**Core-CT**

# Frequently Asked Asset Management Questions

1.  **Why are my WorkCenter (My Work) Transactions displayed in red?**

    **ANSWER:** *The pagelet filters need to be defined as a one-time setup prior to using for the first time.  Please refer to the Asset Management job aid for guidance (http://www.core-ct.state.ct.us/financials/asset/pdf/Asset_Management_WorkCenter.pdf)*

2.  **When receiving an item to be added to an existing asset, a message appears saying that "the specified asset tag number is already assigned to an existing asset in an asset business unit where duplicate tag numbers are not permitted. It should be changed to an unassigned tag number value before pushing the transaction to assets".  How do I get around this if I'm adding to an existing asset?**

    **ANSWER:** *The Asset Tag number field should be left "Blank".  The Asset ID should be populated with the Asset ID of the existing In-Service asset.*

3.  **How do I connect my mobile device to Wi-Fi?**

    **ANSWER:**  *Here are the general steps to connect to a Wi-Fi network near you*

    *Step 1: Locate yourself in a State space that has a wireless router. I.e. Somewhere where a Wi-Fi signal is being transmitted.*

    *Step 2: Make sure that the device you're going to use is a.) Capable of connecting to the internet and b.) Capable of connecting to Wi-Fi.*

    *Step 3: Find out the name of the Wi-Fi network that the router in your location is transmitting. Each State of Connecticut Wi-Fi network has its own unique name. Sometimes this can be a sequence of random numbers and letters if it was set by default on the router — Administrators often personalize the name of a Wi-Fi network to help users identify its owners. E.g. "StateofCT" or "Guest".*

    *Step 4: Once you know the name of the Wi-Fi network, use your chosen device to find it. This will vary between devices (depending on whether you're using an IOS or Android mobile device). However, the process for connecting to Wi-Fi is similar, following something along*

*the lines of: navigate to Wi-Fi settings > turn Wi-Fi on > click on the name of your Wi-Fi network > click "connect".*

*Step 5: Most Wi-Fi networks are made private, with access restricted via a password. If your chosen Wi-Fi network is password protected, at this point it will ask you enter that password. Make sure you have the password at hand, and enter it.*

4.  **How do I access Core-CT from my mobile device?**

    *ANSWER:  First ensure that your device has a Wi-Fi and or Cellular signal.  Once your device has a signal, open the delivered web browser provided on your device.  From there you can access Core-CT with the following URL: ([https://corect.ct.gov/psp/PEPRD/?cmd=login&languageCd=ENG&](https://corect.ct.gov/psp/PEPRD/?cmd=login&languageCd=ENG&))*

5.  **What steps need to be done in the physical inventory process before I can go out scanning for my physical inventory?**

    *ANSWER: The Physical Inventory Tile can only be used <u>after</u> running the Generate Scan Scope process and <u>before</u> results and transactions are generated.  The Generate Scan Scope process would be Step #1 in Load/Match/Reconcile PI Info.*

6.  **What do I do with pre-interface errors that I don't want to reset to pending?**

    *ANSWER:  The Pre-Interface errors should be re-set to Pending when they are ready to be loaded.  If you determine that the errors should not be sent to Asset Transaction Loader tables, then a Help Desk request should be submitted so that Core-CT can exclude them at the end of the month.*