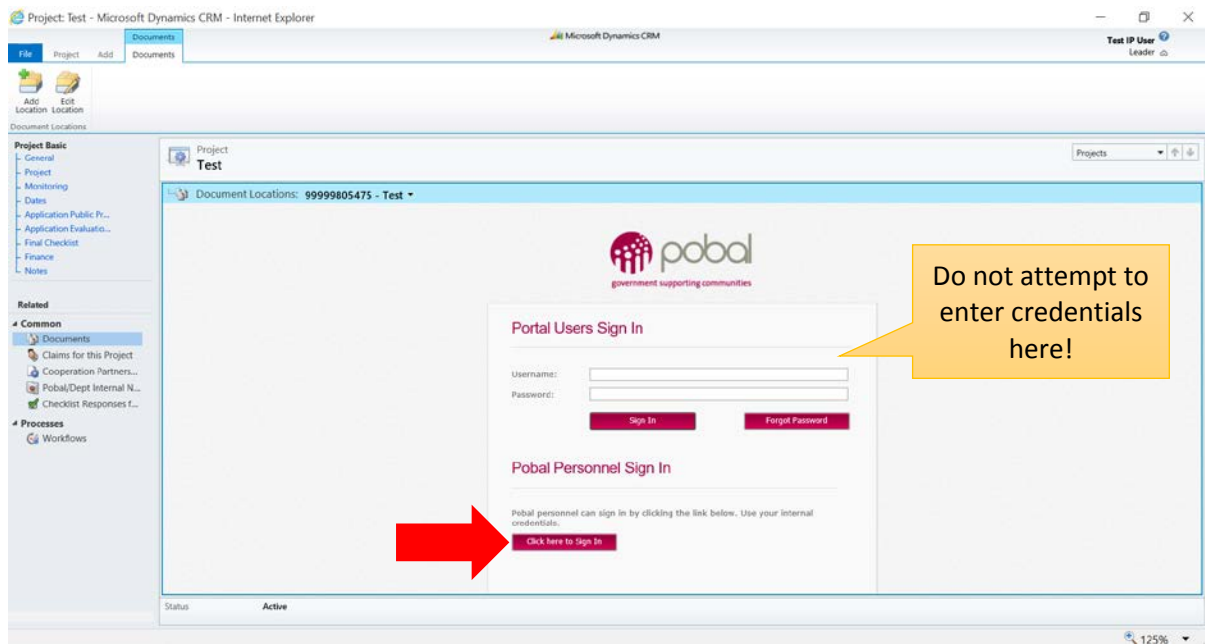


 **Note:** If at any point the system asks one for one's user credentials again in a pop-up box input your credentials again, do not close the box by clicking "Cancel".

(3) When the project opens click **Documents**.

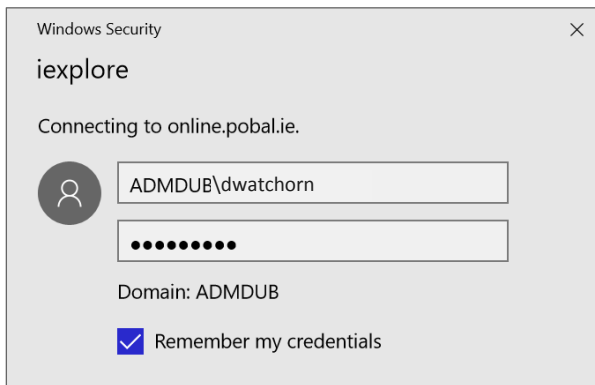


(4) One should be presented with the SharePoint login screen with the Pobal logo. Under **Pobal Personnel Sign In** click **Click here to Sign In**.

