

# Usability Tips for JIMS2

**Purpose** This handout provides tips for using JIMS2 applications.

**Topics included**

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**Recommended Browser** To use JIMS2, the recommended browser is *Internet Explorer 6.0 or higher*.

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**JIMS2 Web address** Type the following address in your browser window to access the JIMS2 login page: <http://www.jims2.hctx.net/appshell>

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**Login to JIMS2** Please click the Help link in the top right corner of the JIMS2 Login screen for detailed information about logging in to JIMS2.

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**Browser settings** Sometimes it will be necessary to change settings within your browser. The most common adjustments involve:

**Clearing your cache:** This setting must be adjusted when a system error continues to display every time a screen is accessed even though the error is resolved.

**Enabling pop-ups:** This setting must be changed to ensure that help screens display correctly.

**Empty Temporary Internet Files when Browser is closed:** This setting is recommended for performance reasons especially with heavy printing usage.

**NOTE: The procedures for all of these settings are explained below.**

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## Usability Tips for JIMS2, Continued

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### Procedures to clear your cache

Follow the steps below to clear the cache on your PC:

**NOTE: In the steps below, the tool bar name and selection names may be slightly different on other browsers or older releases of Internet Explorer.**

Step	Action
1	If using Microsoft Explorer, select "Tools" on the standard tool bar.
2	Select "Internet Options" and then select the "General" tab (usually the default).
3	Select the Settings Button and make sure that the box for "Every Visit To the Page" is checked. Click Ok.
4	Select the "Delete Files" button in the middle section of the screen. Make sure delete all offline content is selected with a check mark. Click OK. Click OK again to return to the browser window. You will need to close the browser and reopen IE for these settings to take effect.

Detailed instructions with screenshots are below:

[Internet Explorer 7 Settings for Cache](#)

[Internet Explorer 8 Settings for Cache](#)

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## Usability Tips for JIMS2, Continued

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### Procedures to enable pop-ups

Follow the steps below to enable pop-ups on your PC:

Step	Action
1	If using Microsoft Explorer, select "Tools" on the standard tool bar.
2	Select "Internet Options" and then select the "Advanced" tab (usually the last tab).
3	Scroll down to the Security section and make sure the "Allow active content to run in files on My Computer" is checked. Click OK. Click OK again to return to the browser window.
4	You may have other toolbars such as Google Toolbar or Yahoo Toolbar which has a pop-up blocker enabled on this toolbar. You should disable this pop-up blocker also.

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## Usability Tips for JIMS2, Continued

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### Procedures to empty temporary internet files folder

Follow the steps below to empty temporary internet files folder when browser is closed:

**NOTE: In the steps below, the tool bar name and selection names may be slightly different on other browsers or older releases of Internet Explorer.**

