Before You Get Started
Distribution: Frontline RTI Providers and Supervisors

User Reference Guide

frontline
RTI

Step-by-Step Guide

Before You Get Started

Recommended Browsers

- PCs: Internet Explorer or Chrome
- MACs: Safari or Chrome

Check Browser Settings

- Turn "Pop Up Blocker" OFF.
    - Location of this browser setting differs by browser and version, but in most cases it is in the menu bar at the top of the browser window under "Tools > Options", "Preferences" or an icon for menu or tools.

Remember the Rules of the Road when Using Any Web-Based Software

- Do not use the browser's "back button." In some cases, it will cause a "page cannot be displayed" message. Only use the navigation tools in Frontline RTI to move between pages and sections.
    - If you hit the back button by mistake and get the error message, try refreshing the page or clicking the back button/forward button again.
- Do not use the "Enter" key to submit or save data. Only use the buttons in Frontline RTI.
- A single click of the mouse is all you need. In fact, double clicking is redundant and actually slows down processing time.
- Log out correctly when you are done working. (See Login/Logout video and reference guide)