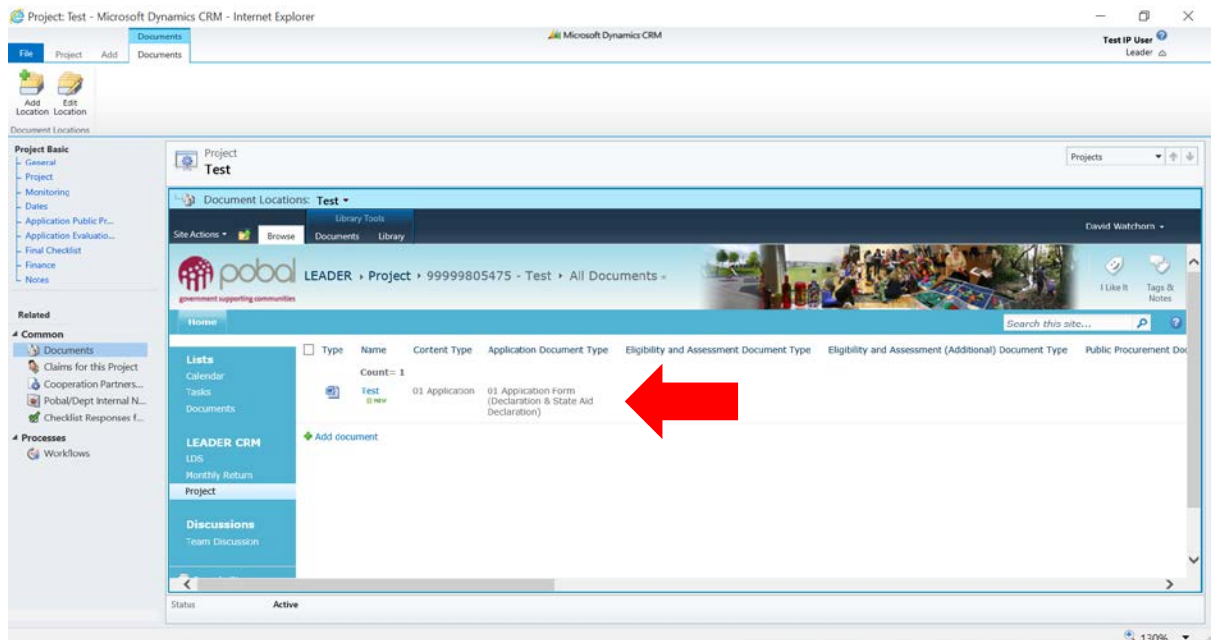


Note: You may need to zoom out slightly so the **Click here to Sign In** button is fully visible.

(5) The system should now ask you for your credentials in a pop up box so **input them in the usual manner**:



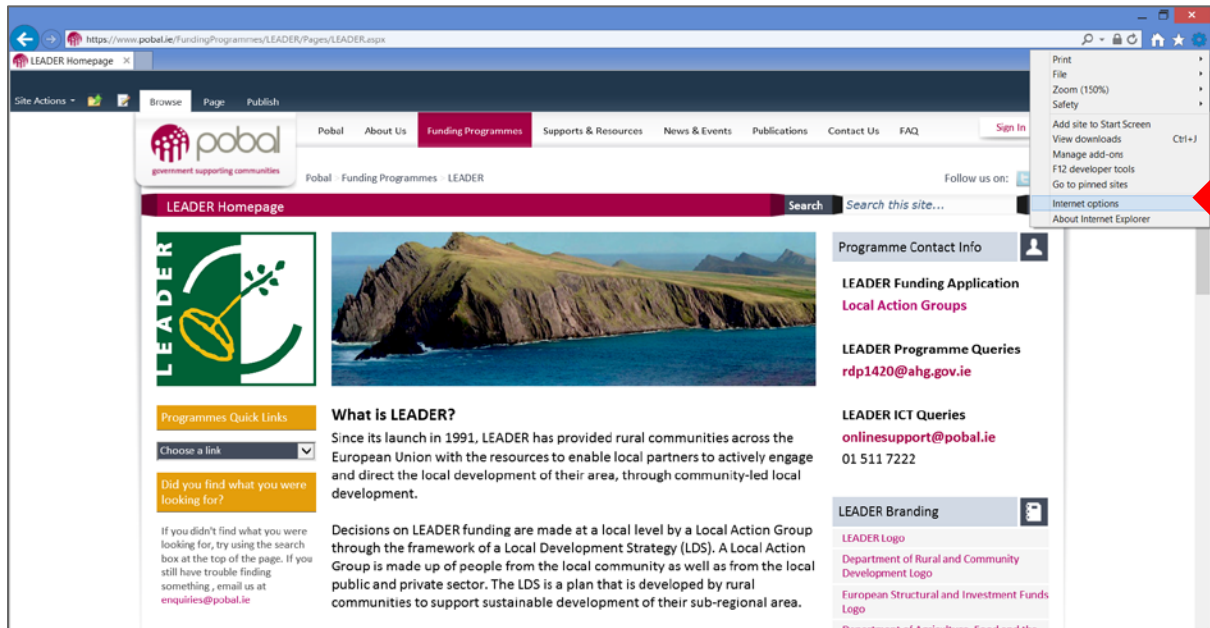
(6) **The document folder and any uploaded documents should now be visible.**



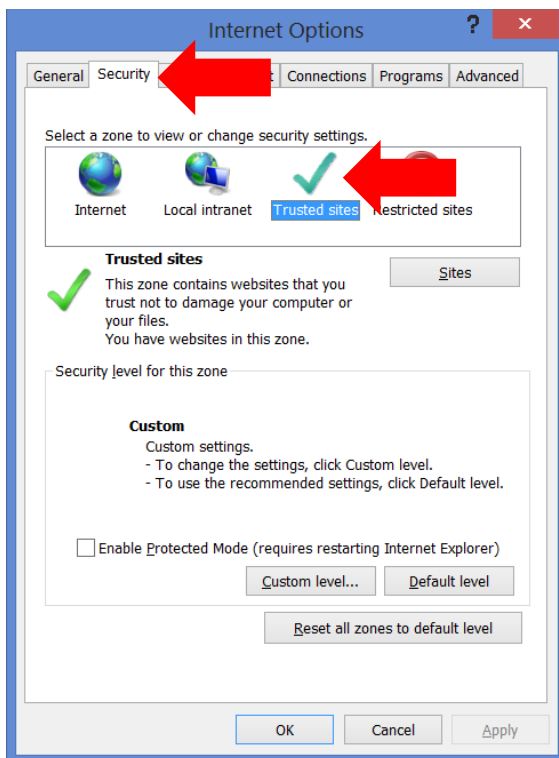
Pop-Up Messages Being Blocked

If one ever gets a message saying “A Pop-Up Window has been blocked” then this is an issue with the Pop-Up Blocker settings in the browser.

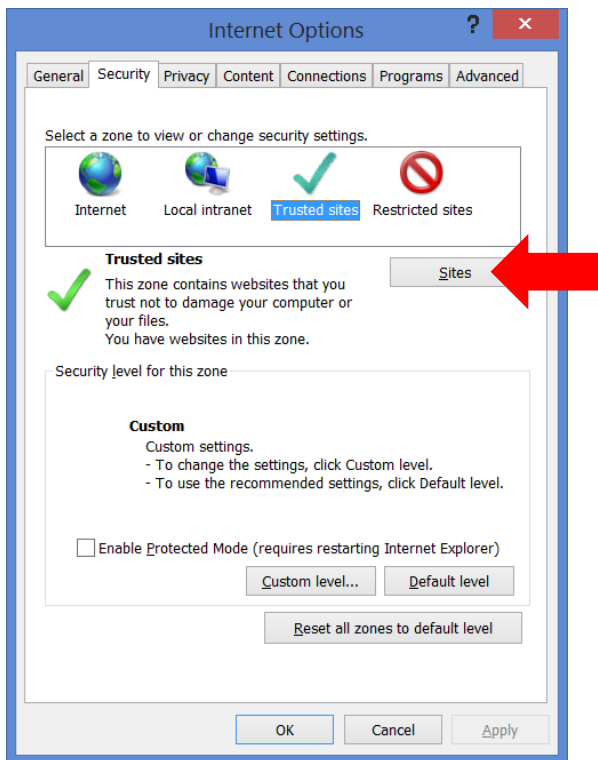
(1) In **Internet Explorer** go to **Internet Options**:



