FHLBank Chicago

AHP Online Troubleshooting Guide

1.   Purpose/Overview

This document describes basic troubleshooting steps that may assist you with accessing AHP Online. Please complete these troubleshooting steps prior to contacting the FHLBank Chicago for assistance. If these tips do not resolve the issues you are experiencing, please contact the FHLBank Chicago's Community Investment Group at 312.565.5824 with the following information:

- Your browser type and version
- Your Login ID and user type (Lead Contact or Input Contact)
- A brief description of the issue you're experiencing and any results generated by following the steps listed below; screenshots of errors are also helpful.

2.   AHP Online Troubleshooting

The most common issues experienced by AHP Online users are caused by either (a) browser incompatibility or (b) internet browser caching. The following steps will help AHP Online users determine browser compatibility and how to clear internet history, which may assist in successful AHP Online access.

Note: AHP Online cannot be accessed in multiple browser tabs or windows simultaneously. Make sure you have only one browser tab or window open with AHP Online before beginning the troubleshooting steps below.

A. Browser Compatibility:

First, verify what browser is being used to access AHP Online. **AHP Online is only compatible with Internet Explorer 11 and above**. Other browsers such as Firefox, Chrome, Opera, and Safari may experience formatting issues or other related errors when accessing AHP Online.

Follow these steps to determine which version of Internet Explorer you are using:

1. Open Internet Explorer and click on the gear icon in the upper-right hand corner. Then click "About Internet Explorer." You can also use the keyboard shortcut Alt+H then A.
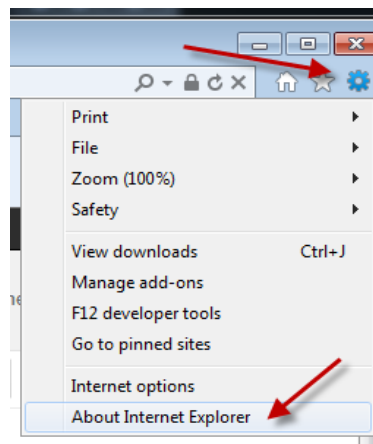
2. This is an example of what will appear, which indicates the browser version is Internet Explorer 11.


3. If the box does not display the browser version as Internet Explorer 11, please change your browser to Internet Explorer 11 and retry accessing AHP Online once complete.

4. If the box does show that the browser is Internet Explorer 11 and your AHP Online access issues persist, please proceed to step B.

B. Temporary Internet Files/Cache:

Follow these steps to launch the InPrivate Browsing feature to test if caching is the problem causing AHP Online access issues. This feature will ignore all browser settings, add-ons, cache, temp files, etc.

1. Open Internet Explorer 11 and click on the gear icon in the upper-right hand corner. Then click "Safety" and "InPrivate Browsing." You can also use the keyboard shortcut Ctrl+Shift+P.
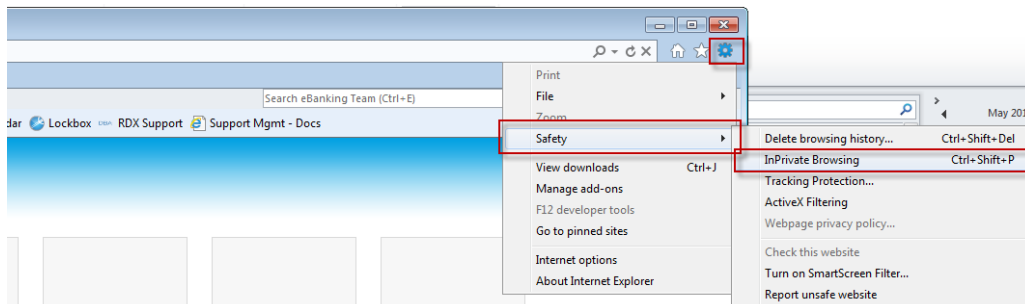
2. Once the InPrivate Browsing feature is set, open a new Internet Explorer window and log back in to AHP Online.
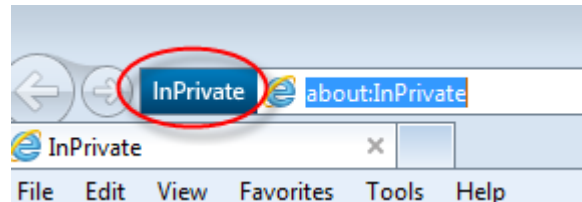

