Here are some Frequently Asked Questions. You may also find the Known Issues with PaM document on the teams SharePoint site also answers some of your queries. This can be found at http://teams.lsc.gov.uk/pam/Shared%20Documents/Known%20Issues%20with%20PaM%20v05.doc or http://www.lsc.gov.uk/providers/Data/Software/pam/

Q1: I don't have a User name and Password / My Password doesn't work. What do I do?
A1: You will need to contact your organisation’s MI Administrator/Super User who can set-up a Username for you. The Helpdesk does not have access to create/amend user accounts or reset passwords. If you are unsure of who your MI Administrator/Super User is, please provide us with your UP/IN Number or contact your Local LSC Partnership Team.

Q2: I can't log into the application, it gives me a 'Please use a valid username and Password' message.
A2: Ensure your Super User has set-up your access and assigned you the correct rights to the application via the User Maintenance Administrator (UMA) Application. Please check this with your MI Administrator/Super User. If you are the Super User and are having the same problem, please contact your Local LSC Partnership team who will be able to assist.

Q3: When logging into PaM, I am asked to log in again, but this time the login box looks different.
A3: This is because the News & Alerts tab displays a copy of the Planning and Modelling system SharePoint site. This is a different system to PaM, hence you are asked to log in to authenticate yourself to the site. We recommend that all users set up their homepage to be ‘Summary Statement of Activity’ via the preference tab. This way you will only be asked for your password upon clicking the News and Alerts tab. You would then need to log in as follows:

If you are using Windows XP, enter your details as shown below:

NB: Type ‘isp’ only once before your User name, enter your password and then click OK.
If you are using Windows 2000 or an older version, enter your details as follows:

![Password Entry](image)

Q4: If you are using Windows 2000 or an older version, enter your details as follows:

A4: Firstly check you have selected a local area office in the ‘Provider’ drop down box. Please ensure your Super User has granted you Read-Write access to the Planning and Modelling application. Please contact your MI Administrator/Super User for this. If you are the Super User, please contact your Local LSC Partnership team who will be able to assist.

Q5: My Super User has already given me Read-Write access to the Planning and Modelling application, but the Create Plan button still shows as inactive.

A5: Has it been 24hrs since you were given Read-Write access? If not, we advise you wait 24hrs for the changes to be updated. If after 24hrs the Create Plan button is still inactive, contact the Helpdesk.

Q6: I get a ‘Cannot Start Application’ error when trying to log into the Planning and Modelling application.

A6: Click on the Details button and check the Error Summary section of the error log. Then refer to the **Known issues** document which can be found on the PaM SharePoint site.

Q7: I have promoted a plan but it needs demoting.

A7: In order to get a plan demoted back to Draft status, you will need to contact the Local LSC the plan was promoted to. They will then be able to demote the plan back to Draft status.
Q8: I have some draft plans that I want to delete.

A8: There is currently no feature in PaM that enables you to delete unwanted plans. You are able to have as many draft plans as needed, but recommend you make note of the version number of the plan you are working on. There is also an option to store comments against each plan. This is accessed via the 'Comments' button in the edit plan screen.

Q9: I have created many draft plans but am now unable to find these.

A9: Have you selected the correct Planning Year date, have you selected ‘Draft’ under the Status Filter drop down box, and have you then clicked on the Summary button? The results (plans) will then be displayed in the bottom half of the screen. Click on the version number in the table to open up the plan.

Q10: I’m trying to promote a plan, but when I drop the Status drop-down box in the plan, there is no option in the list to select Promoted.

A10: Have you checked to ensure no other plan has already been promoted. At the Summary Statement of Activity tab, select the correct Planning Year date, select ‘Promoted’ under the Status Filter drop down box, and then click on the Summary button. Any promoted plans should appear in the bottom half of the screen. If you need to have these demoted, you will need to contact the Local LSC the plan was promoted to.
Q11: I’m trying to create a plan, and have selected the Region/LSC in the Provider drop down box, but get a not authorised to plan with this local area/region message.

A11: You will need to contact the Local LSC/Region you are trying to plan with, as you may not already have been set-up with them within PaM, in order to plan.

Q12: I’m trying to create a plan for Planning Year 2006/2007, but I get a ‘cannot create plan for historic planning year’ message.

A12: This is because the Current Planning Year is 2007/2008. Ensure the Planning Year is set to 2007/2008, select a local area office in the ‘Provider’ drop down box, then click Create Plan. When the new plan opens, click Show Plan 2006/2007 towards the bottom of the page. You can then enter your numbers for 2006/2007. Please note your numbers for projected out-turn 2006/07 and your planned figures for 2007/08 need to be entered under a single plan. If you have already promoted a plan containing only one year, you will need to contact the local area office to have the plan demoted back to draft.