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Information Technology Laboratory



**US Army Corps
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Engineer Research and
Development Center



ERDC Technology Transfer and Infusion/Knowledge Management

Discover Employees User's Guide

Byron M. Garton, Jonathan S. Broderick,
and Michael A. Clement

September 2020

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Byron M. Garton, Jonathan S. Broderick, and Michael A. Clement

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Final report

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Abstract

Historically, the U.S. Army Engineer Research and Development Center (ERDC) has lacked a comprehensive and intuitive system to locate and discover facts about employees within the organization. Employees have traditionally relied on the global address list (GAL) in Microsoft Outlook to locate contact information for another employee. Looking for contact information using this system is very limited in the amount of information available and is not user friendly.

This team was tasked with creating a more comprehensive system that would include not only the employee's contact information, but also a picture of the employee, their biography, skill sets, published papers, educational level, and much more. This type of information is necessary when searching for employees for collaborations or when forming project teams. The Discover Employees system allows users to locate and learn about talent within ERDC like never before.

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Preface

This research was conducted for the ERDC Office of Research and Technology Transfer (ORTT) utilizing Future Innovation Funds (FIF) for, “*ERDC Technology Transfer and Infusion/Knowledge Management*,” by the ERDC Information Technology Laboratory. The technical monitor was Ms. Antisa Webb.

The work was performed by the Scientific Software Branch (SSB) of the Computational Science and Engineering Division (CSED), U.S. Army Engineer Research and Development Center – Information Technology Laboratory (ERDC-ITL). At the time of publication, Mr. Timothy W. Dunaway was Chief, SSB and Dr. Jerrell R. Ballard, Jr. was Chief, CSED. The Deputy Director of ERDC-ITL was Ms. Patti S. Duett and the Director was Dr. David A. Horner.

COL Teresa A. Schlosser was the Commander of ERDC, and Dr. David W. Pittman was the Director.

1 Introduction

Background

Locating employees within the U.S. Army Engineer Research and Development Center (ERDC) has traditionally been a challenging endeavor. Searching for employees using the Microsoft Outlook address book only allows access to a name, e-mail address, and office location, which is extremely limiting when more information is needed. Imagine a scenario where a project manager is looking to build a team for a new and exciting project. They know the exact skill sets required to complete the work and they need people with those specific skills. Traditionally, word of mouth has been the way this information was disseminated.

Objective

As part of an FY17-19 effort to improve the Discover ERDC portal, the addition of an employee database and easier lookup system was included. The main purpose of this addition was to provide a way for external and internal customers and colleagues to locate talent within the ERDC organization and help facilitate team building.

Approach

Built upon an existing database of all ERDC employees, Discover Employees captures several data points including an employee's skillsets, education, awards, and biography amongst other things. The employee's photograph is also displayed on their profile, but only to other ERDC employees, not to external users. Having a way to search for talent at ERDC or find colleagues and the ability to put faces with names is vital to gaining future business and building effective teams.

2 Accessing the System

As mentioned previously, Discover Employees is built on top of the Discover ERDC portal. Accessing this system is as simple as logging on to Discover ERDC. Use your favorite web browser (Microsoft Edge, Google Chrome, or Internet Explorer are recommended) to navigate to <https://discover.erdcdren.mil>. Once on the page, the user will be asked to provide their credentials. Discover ERDC utilizes the Research and Development Environment's (RDE) Single Sign On (SSO) capability, which requires the use of a common access card (CAC) and PIN. As shown in Figure 1 and Figure 2, choose the "Authentication" certificate from your CAC. The other certificates may or may not work properly.

Figure 1. Certificate prompt in Google Chrome.