3. If the InPrivate Browsing feature fixes the issue, continue on to clear your cache using the steps listed in Section C of this Guide. If the InPrivate browsing feature does not fix the issue, skip down to the Compatibility Mode section in Section D of this Guide.
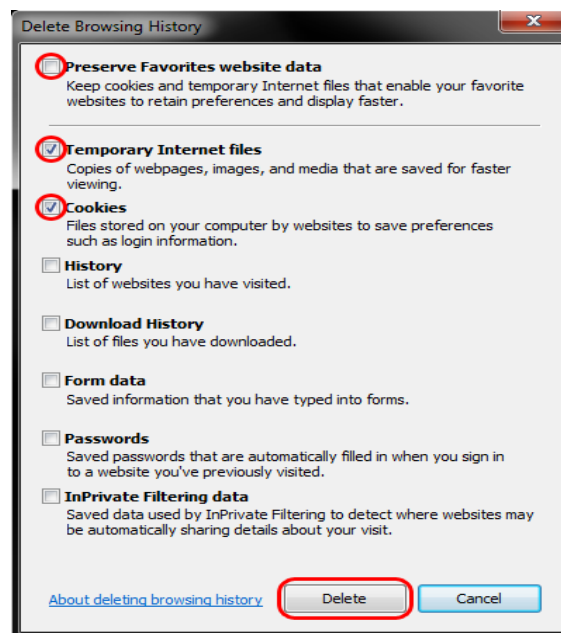
C. Clearing Your Browser Cache:

Follow these steps to clear out the internet cache (also known as temporary internet files):

1. Click on the gear icon, then "Safety", and then "Delete browsing history." Alternatively, use the keyboard shortcut Ctrl+Shift+Delete.
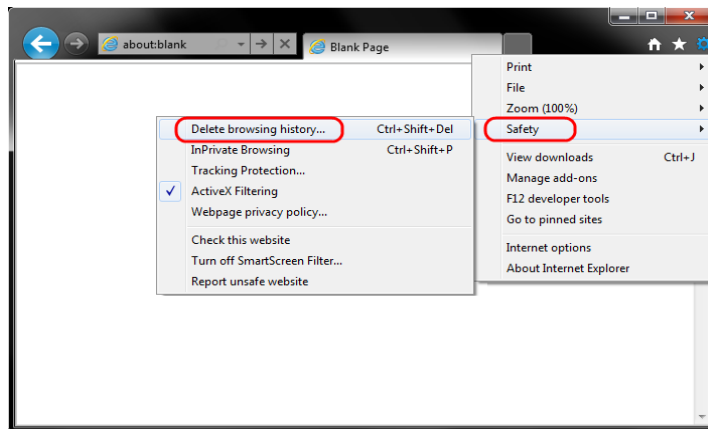
2. Only check the "Temporary Internet files" and the "Cookies" boxes, then click "Delete."

3

3. When this is complete, exit your browser, then reopen it, and attempt to log back in to AHP Online. If the issues persist, try accessing the site on another computer or contact Community Investment at 312.565.5824.

D. Updating Compatibility Mode (for use after sections B-C are complete):

If while using IE11 you still encounter issues, please verify if our site was previously added as "fhlbc.com" or "members.fhlbc.com" into your browser's Compatibility View Settings. If our site was previously added, please reference the following steps to remove it.

1. Open Internet Explorer, click on the gear icon and select "Compatibility View settings."
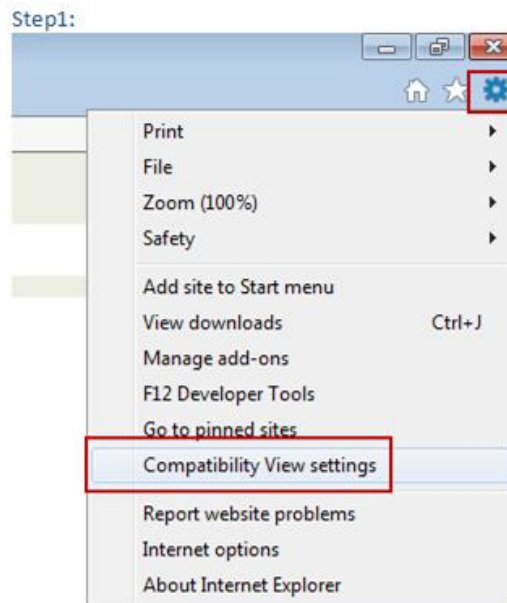

