

	Agency Name	Office of Family Support (OFS)			
	Chapter No./Name	09 – Support Enforcement Services (SES)			
	Part No./Name	X. Louisiana Automated Support Enforcement System (LASES) User Guide			
	Section No./Name	X-200 System Basics			
	Document No./Name	X-280 On-Line Assistance (SYER)			
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LASES automatically checks for problems during on-line processing. If a problem is detected, a specific error message may be displayed so the user will know what caused the problem and/or how to solve the problem. In most cases, the problem will be solved by entering either valid information or additional information (e.g. the field is required and nothing was entered).

In a few situations, the system may encounter a totally unexpected problem and be unable to provide a specific error message. In this situation, the SYSTEM ERROR (e.g. SYER) screen appears and the system terminates the LASES on-line session.

If the SYER screen appears, it is important to remember and record everything that occurred previously. If possible, print the screen to support all the steps that have been recorded. This information will be crucial to solving the unexpected problem.

X-281 RESOLVING ON-LINE PROBLEMS

When the ENTER key is pressed on a LASES screen, the system edits all additions or changes to the screen to ensure that data is properly entered. Example: LASES checks that all social security numbers are nine (9) digits or that only valid codes have been entered in a field.

If the system discovers an entry problem, an error message appears on the screen. Do the following:

- * - Read the error message at the top of the screen and correct the field(s) indicated.
- Press ENTER again. If the system discovers more problems, repeat the process.

X-282 SYSTEM ERROR (SYER) SCREEN

When LASES encounters unexpected technical problems the System Error (SYER) screen appears and the system terminates the LASES session. The SYER screen provides detailed information on the problem.

If the SYER screen appears:

- Print a copy of the SYER screen.
- Write down the steps taken PRIOR to the appearance of the SYER screen.
- Press ENTER. This automatically logs off the system.
- Contact the LASES hotline with the print of the SYER screen. **
- Log on to LASES again to continue working.