

## BASIC INFORMATION:

### How to Log in to Quest

<https://tn.gawquest.com/equest/quest> (central time zone)

<https://tne.gawquest.com/equest/quest> (eastern time zone)

**Quest Sign On**  
Please enter your sign on information

<u><a href="#">Demo Environment</a></u>	<u><a href="#">Live Environment</a></u>
Jurisdiction:* <input type="text" value="weakleydemo"/>	Jurisdiction:* <input type="text" value="weakley"/>
User ID:* <input type="text" value="keith"/>	User ID:* <input type="text" value="keith"/>
Password:* <input type="password" value="....."/>	Password:* <input type="password" value="....."/>
<input type="button" value="Submit"/> <input type="button" value="Forgot my password"/>	

When the computer asks if you'd like to store your password, always click **NEVER FOR THIS SITE**. Storing your password will cause you problems.

## Forgot my password

If you have forgotten your password, you can click this button and Quest will send a link to the email in the contacts section of the Person Detail screen associated with the user ID trying to log in.

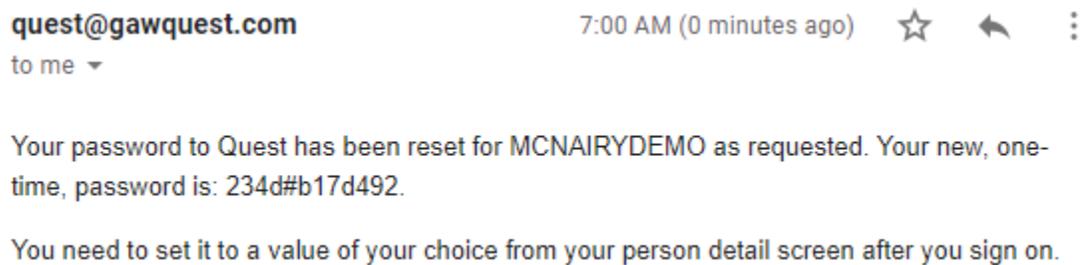
**Reset Your Password**  
**Enter the jurisdiction and user ID associated with your Quest account**

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Jurisdiction:\*   
User ID:\*

When you click Update, it will send you this message:

If a matching user was found with an email address, the password was changed and an email was sent with the new password.



Past the password into your login screen. Then once in Quest, do a name search on yourself and change your password. This password will only work once.

## To change your password

If you are forced to change your password, you will automatically be taken to your PERSON DETAIL screen, to the password section.

If you ever wish to change your password on your own:

**Menu | Person | Name Search**, search for your name.

Once inside your PERSON DETAIL screen, under Employer Information (for agency employees),

Employer information (for agency employees)

ID number:

Person type:

Agency:

Division:

Unit:

Quest authorization group:

Quest user ID:

Type a new password twice:

Type a new password, hit the TAB button on your keyboard, then type the password again. Click on the UPDATE button to save your changes. In the top left hand corner, it must say: **Updates completed successfully** If it says: **Passwords don't match, please try again**, you must retype your passwords.

Once you have successfully changed your password, you must sign off and sign back in with your new password.

If you have any problems, contact your Quest Administrator.

While you are in your PERSON DETAIL screen, you should ensure that your address is correct and that your contact information, including email is correct.

## How to Sign Off

When you are finished working in Quest, you must log out of the system:

### Menu | Sign off

You can then close your browser.

# Who to call for assistance

## **Administrative Office of the Courts**

511 Union Street, Suite 600, Nashville, TN 37219

**Stephanie Etheridge**, Juvenile Court Manager/Statewide Judicial Safe Baby Court Coordinator

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**Lauren Tahash**, Statistical Research Specialist

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Office: 615-741-2687 ext. 2032

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## **GKT Consulting, Inc.**

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260-849-0965

**Stacey Forbes**, Quest Consultant

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317-908-8994

## **Gottlieb & Wertz, Inc.**

12821 E. New Market St., Suite 308, Carmel, IN 46032

[www.gawquest.com](http://www.gawquest.com)

**Bill Gottlieb**, President

**Ron Wertz**, Vice President

[support@gawquest.com](mailto:support@gawquest.com)

317-471-9005

## Messages

Messages is the first screen you come to when you log into Quest. This screen was designed to notify you of things happening on your caseload.

