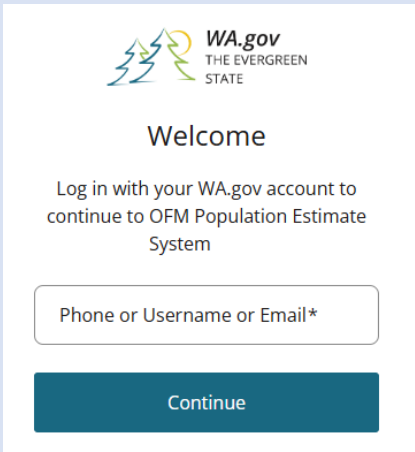
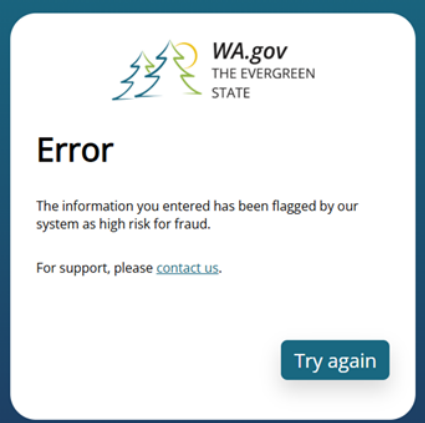


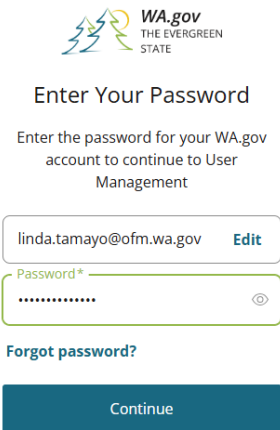
Purpose:

This document is intended for use by users that need to provide population and housing data to OFM through access to the Population Estimate System (PES) and how to troubleshoot potential access issues.

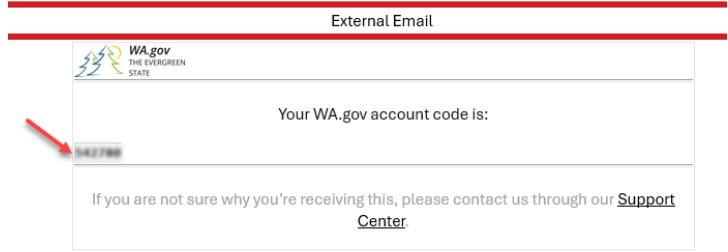
Issue	Troubleshooting Tips
<p>You go to https://pop.ofm.wa.gov but you land on a WA.gov page. account logon information.</p> 	<ol style="list-style-type: none"> 1. All PES users are required to have a WA.gov account. 2. Each user must have their own email address. <ol style="list-style-type: none"> a. This is for authentication purposes. 3. User's email address must match what OFM Forecasting has on record for the user. 4. Contact OFM Population unit to ensure we have your email address on record: <ol style="list-style-type: none"> a. Pop.estimated@ofm.wa.gov or b. 360-902-0599
Issue	Troubleshooting Tips
<p>I'm creating my WA.gov account and it is not accepting my password.</p>	<ol style="list-style-type: none"> 1. Make sure your password meets the defined requirements. <ul style="list-style-type: none"> • Is at least 10 characters long • Contains at least one capital letter • Contains at least one lowercase letter • Contains at least one of these special characters: !@#\$\$%^& or * • Contains at least one number • Does not repeat the same character more than twice in a row • Does not contain your name • Does not contain your email 2. Make sure your password <u>does not include</u> any of the following special characters: % () { } < > + = "

Issue	Troubleshooting Tips
I created a WA.gov account but I'm not receiving an email with the Verification Code	<ol style="list-style-type: none"> 1. Check your email's Spam or Junk folder to make sure the email with the code is not in there. 2. Have the code resent. 3. If the issue persists and you don't receive the Verification Code email, contact OFM: <ol style="list-style-type: none"> a. Pop.estimate@ofm.wa.gov or b. 360-902-0599