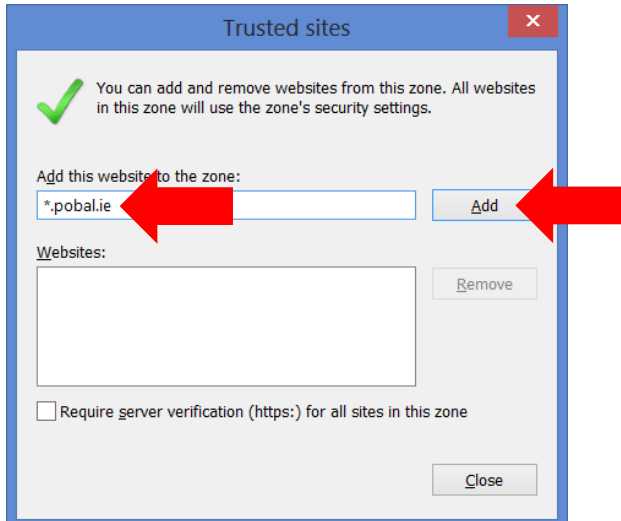
(2) Click **Security and Trusted Sites**



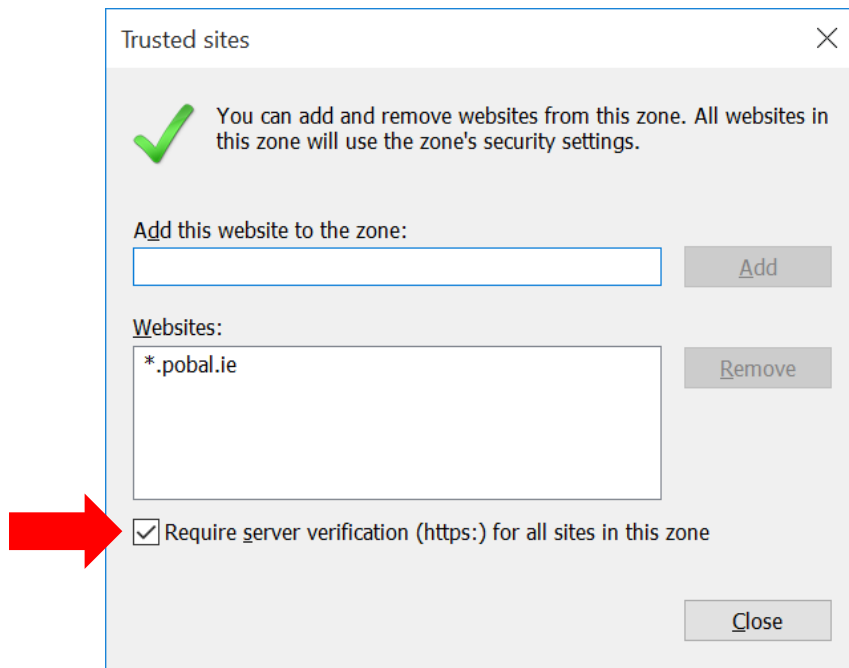
(3) Click **Sites**



(4) Type ***.pobal.ie** and click **Add**.

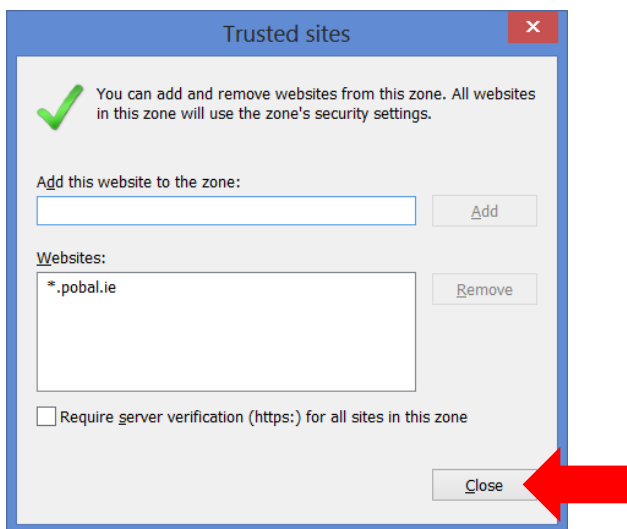


(5) The screen should now look like this:



(6) Ensure the **Require server verification (https:) for all sites in this zone** is checked.

