**Adult Learner Account Calculator – Frequently Asked Questions**

**Q1/** Why are the ‘Provider imported’, ‘UPIN’, ‘UKPRN’ and ‘FE LIS Filename imported’ boxes blank when I first install the ALAC?

**A1/** These boxes display information about the data that was last imported into ALAC. Therefore immediately after installation, when no data has yet been imported into ALAC, they are blank.

**Q2/** The ALAC appears to crash when I click the ‘Cancel’ button during import.

**A2/** The ALAC has not crashed. The ALAC has to wait for a safe point to terminate processing. Depending on the progress of the import, reaching a safe point to terminate the process can take some time.

**Q3/** When I move or minimise the report on screen, the progress bar on the ALAC main screen looks as if it hasn’t reached the end and is still working.

**A3/** When the report is open, even if minimised, the ALAC is still in the ‘view report’ stage. Until you close the report this stage is not complete and the ALAC will still show it as in progress.