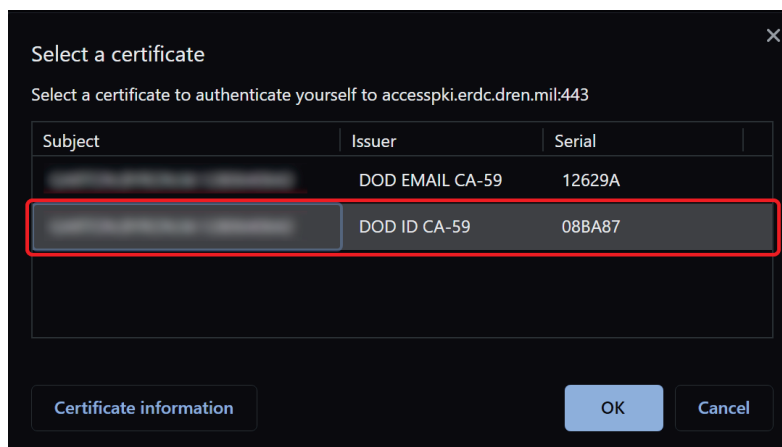
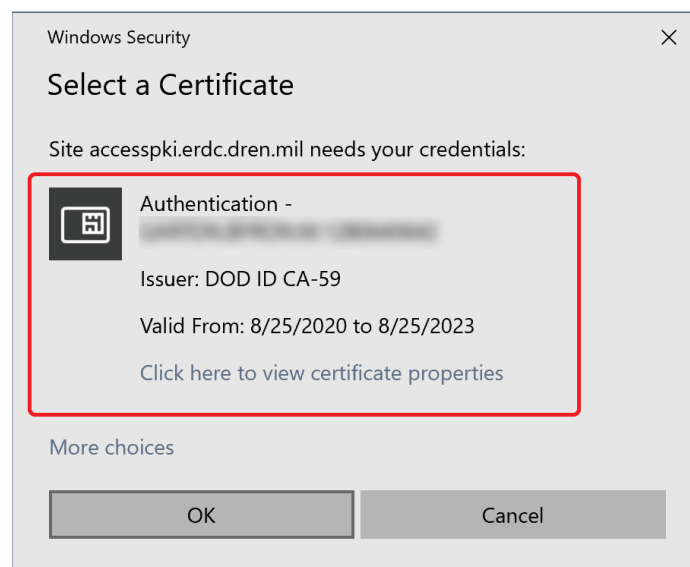
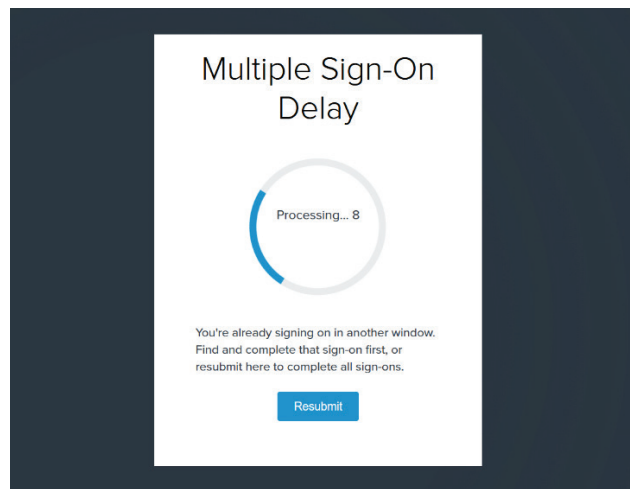


Figure 2. Certificate selection in Internet Explorer.



If an error message is received before or after the certificate prompt, it is likely the browser's cache will need to be cleared. To do this, follow the instructions in Appendix A. If an error message is received after supplying your PIN, the PIN was entered incorrectly or the browser failed to pass the credentials through the authentications system. Try again with another browser or clear the browser's cache by following the instructions in Appendix A. Occasionally, a multiple sign on delay message can appear as shown in the Figure 3.


Figure 3. Multiple sign-on delay error message.



Click the Resubmit button to continue. If login issues continue, call the RDE helpdesk for assistance. Their contact information is in the Help and Feedback section at the end of this document.

Once successfully authenticated, the End User License Agreement will be presented. Click the I Agree button to continue to the Discover ERDC landing page (Figure 4).

Figure 4. Discover ERDC end user license agreement.



**DISCOVER
ERDC**
ENGINEER RESEARCH & DEVELOPMENT CENTER

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.
- Agreement to the [Privacy Policy](#).
- Agreement to the [Acceptable Use Policy](#).

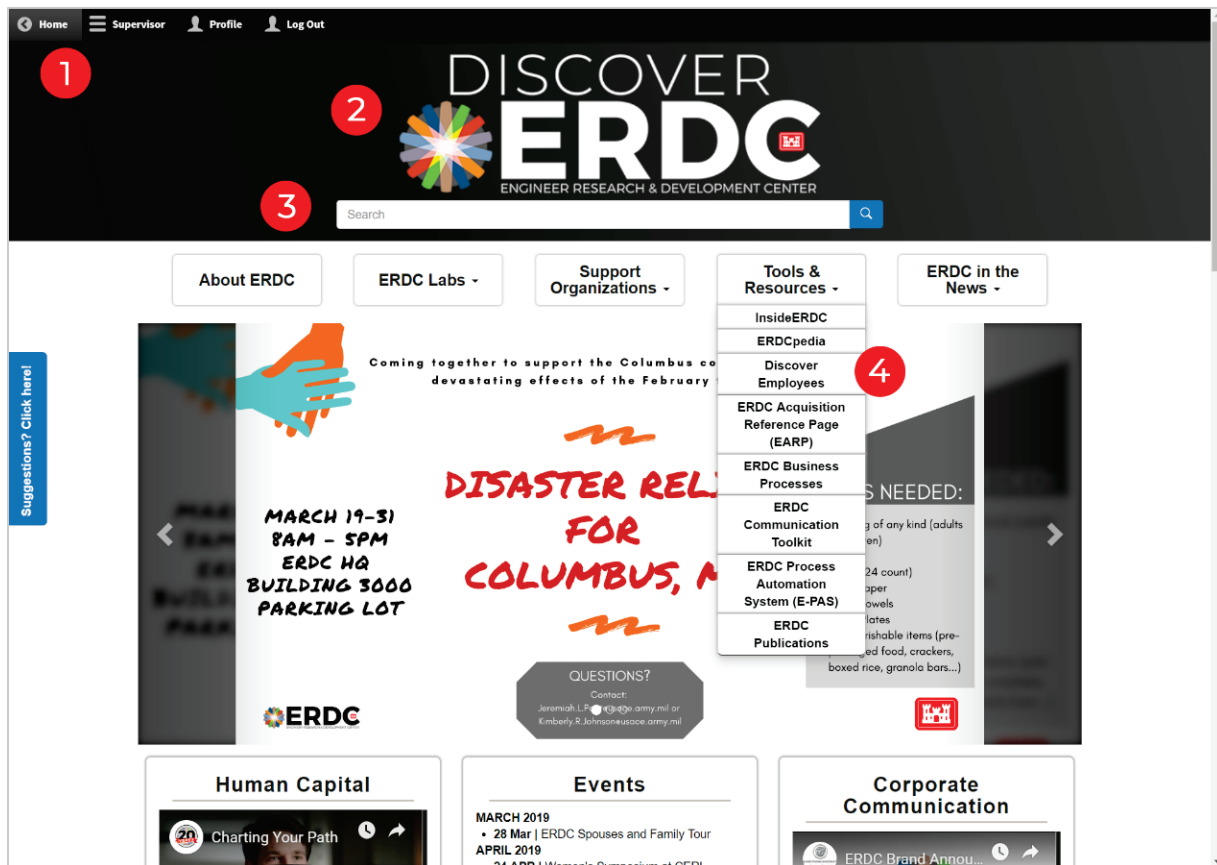
I AGREE

3 Using the System

Discover ERDC landing page

Features outside the scope of this guide are contained on the Discover ERDC landing page, but there are several Discover Employees related features to discuss. Refer to Figure 5 as the features are enumerated.

Figure 5. Discover ERDC landing page.