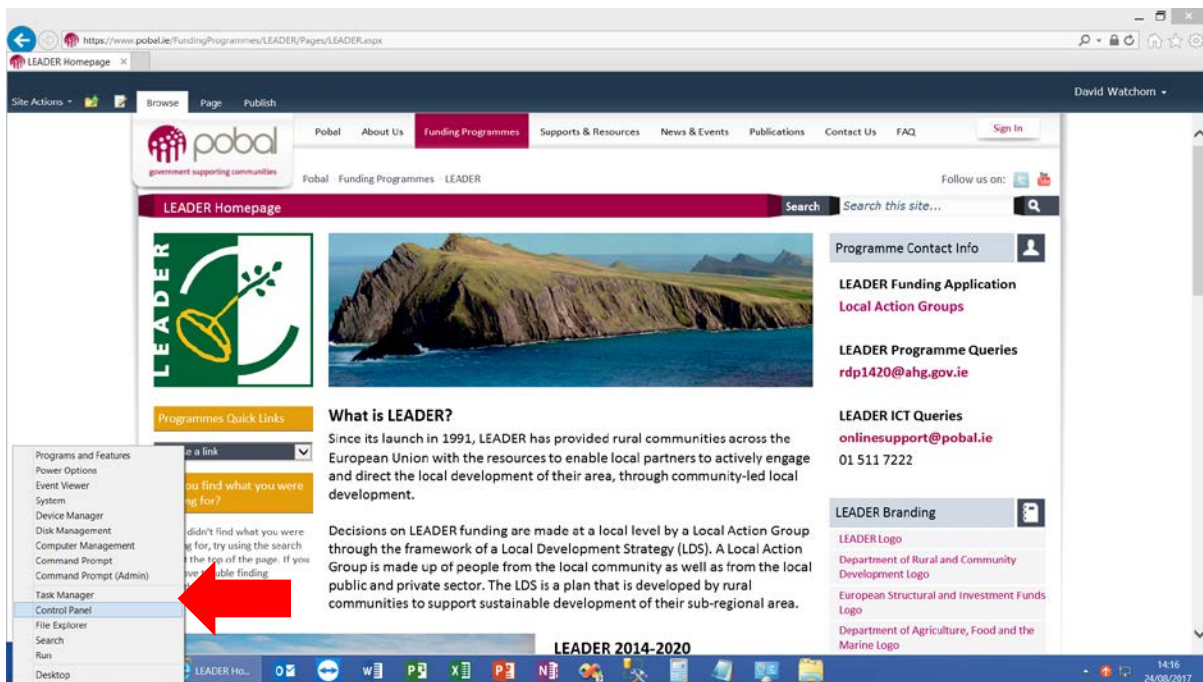
(7) Click **Close** and **OK**



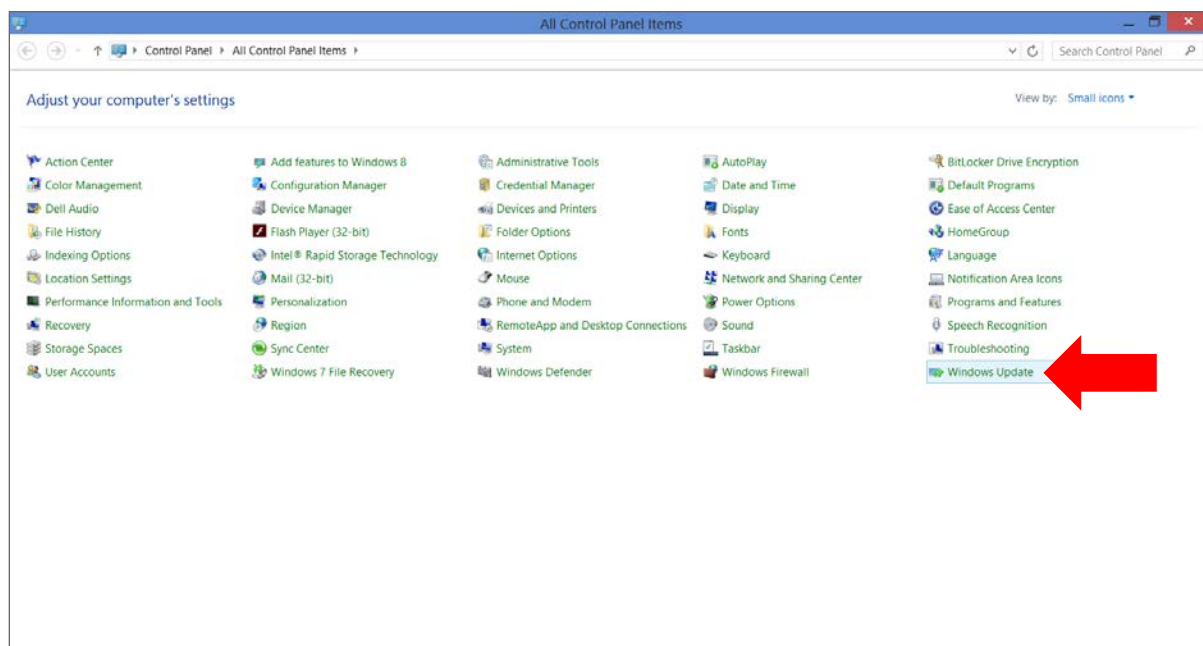
Problems With Computer Updates

It is good practice to update your computer regularly with all the latest software fixes and