

## **Missing Button for Options to Create, View or Submit**

**Disclaimer:** This information has been documented to supplement the information in the Web Based Training (WBT) available in PIEE. It is intended to provide clarification and additional details on “How to” perform the action in the Delivery Schedule Manager application in PIEE. There may be instances where the information may not achieve the desired functionality and users must consult the WBT in PIEE. If no success, users will need to initiate a Trouble Ticket.

### **ISSUE:**

Users may experience the “**Create**”, “**View**” or “**Submit**” options not being visible on screens in PIEE DSM application.

The issue may occur when users are trying to view workloads, create, submit a Delay Notice or Customer Request.

The issue was escalated to the IT Support Team & JTIC and determined that it is not related to the design or functionality of the DSM application and is a ZOOM issue.

### **RESULTS FROM ANALYSIS OF ISSUE:**

*“Verified through initiators' screen capture that the issue is ongoing> asked initiator to click the yellow arrow up that the top left corner or to minimize the zoom to 125% or lower>. Looked more into issue and found that depending on the zoom percentage it dictates if the create button will populate normally, or with the yellow arrow clicked hiding the toolbar at 125%, or not at all with 150%+.*

*This applies to all 3 create categories: create customer request, create delay notice, create deliverable & communication (zoom percentage varies). This also applies for customer or standard DSM users.”*

### **RESOLUTION FOR THE ISSUE:**

- 1) Click on the browser settings icon (three dots) at the top of your browser.
- 2) Adjust your “Zoom” setting, by clicking the minus button, until you can view the full screen.

Screenshot provided on next page:

