October 6, 2014

Dear Program Users,

As you may recall, the PDWS was tested in the following browser versions:
IE 8, 9, and 10 - all with “Compatibility Mode Disabled”, Firefox 17+, and Safari 5+. We’ve learned that some institutions are having difficulty running the PDWS with IE 8, in particular. We’ve found Firefox to be the most stable; and recommend that you use it, whenever possible. If your institution only supports IE 8, please consider using another machine (computer, laptop) that has Firefox as an available browser. You should be able to use a machine with Firefox installed that is not connected to your institution’s network; but use the institution’s Wi-Fi to access the Internet. Or, you might consider accessing the PDWS outside your institution.

System Updates: Listed below are the fixes that will be deployed to the PDWS during a maintenance window on Tuesday morning, October 7th:

1. Unable to add applicants after “Removing from Calendar”: Previously, if you used the “Remove from Calendar” option in the Scheduler module, the applicant was completely removed and all interview statuses were disabled for them. Also, the user was unable to place the applicant back on the Scheduler. We have now added another bulk action in the “Invited” tab to allow you to move the applicant back to the “Selected” tab. If you then wanted to remove them from the “Selected” list, you could simply uncheck the status in the Applications page.

   If you have already scheduled the applicant and wish to remove them from the calendar, double click on their name in the “Scheduled” tab, and delete the event(s). This will place them on the “Invited” and proceed from there.

2. Blank Program Message Center: Special characters in the subject line caused a bug, resulting in the Program Message Center displaying a blank screen, even though the messages were there. The message count displayed correctly, however, when the user clicked on “Program Messages”, no messages displayed. We have corrected the bug and now all messages will display.

3. Replying to messages now displays consistent information: Programs have reported incidents of replying to messages where the “To” field displayed an incorrect name. This occurs when the user checks multiple messages in their inbox, and hits “reply”. The system responds by displaying the last message checked; but the “To” field displays the first applicant in the list of messages checked. Users should only select one message at a time to avoid getting inconsistent Message Center behavior.

4. LOR—Tooltip: A tooltip for the LORs will now display whether the applicant has waived his right to view the LOR submitted. Simply hover over the LOR document to see the message.

Please contact the ERAS HelpDesk at erashelp@aamc.org or call 202 828-0413 for assistance.

Thank you,

B. Renee Overton
ERAS Senior Director
AAMC