



8. FREQUENTLY ASKED QUESTIONS

1. How can I access the dashboard URL?

Contact your Athens Services representative and they can provide the link and log-in information.

2. How can I reset my login credentials?

Email Athens Services at AthensSB1383@athensservices.com or use the contact us option at the top right corner of the Dashboard.

3. The numbers on the graph are distorted or are not formatted properly. How can I fix this?

For the best resolution and visual, click on the 'Full Screen' button located in the upper right corner of the Dashboard. If the image is still distorted, change the display resolution in your computer settings.

4. How will I know when the audit occurs in our Jurisdiction?

The Implementation Timeline tab provides an overview of scheduled audits.

5. I need samples of the outreach materials used for my Jurisdiction; where can I access copies?

To preview a PDF version of the materials distributed or used for an event, go to the Implementation Timeline tab and click on the event's time bar.

6. How can I request additional credentials for other users?

Please email AthensSB1383@athensservices.com or use the Contact Us option at the top right corner of the Dashboard.

7. Can we publish or use images from the Dashboard?

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8. How often will the Dashboard be updated?

Jurisdictions will be notified periodically when the dashboard database is updated.

9. Who has access to our Dashboard?

Athens Services and the designated user for each Jurisdiction.

10. Who can I contact if I need more information on data or the Dashboard?

Please email AthensSB1383@athensservices.com