1. **Menu Bar** – The menu bar appears for every user in the system, but some users will have different options depending on their assigned roles. Every user will see the Home button, which will send the user back to the Discover ERDC landing page. Only users identified as supervisors in the system will see the Supervisor button as shown in Figure 5. Supervisors are imported into the system automatically along with their designated administrative assistants. Supervisors have the ability and duty to review and edit any content added by their employees, and they also have access to employee metrics reporting tools. Additionally, several links of interest for supervisors are supplied to provide quick and easy access to commonly

- used systems outside of Discover ERDC. Every employee (including supervisors) has a profile in Discover ERDC and every user will see the Profile button. This is how employees directly access their Discover Employees profile. The Logout button will allow the user to exit the system.
2. **Logo** – The Discover ERDC and Discover Employees logos are both hyperlinked to bring the user back to the Discover ERDC landing page and Discover Employees main page, respectively. Placing the cursor over the logo will highlight it and show a tool tip that indicates a click will return the user to either landing page.
 3. **Search Box** – The Discover ERDC landing page and Discover Employees area have a search box for executing various types of employee searches. On the landing page, this box searches numerous ERDC websites for keywords, but does not search the employee database. In the Discover Employees area, the box searches the employee database only. Searching will locate matches within the following profile fields: employee's organization, first and last name, primary business area, skillsets, job title, and email address.
 4. **Discover Employees Link** – Use this menu link to access the Discover Employees system from the Discover ERDC landing page.

Discover Employees landing page

Once inside the Discover Employees area, there are several ways to browse the system from the landing page, each shown in Figure 6.

Figure 6. Discover employees page.

The screenshot displays the 'Discover Employees' page for the Engineer Research & Development Center (ERDC). At the top, there is a search bar labeled 'Find an employee' with a magnifying glass icon, marked with a red circle '1'. Below the search bar is the 'ERDC ORGANIZATIONS' section, marked with a red circle '2', which contains nine circular icons representing different ERDC units: All of ERDC, Construction Engineering Research Laboratory, Coastal and Hydraulics Laboratory, Cold Regions Research and Engineering Laboratory, Environmental Laboratory, Geospatial Research Laboratory, Geotechnical and Structures Laboratory, Information Technology Laboratory, and Installation Operations Command. To the right of the Installation Operations Command icon is a red circle '3' and two small circular icons. Below this is the 'ERDC BUSINESS AREAS' section, marked with a red circle '4', which contains five circular icons representing: Civil Works, Engineered Resilient Systems, Environmental Quality and Installations, Geospatial Research and Engineering, and Military Engineering. The bottom of the page features a 'Quicklinks' section with social media icons (Twitter, YouTube, Facebook, LinkedIn, Instagram, and a star icon) and a list of links including Discover Employees, Employee Listings, ERDC Organization Chart, Livestream, ERDCpedia, InsideERDC, Discover USACE, Guest Account Info, Weather, Suggestions, Feedback, and Contact Us. To the right of the Quicklinks is a 'Locations' section with a map of the United States and a list of locations: Hanover, NH (Cold Regions Research and Engineering Laboratory (CRREL)), Champaign, IL (Construction Engineering Research Laboratory (CERL)), Alexandria, VA (Geospatial Research Laboratory (GRL)), and Vicksburg, MS (Coastal and Hydraulics Laboratory (CHL), Geotechnical and Structures Laboratory (GSL), Environmental Laboratory (EL), and Information Technology Laboratory (ITL)).

1. **Search Box** – As mentioned previously, the search box in the Discover Employees area searches the employee database only. Search terms are matched on designated searchable fields within user profiles.
2. **ERDC Organizations** – Users can also search for employees who work within each of ERDC's 9 organizations. Selecting an organization will allow only the employees within that organization. Employees who aren't part of a particular organization are listed under All of ERDC.

3. **Employee Listings and Org Chart** – Discover Employees data is used to create a listing of employees in a printable chart. This chart is useful for printing and having when in an area without access to someone's profile. Also included here is a printable version of the current ERDC organizational chart, which shows how the ERDC is organized into labs and offices.
4. **ERDC Business Areas** – Users can search for employees who primarily identify with one of ERDC's 5 business areas. Results from this search are dependent on which primary business area an employee selected when completing their profile. Employees who fail to identify a primary business area will not show up in these results.

After selecting an organization, a business area, or all of ERDC from the Discover Employees landing page, a list of matching results is displayed. Elements of the results page are shown in Figure 7. Non-ERDC visitors to Discover Employees will see a slightly different view, without contact information and the View Full Profile button.