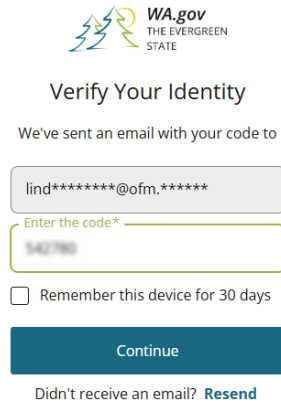
Issue	Troubleshooting Tips
<p>I created a WA.gov account and provided the Verification Code but then I got an error that my information has been flagged as high risk of fraud.</p> 	<ol style="list-style-type: none"> 1. Contact OFM right away so we can provide assistance. <ol style="list-style-type: none"> a. Pop.estimate@ofm.wa.gov or b. 360-902-0599 c. Provide the following information: <ol style="list-style-type: none"> i. First Name ii. Last Name iii. Email address used

Issue	Troubleshooting Tips
I have a WA.gov account, but when I access https://pop.ofm.wa.gov and I provide my WA.gov credentials I'm told I'm not authorized to access PES	<ol style="list-style-type: none"> 1. Go to WA.gov to validate (<u>not update</u>) your First Name, Last Name and Email address <ol style="list-style-type: none"> a. https://manage.login.wa.gov/update. 2. Provide your WA.gov user credentials 

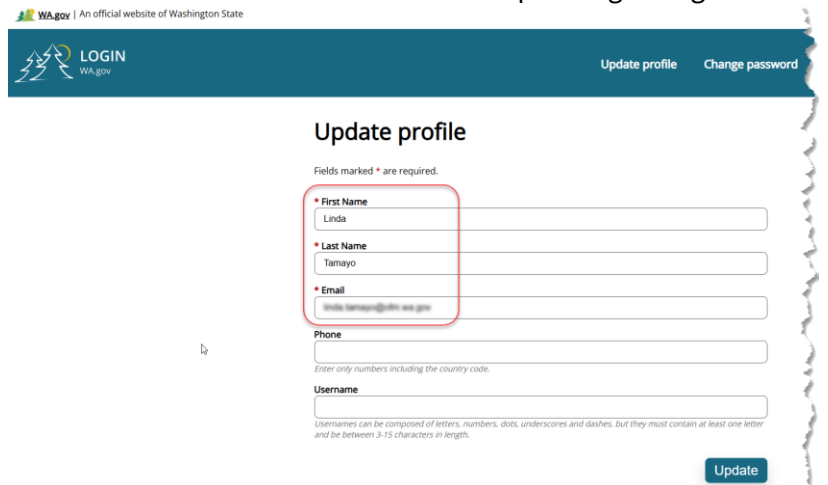
3. Verify your Identity
 - a. Check your email box for a verification code
4. Copy the code from the email from WA.gov




5. Paste the code into the WA.gov verify identity screen



6. Take a screen shot of the WA.gov Update profile page and email to OFM for further troubleshooting. pop.estimates@ofm.wa.gov
 - a. OFM primarily needs the exact way your First Name, Last Name and Email address are set up through WA.gov.



Issue	Troubleshooting Tips
<p>I'm receive an error when working in PES</p> 	<ol style="list-style-type: none"> 1. Take a screen shot of the error message. <ol style="list-style-type: none"> a. You might need to provide this to your OFM analyst for troubleshooting. 2. Close out the error by clicking the “x” in the right corner. 3. Attempt your action again to see if the error persists. 4. If the error persists: <ol style="list-style-type: none"> a. Logout of PES (use the Logout button) 5. Clear your browser cache. <ol style="list-style-type: none"> a. Most often this will resolve the issue. 6. Try a different browser to see if you continue to get the same errors. <ol style="list-style-type: none"> a. If you do, reach out to OFM Population unit at pop.estimated@ofm.wa.gov 7. Log back into PES. 8. If you continue to receive an error(s), contact your OFM analyst. <ol style="list-style-type: none"> a. Your OFM analyst contact information is located on the Home page in the upper right corner. b. Provide the screenshot to the OFM analysts so they can troubleshoot the issue.

Issue	Troubleshooting Tips
I got logged out of PES	<ol style="list-style-type: none">1. PES times out after 30 minutes of inactivity.2. Users receive a warning message at 29 minutes and can choose to continue or logout.<ol style="list-style-type: none">a. If there is no response to the warning message, users will automatically be logged out.3. Automatic logout for inactive sessions is for security purposes.