FPRC Portal FAQ

Why can't I create a *New* submission?

If you have not selected a study from the Create a new Submission dropdown you cannot create a new submission. Select a study, then select **New.**

Why doesn't the Window to upload images appear?

If you click **Save form and Begin uploading** and the Java window does not appear you may not have Java installed on your computer. Go to the Java website and download Java for free.

Why can't I see the *Images Submission System* folder in the Navigation panel, even though I logged in with my user name and password?

You may not have the correct permissions to upload images. Contact the Reading Center to get the correct permissions. irishelp@rc.ophth.wisc.edu

Why can't I see any studies in the drop down menu?

You may not have the correct permissions to the studies you are participating in. Contact the Reading Center to get the correct permissions for the specific studies. irishelp@rc.ophth.wisc.edu

Why didn't I receive an e-mail receipt after I uploaded images?

First, make sure the images were properly submitted: After uploading images, you must double click on the submission to open the visit information form and click **Send to FPRC** at the bottom of the form to transfer images to the Reading Center. If you can still see the submission in the **My New/Pending Submissions** view, it has not been submitted.

The receipt is automatically sent to the address of the person who logged into the Portal to complete the submission process. If any addresses were entered in the **CC Receipt Emails** field (in the visit information form), the confirmation will also be emailed to those addresses. In addition, you may view and print the receipt by logging into the portal and choosing the submission from the **My Completed Submissions** view.