Delete	Message	Status
<input type="checkbox"/>	<b>Add a new message</b>	
<input checked="" type="checkbox"/>	The following document has been assigned to you for <b>Mary Ingalls</b> (File # 4; Case # 3): <b>Motion to Dismiss Termination Petition</b> --> Added by Karlene Thompson on 5/26/2016 10:16:46 AM	--Select--
<input checked="" type="checkbox"/>	The following document has been assigned to you for <b>Mary Ingalls</b> (File # 4; Case # 3): <b>Verified Petition for Termination (Involuntary-Cr)</b> --> Added by Karlene Thompson on 5/26/2016 9:55:10 AM	--Select--
<input checked="" type="checkbox"/>	CASENAMES - Added the following for <b>Mike Brady</b> (File #9/Case #2): Brady, Mike(Case 2) - Respondent from 5/20/2016 thru present --> Added by Karlene Thompson on 5/20/2016 7:08:19 AM	--Select--

The message contains BOLD words that are links. If you click on the **name**, you are taken to the PERSON DETAIL screen, if you click on the **case #**, you are taken to the CASE DETAIL screen, if you click on the **name of the document**, and you are taken to the document.

Messages are very helpful, but can be overwhelming if you don't keep it clean. Once you have read the message and understand what has happened, you can delete the message.

Any message you wish deleted, click in the delete box, then click the **Delete** button at the bottom of the page. You must click the **Delete** button twice as a safety precaution.

Messages are automatically deleted after 30 days.

[Read more about messages](#)

## Navigating Quest

The **Menu** button is how you get to different areas in Quest. Click on any word in the menu and you will have more options.

You also have a variety of buttons across the bottom of the page. Each page may have different buttons.

You can either click on the button, or hold your ALT key and type the underlined letter. For example, **Update** is ALT U. This eliminates the need to remove your hands from the keyboard.

The menu location can be changed by clicking Menu, Miscellaneous, View, Switch Menu Location. Instead of a big blue box on the left of your screen it will become a small line across the top of the page taking up less space.



**Update** - is your save and continue button.

**Cancel** - returns you to the screen you were on before without saving anything on your screen. This is your back button.

**Refresh** - updates the display on the screen. When it updates it also removes anything you have done on that screen.

**New** - is a copy button. If you click the new button on any screen, the system will copy whatever is on that screen so you can make a new one with changes. Very helpful button!

**Lookup** - takes you to the name search screen.

**Merge** - will take two identities or cases and merge them into one. Be VERY careful doing this, once people or cases are merged, there is no undo button if it was an error.

**Delete** - will delete whatever screen you have displayed. You always have to click delete twice before it will delete. Once again, there is no trash bin to retrieve whatever was deleted, so be very careful with this. It will delete whatever is selected or if there is no select, it will delete whatever is displayed.

**View Combined** – This view will display all cases for all names associated with the case.

## Help Screen

- **User Manual**  
Click [here](#) to access the online user manual.  
Click [here](#) to access the online administrator user manual.
- **Automatic logoff**  
You will be automatically logged off Quest after **60 minutes of inactivity**. Inactivity results from you either not pressing one of the links or not pressing one of the buttons on the Quest page. Just typing at the keyboard does NOT count as activity.
- **Browser's BACK button**  
Do NOT use the BACK button of the browser while using Quest. Instead, use the CANCEL button on the Quest screens. If you use BACK, you will either get a message from your browser telling you the page has expired or you will receive a similar message from Quest if you try to perform a subsequent update.
- **Buttons**  
Alt-x, where x is the first character of the text inside the button, is the same as clicking on the button.
- **Checkboxes**  
You can press TAB to move between checkboxes and press the space bar to select/unselect items.
- **Drop down lists**  
You can press the first character of the code to jump to that item in a drop down list. If there are multiple items that start with the same character, repeatedly pressing the character cycles through each item. Alternatively, you can enter search mode by pressing the '/' key. You can then type any text that appears on the line you want selected. The list will jump to the first matching entry as you type. You can then scroll up/down through each matching entry by using the arrow keys. To get out of search mode, press the ESC key, or simply tab to the next field on the screen.
- **Date and date/time**  
Most required date fields default to the current date (and time as necessary) if left blank. However, if you wish to type a date, there are shortcuts associated with the fields to simplify data entry.