security patches. One may need the assistance of an IT technician for this as this aspect of maintaining a computer can be subject to administrator passwords.

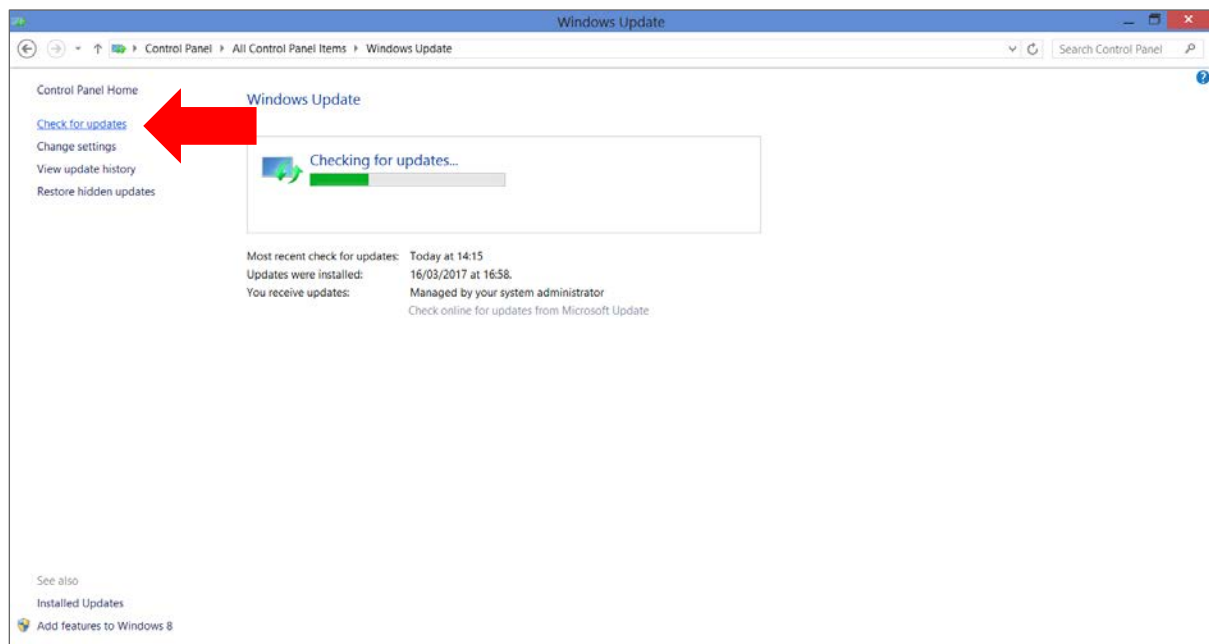
(1) Navigate to **Control Panel**.



