

Frequently Asked Questions:
Technical Issues with the Whistleblower Submission Forms

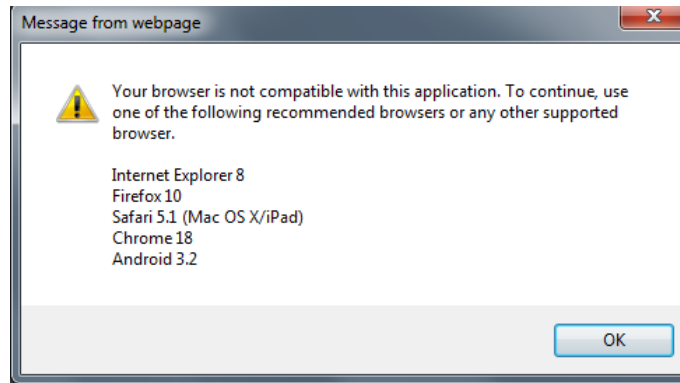
BROWSERS

Q: Which web browsers are compatible with the Whistleblower Submission Form and Supplemental Submission Form?


A: The following web browsers (and their higher versions) can be used to access the online form:

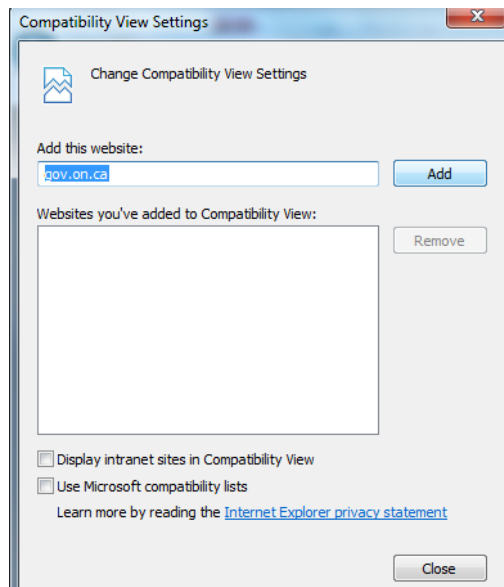
- Internet Explorer 8 (higher versions will require changing your “Compatibility View Settings”, see below)
- Firefox 10
- Safari 5.1 (Mac OS X / iPad)
- Chrome 18
- Android 3.2

Q: I’m using Internet Explorer and received the following message that my browser is not compatible with the website. If I can’t use those recommended browsers, is there a way I can still access the form with my version of Internet Explorer?



A: Yes, you can follow the instructions below to enable “Compatibility View Settings”:

1. In Internet Explorer, click the “Tools” icon 
2. Select “Compatibility View Settings”
3. Click the “Add” button that is beside the “Add this website” field
4. Click “Close”; the form should now open



NAVIGATION

Q: What’s the best way to navigate through the form?

A: Use the “Next” and “Previous” buttons to navigate from one page to the next. Do not use the “Back” button in your browser.

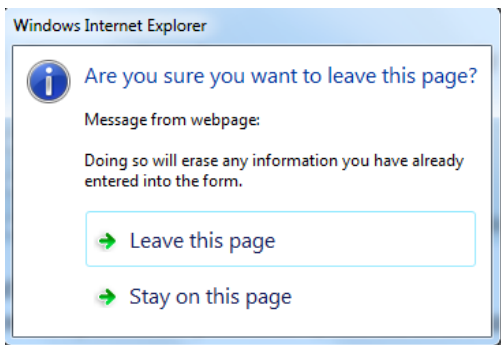
Q: I clicked on the “Back” button on my browser and a message appeared asking if I want to leave the page. How do I return to my submission?

A: Depending on the browser used, the message will look slightly different. Click “Stay on this page” or “Stay” and you can continue entering information in the form.

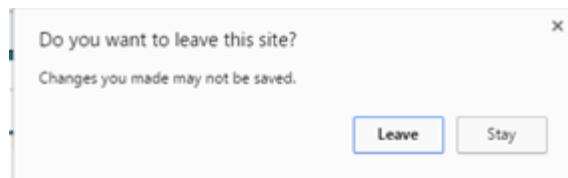
Q: I clicked on a link in my address bar and a message appeared asking if I want to leave the page. What should I do?

A: This is a warning message; continuing on to another page will mean that any information you have entered into the form will be lost and your submission will not be captured. This message provides you with an option to stay in the form and continue your submission. If you wish to do this, click on the option that allows you to stay on the page. Depending on the browser that you are using, the message may look slightly different. Some examples are below:

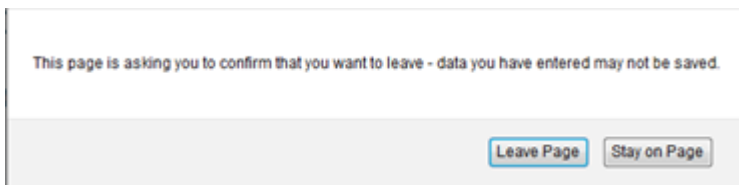
Internet Explorer:



Chrome:



Firefox:



Q: What is the timeout for the system?

A: If your session remains idle for 30 minutes you will lose the information you have been entering. The submission process must be completed in one sitting; information *cannot* be saved and accessed at a later time.

PRINTING

Q: Can I print the form before I electronically submit it?

A: Yes, use the print button provided on the form’s tool bar to print the form at any time. It is located near the top-left corner.



UPLOADING FILES

Q: How do I disable pop-up blockers that are preventing me from accessing the filing portal?

A: This procedure varies and will depend on the type of web browser you are using. For further information, consult the “Help” tab of your web browser on how to disable pop-up blockers.

Q: I’m trying to upload files and I’m getting the following error message that there’s a problem communicating with the upload service. What should I do?

File name	File size	Status	
test.pdf		Server error	

A: There is likely a problem with your Internet connection. Please verify your network connection and try again. If the problem persists, you may want to instead copy the information you have entered and use the mail-in submission form. [Follow this link to see that form and the Office of the Whistleblower’s mailing address.](#) You can also inform us of this issue by leaving a message with the *Whistleblower-only hotline* at 1-888-OSC-5553.

Q: I'm attempting to upload files and I'm getting a message that the system has encountered an error (Form ID). What should I do?

A: Try closing the upload window and click the "Upload Files" button again. If the problem persists, you may want to instead copy the information you have entered and use the mail-in submission form. [Follow this link to see that form and the Office of the Whistleblower's mailing address.](#) You can also inform us of this issue by leaving a message with the *Whistleblower-only hotline* at 1-888-OSC-5553.

Q: I closed the upload window before the green progress bar disappeared. Did my file get successfully uploaded?

A: It likely did not successfully upload and you will need to upload the file again. When uploading files, do not close the upload window until the "Successfully uploaded" message appears in the status column. Please note that large files may take several minutes to upload.

ONGOING TECHNICAL ISSUES

Q: I'm experiencing ongoing technical difficulties with the Whistleblower Submission Form or Supplemental Submission Form. Who can I contact for help?

A: You may want to use the mail-in form option. To find more information about the mail-in form and the Office of the Whistleblower mailing address, [click here](#). Additionally, we would also appreciate being notified of technical issues. You can call our *Whistleblower-only hotline* at 1-888-OSC-5553 and leave a detailed message that explains the issue you are experiencing.