**t** Defaults to today (the current date or date/time).

**+** Increments the date by 1 day.

**Shift+3** Increments the date by 30 days.

**Shift+6** Increments the date by 60 days.

**Shift+9** Increments the date by 90 days.

**-** Decrements the date by 1 day.

**m** Jumps to the beginning of the month. If already at the beginning of the month, jumps to the beginning of the prior month.

**h** Jumps to the end of the month. If already at the end of the month, jumps to the end of the next month.

**y** Jumps to the beginning of the year. If already at the beginning of the year, jumps to the beginning of the prior year.

**r** Jumps to the end of the year. If already at the end of the year, jumps to the end of the next year.

**s** Pops up the date search (calendar). Alternatively, you may click on the calendar icon next to each date field to pop up the calendar. The navigation keys work within the calendar as well.

These are actually easier to remember than might first appear. The word **month** begins with '**m**' and ends with '**h**', which are the keys you use to navigate by month. The word **year** begins with '**y**' and ends with '**r**', which are the keys you use to navigate by year.

Alternatively, you may simply type the date in one of the following formats:

- mm/dd/yy
  - mmddyy
  - mm/dd/yy hh:mm:ss am (or pm or a or p)
  - mm/dd/yy hh:mm am (or pm or a or p)
  - mm/dd/yy hh:mm:ss (military time)
  - mm/dd/yy hh:mm (military time)
  - mmddyy hhmmss (military time)
  - mmddyy hhmm (military time)
- 
- **Spell check**  
All note fields may be spell checked. We've set it up so that you can simply press **TAB** from within the note field and then press **ENTER** and the spell check will occur. Alternatively, you may simply click on the Spell check link.
  - **Sorting data**  
Many screens that provide the data as a list, with column headings at the top, allow you to sort that list by simply clicking on the various column headings. Click on a column heading once to sort the data by that column in ascending sequence. Click again to sort the data by that column in descending sequence.
  - **Change your password**  
To change your password, simply perform a **name search** on your own name and select it to get to the **Identity detail** screen. You may change your password on that screen. Since you won't be able to see what you type, we make you type it twice to ensure you haven't made a mistake. Keep in mind that passwords ARE CASE SENSITIVE - whatever case (upper/lower) you type each of the characters will be the same case you will need to type them to sign on later.
  - **Printing**  
In general, you may print any page without doing anything special. If however, you are able to update fields on the screen and don't like the looks of the printed output with boxes around the input fields, use the **Miscellaneous|View|Print friendly** option from the Quest menu. After printing, simply press Refresh or Cancel.
  - **Expert mode**  
If you know the coded values for all the drop down entry fields and would prefer to simply type the code rather than select it from the drop down, use the **Miscellaneous|View|Expert mode on/off** option from the Quest menu. This option will toggle between drop downs/radio buttons displaying and simple data entry fields.
  - **Getting more data on your screen**  
If the Quest menu bar is located on the left hand side of you screen and you feel it takes up too much space, you may use the **Miscellaneous|View|Switch menu location** option from the Quest menu. This will toggle the menu location between the right side of the screen and the top of the screen. When the menu is located at the top of the screen, there is much more area available for data to be displayed. Another useful thing you can do to gain even more space is to set your browser to full screen mode. For example, in Internet Explorer, you can press **F11** to toggle in and out of full screen mode.
  - **Text size**  
Whatever font size your browser is set to will be used within Quest. This can be set within your browser's options.
  - **Finding text on a screen**  
Most browsers will allow you to press **CTRL-F** to search for specific text on any screen.
  - **Switch to File\_\_\_\_\_ Case\_\_\_\_\_ Go**  
On the menu bar, you have the ability to change the identity and/or case for which you are currently viewing. 'File' refers to the file number of the identity for whom you are interested. 'Case' refers to either the sequential case number for the identity, a cause number or a petition number. You may enter either File, Case or both. Provided you are viewing information dependent upon the identity/case, your screen will change to reflect the new information when you press the 'Go' button.

## Training Manual

There is an on-line training manual.

### Menu | Miscellaneous | Local | local options

Click on the Training Manual. This manual will open in a new window, so you can have it open all the time. This will help explain the different areas in Quest.