(2) In the **Control Panel** click **Windows Update**



(3) Click **Check for Updates**



(4) **Install any outstanding updates.**



Note: In Windows 10 machines updates usually install in the background without these steps.

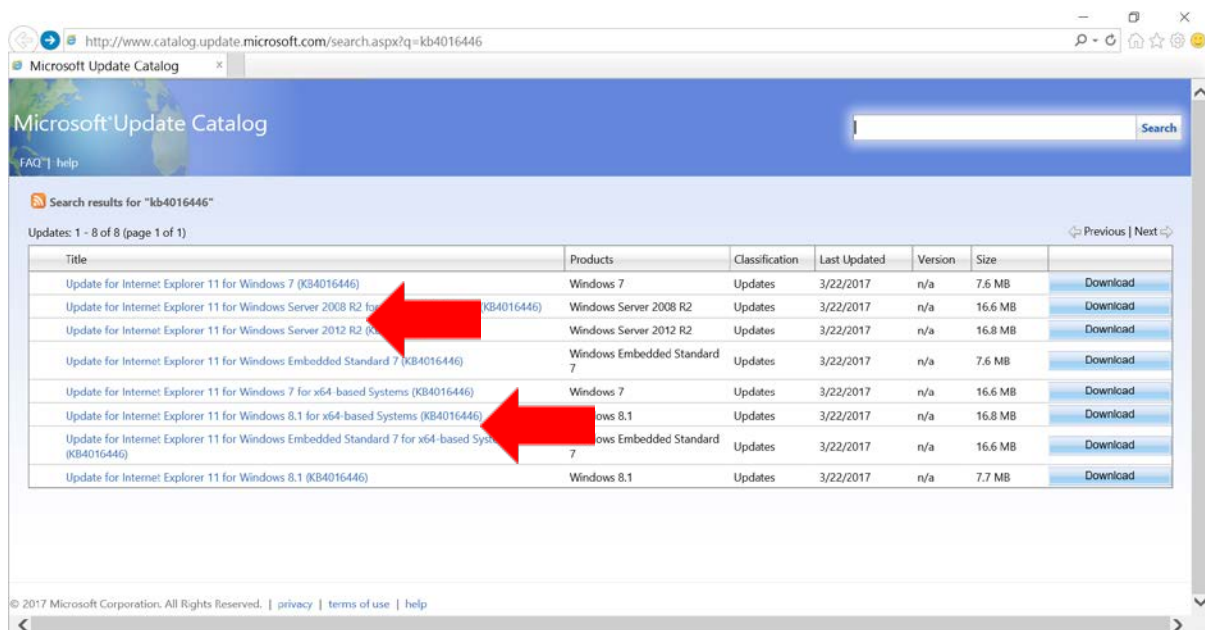
Windows 7 Issue

If you are having trouble with views and/or accessing the checklists or documents on the LEADER ICT system and if you have a computers running Windows 7 then it may be a missing update issue as follows:

Please visit this link:

<http://www.catalog.update.microsoft.com/search.aspx?q=kb4016446>

Now one needs to find the version of the fix (KB4016446) which matches one's computer. It is usually the first or fifth one. If one tries to install an incompatible one it will not install.



Once installed, Internet Explorer should work properly again and you should be able to access the checklist and documents again.

Alternatively as workaround users can use Google Chrome which does not have this issue.

Support

For all LEADER ICT System technical support please contact leadersystem@pobal.ie