2. Select fhlbc.com and/or members.fhlbc.com from "Websites you've added to Compatibility View" and click "remove".
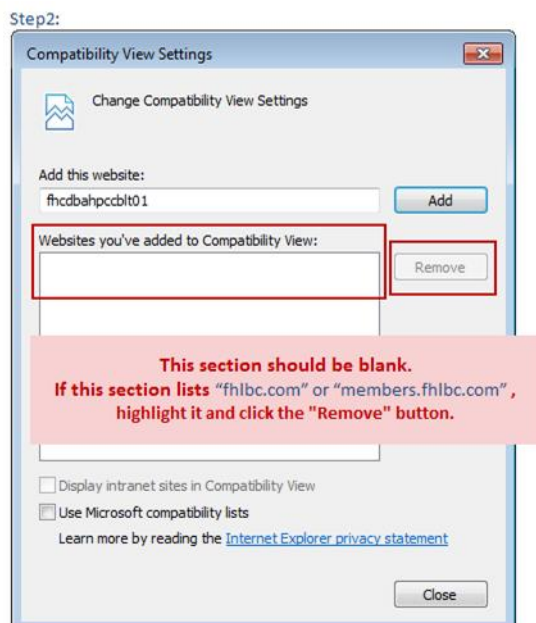
3. After clicking "Remove", neither fhlbc.com, nor members.fhlbc.com should be listed under "Websites you've added to Compatibility view." Then click "Close."

4. Restart Internet Explorer and try to log in to AHP Online again.

   Please reference the additional instructions in step 5, below, only if the issue persists.

5. Confirm the version of Internet Explorer being used remains IE 11 and has not switched back to IE 7 compatibility mode. Please follow the steps below to save the default version to "Edge" mode.

   i. Open your IE 11 browser.
   ii. Press **F12** on your keyboard to open the IE Developer Tools pane OR from the Settings dropdown, select "**F12 Developer Tools**."
   iii. Select the "**Emulation"** tab.
   iv. Select "**Edge (Default)"** from the Document mode drop down.
   v. Select "**Default"** from the User agent string drop down.
   vi. In the upper left corner, click the "**Persist Emulation Settings"** icon to save your selections. A message, "**Persist Emulation settings enabled"** is displayed when you hover over the" **Persist Emulation Settings"** button.
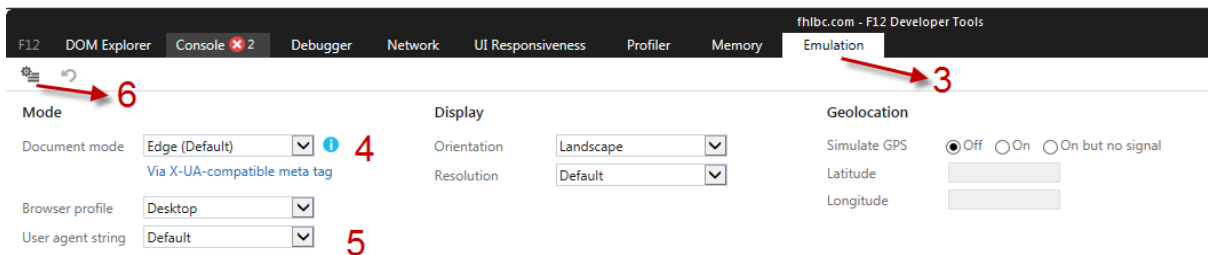
   vii. Click the "X" in the upper right corner to close the Developer pane.
   viii. Close your browser.
   ix. Reopen your browser.
   x. Verify the settings on the **Emulation** tab. (see steps i-iii) to verify that iv Documentation mode "Edge (Default)" persists.

6. Restart Internet Explorer and try to log in to AHP Online again.

7. If the issues persist, try accessing the site on another computer

8. If accessing the site on another computer is unsuccessful, then take a screen-grab of the emulation tab, and contact Community Investment at 312.565.5824.

---

3.   Financial Feasibility Spreadsheet Upload Troubleshooting

---

This section will help guide you on how to adjust your Financial Feasibility Spreadsheet if you are unable to upload it into AHP Online. AHP Online will reject the spreadsheet upload on the Import Spreadsheet screen if certain rules are broken. The most common rules are listed below. Please consult the below list to ensure that your Financial Feasibility Spreadsheet does not trigger a rule violation, which could cause an upload error. If you continue to experience issues with your upload after consulting these rules, please feel free to contact Community Investment at 312.565.5824.

A. **For Homeownership and Rental Applications:**
   - The Subsidy Amount must be equal to the amount entered on the Subsidy Amount and Uses of Funds screen.

- Unit Targeting must be equal to the amounts entered on the Targeting screen.
- The Total Project Costs on the Summary of Uses Tab and the Total Funding Sources on the Sources Tab must be equal.

B. For Homeownership Applications only:
- The Homebuyer Education and Counseling Costs on the Summary of Uses tab must be less than or equal to $500/unit.

C. For Rental Applications only:
- At least 20% of the total must be targeted to incomes less than or equal to 50% of the Area Median Income (AMI).

D. Other issues that may impact the upload:
- Some of the older versions of Microsoft Excel do not save macros and will reject the spreadsheet upload.