

Purchasers -

eVA is back up. Two things to share with you:

1. **To Do Now** - Use of eMall and searches will require you to delete Temporary Internet Files and Cookies- See the **Browser Instructions** below.
2. **To Be Aware of** –The Department of General Services has provided a few issues that you may encounter, please read the to **Be Aware of** issues bulleted below the Browser Instructions.

1. **Browser Instructions**- We have been instructed of the need to delete our Temporary Internet Files and Cookies. Directions for doing so are provided to you by our Help Desk team. Questions and support for this function is via the Help Desk at 654-2255.

- Clearing Cookies is: <http://technology.umw.edu/hss/clearing-your-cookies/>
- Clearing Your Brower's Cache: <http://technology.umw.edu/hss/internet-and-web/clearing-your-browsers-cache/>

2. **To Be Aware of:**

- **Punchout Vendor Issue:** if a user wants to use a vendor's punchout site, they should first click on the "Punchout" category on the Catalog screen and then they can search for the Vendor or scroll down to find the Punchout link they are interested in. Users should not search for the vendor in the Keyword first. The problem we are working to resolve is that for vendors with a large number of punchout catalog items (for example Grainger and Standard Office Supply) the system will take several minutes to bring back all of the catalog items if you start by searching for the vendor with the Keyword option. This does not appear to be an issue with regular catalogs, only punchout catalgs.

- **Initial Public Search Load Issue:** the new eMall screens (Tabs) have public searches displayed in windows on the screen (for example "Requisitions - Composing", "My Orders - This Qtr"). During our Production Verification testing some testers noted that these new searches may be slow to show transactions the first time a user logs in. This was a one-time issue that did not recur once the searches started showing transactions. We do not know whether any users will encounter this but wanted to alert you should they report the issue.

- **Firefox 3.6 Users:** we had one tester experience some problems with Firefox hanging up between screens a few times. The fix was to delete the temporary files and clear the cache. This has been a known issue with Firefox but wanted to remind everyone in case it shows itself after the upgrade.

- **System Error Screen:** we have very infrequent occurrences of a system error screen (shown below) during our testing. If you have any reports of this please try to capture a screen shot of the error on the error number at the end of the message and report this to Customer Care- eVACustomerCard@dgs.virginia.gov



Any problems, concerns or issues that you may have as we begin use of this new version of the eMail should be reported to the eVA Customer Care desk- eVACustomerCard@dgs.virginia.gov