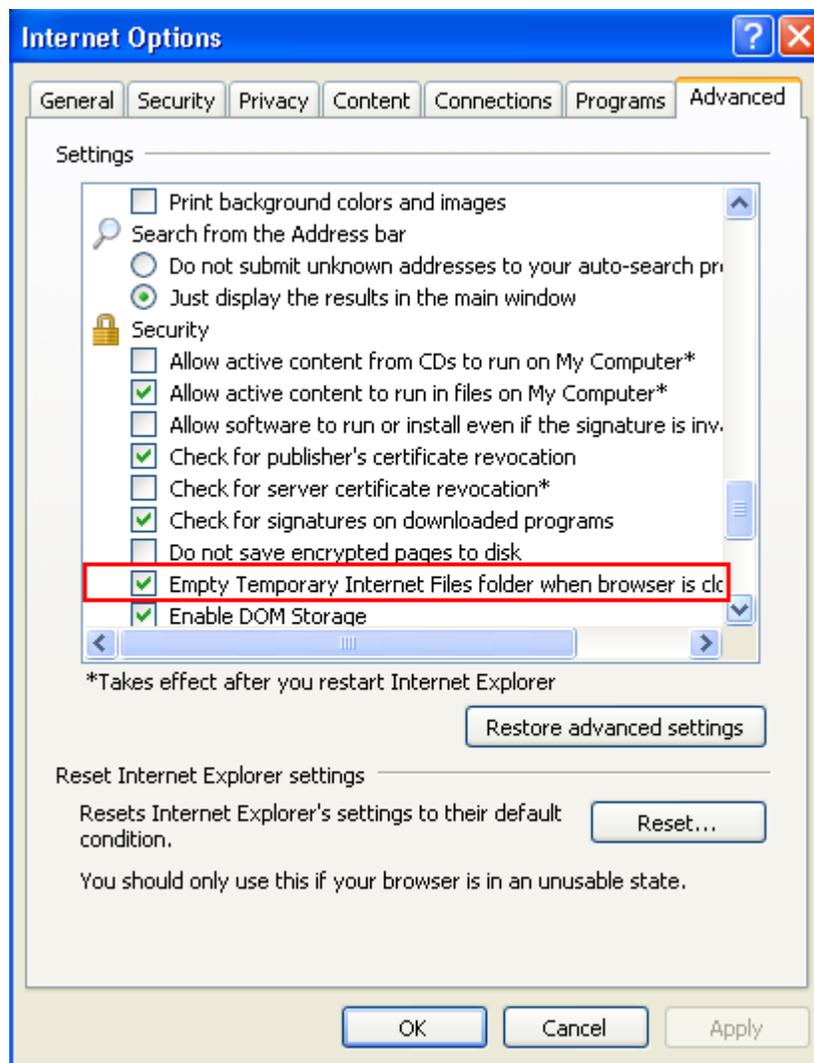
Step	Action
1	If using Microsoft Explorer, select "Tools" on the standard tool bar.
2	Select "Internet Options" and then select the "Advanced" tab (usually the last tab).
3	Scroll down to the Security section and make sure the "Empty temporary internet files folder when browser is closed" is checked. Click OK. Click OK again to return to the browser window. You will need to close the browser and reopen IE for these settings to take effect.

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## Usability Tips for JIMS2, Continued

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## Usability Tips for JIMS2, Continued

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### Printing

For Juvenile Warrants, *Word Viewer* will be used to print documents when the print function is selected.

For Juvenile Casework & Community Supervision, PDF documents are generated And Adobe Reader is required to view PDF documents.

In a very few cases, the Print button simply prints the screen.

Documents printed from JIMS2 are not editable and these documents are protected from change.

**NOTE : The procedures to download *Microsoft Word Viewer* are explained below.**

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### Procedures to download Microsoft Word Viewer

Follow the steps below to download *Microsoft Word Viewer 2003*.

Step	Action
1	Access the web site <a href="http://www.microsoft.com">www.microsoft.com</a>
2	Click on the Downloads link.
3	In the empty Search box type Word Viewer 2003 and click Go.
4	Follow the online instructions to download a free version.

**NOTE:** The first time you select to print after downloading the viewer, a series of dialog boxes will display. The first box will ask you to **SAVE** the file. The second box will ask you to **OPEN** the file, and the third box will ask you to **SELECT** a program to use to open the file.

**Choose Word Viewer from the list of programs.**

**The document template being printed will open in a *Word Viewer* window and can be printed by selecting File, Print.**

**On subsequent attempts to print, the *Word Viewer* window will open automatically.**

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## Usability Tips for JIMS2, Continued

### Procedures to download Adobe Reader

Follow the steps below to download *Adobe Reader*.

Step	Action
1	Access the web site <a href="http://www.adobe.com">www.adobe.com</a>
2	Click on the Download Adobe Reader link.
3	Follow the online instructions to download a free version.

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### Navigation

Remember the following tips when navigating through JIMS2 screens:

- Never run JIMS2 in more than one browser window at a time.
  - Avoid using shift + tab to back tab through fields. The auto tab feature has been enabled for multiple entry fields like phone number and zip code causing back tab to be disabled through those fields.
  - Never use the Back Arrow on your browser's toolbar. To go back, use the Back buttons provided at the bottom of JIMS2 screens
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