### List Local Options Select the option to run

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<u>Option</u>
<u>Capture signature/test signature tablet</u>
<u>Custom Queries menu</u>
<u>Training Manual -Financials</u>
 <u>Training Manual -TN Quest</u>

## Printing from Quest

# HEADERS & FOOTERS

When you print a document from Quest, you are using your browser to print. Different browsers handle headers and footers differently, but we do not want to print documents with the Quest website on them.

6/14/2019

Document ID: 6657505; Order book: 19D06164 Page: 12

STATE OF INDIANA )  
                          ) SS:  
COUNTY OF LAKE   )

IN THE LAKE SUPERIOR COURT  
JUVENILE DIVISION  
CAUSE NUMBER: 45D06-1809-JP-000776

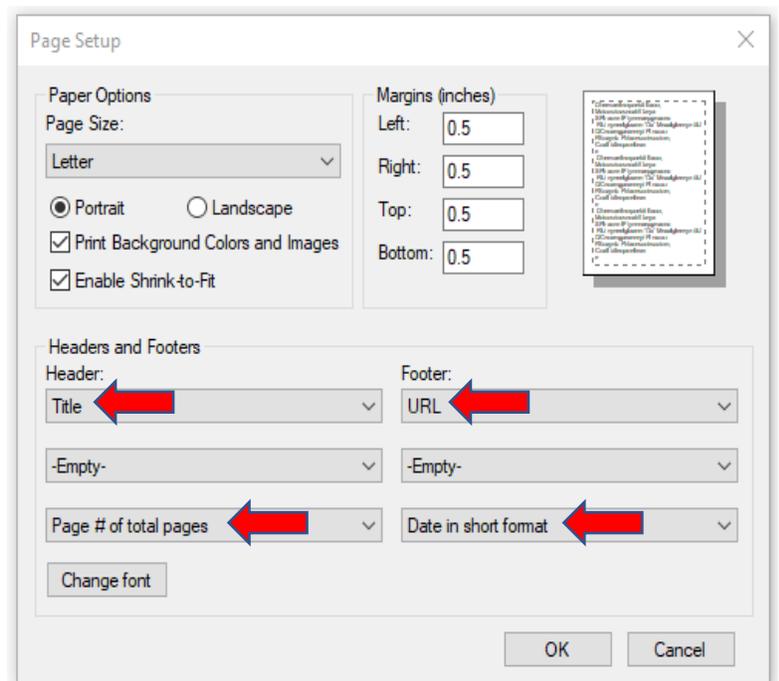
IN THE MATTER OF THE PATERNITY OF:

<https://juvenile.lakecountyin.org/equest/quest?cmd=display-form&documentID=6657505&goto=list-orderbook0&qnsWinHeight=927&qnsWinWidth=95...> 1/2

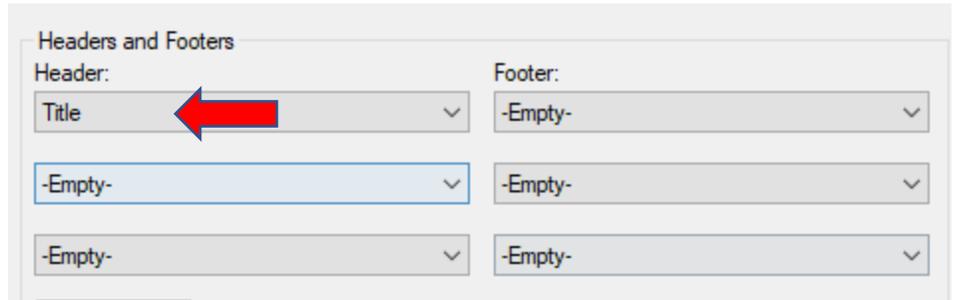
## Internet Explorer:

IE and Microsoft Edge allow you to select what to print in your headers and footers. In the browser click File, page Set up.

I would leave the title in the header to it prints the file stamp information but remove everything in the footer column and get rid of the Page # too.



So that it looks like this:



## Chrome:

Chrome does not allow you to specify, it is either on or off.

On your Print Preview screen, it has a spot for More settings, and under that is the Options for headers and footers.

If it is selected, it will print all headers and footers.

If it is not selected it will not print any headers or footers.

It should be unclicked.

If you are a clerk or need to manually print a document with a file stamp on it, you may want to use a Microsoft product.

There are other browsers people use, you can google your browser name and headers and it should tell you if and how to customize your headers and footers.