Figure 7. Employee search results.

Discover Employees ERDC
ENGINEER RESEARCH & DEVELOPMENT CENTER

Find an employee

Office / Lab
Geotechnical & Structures Laboratory
Installation Operations Command
Environmental Laboratory
Construction Engineering Research Laboratory
Cold Regions Research & Engineering Laboratory
Coastal and Hydraulics Laboratory
Geospatial Research Laboratory
Office of Deputy Director
Office of Director
Office of Counsel
Office of Associate Director
Information Technology Laboratory

Office / Division
Software Engineering & Informatics Division
Computational Science and Engineering Division
Supercomputing Research Center
DOD High Performance Computing Modernization Program
Management Integration Office
Office of Director
Office of Technical Directors
Office of the Chief Information Officer
Office of Deputy Director

Branch / Center / Team
Cybersecurity Engineering & Analysis Branch
Computational Analysis Branch
Software Engineering & Evaluation Branch
Sensors Integration Branch
Information Science & Knowledge MGMT Branch
Scientific Software Branch
CAD/BIM Technology Center
Institute for Systems Engineering Research
ERDC HPC Center
ERDC DSRC
[Show more](#)

Title
Computer Scientist
Budget Analyst
Librarian
Library Technician
Writer/Editor
Administrative Assistant
Project Management Specialist
Program Analyst
Writer-Editor
Electrical Engineer
[Show more](#)

Primary Business Area
Engineered Resilient Systems
Geospatial Research and Engineering
Civil Works
Military Engineering
Environmental Quality and Installations

[Reset](#)

Employee Profiles:

- Warith Abdullah**
Information Technology Laboratory
Supercomputing Research Center
ERDC HPC Center
[View Full Profile](#)
- Kevin Abraham**
Information Technology Laboratory
Software Engineering and Engineering Division
Scientific Software Branch
[View Full Profile](#)
- Helen Adcock**
Information Technology Laboratory
Software Engineering & Informatics Division
Software Engineering & Evaluation Branch
[View Full Profile](#)
- Rajeev Agrawal**
Information Technology Laboratory
Software Engineering & Informatics Division
Cybersecurity Engineering & Analysis Branch
[View Full Profile](#)
- Adam Akridge**
Information Technology Laboratory
Software Engineering & Informatics Division
Cybersecurity Engineering & Analysis Branch
[View Full Profile](#)
- Quincy Alexander**
Information Technology Laboratory
Computational Science and Engineering Division
Sensors Integration Branch
[View Full Profile](#)
- Jeffrey Allen**
Information Technology Laboratory
Computational Science and Engineering Division
Computational Analysis Branch
[View Full Profile](#)
- Robert Alter**
Information Technology Laboratory
Supercomputing Research Center
ERDC DSRC
[View Full Profile](#)
- Drew Anderson**
Information Technology Laboratory
Software Engineering & Informatics Division
CAD/BIM Technology Center
[View Full Profile](#)
- Lisa Anderson**
Information Technology Laboratory
Software Engineering & Informatics Division
Software Engineering & Evaluation Branch
[View Full Profile](#)

Quicklinks
Livestream
ERDCpedia
InsideERDC
Discover USACE
Guest Account Info
Weather
Suggestions
Feedback
Contact Us

Locations
Hanover, NH
Cold Regions Research and Engineering Laboratory (CRREL)
Champaign, IL
Construction Engineering Research Laboratory (CERL)
Alexandria, VA
Geospatial Research Laboratory (GRL)
Vicksburg, MS
Coastal and Hydraulics Laboratory (CHL)
Geotechnical and Structures Laboratory (GSL)
Environmental Laboratory (EL)
Information Technology Laboratory (ITL)

1. **Faceted Search Terms** – Discover Employee’s search functionality utilizes a technology known as faceted search. This simply means multiple search criteria can be added or removed from a search request. Search criteria (facets) can be added or removed in an effort to “drill down” into the database in a more specific manner. Adding or removing facets narrows the possible search terms and triggers a new search to be performed with matching results returned. Added facets are shown in the list on the left-hand side, highlighted in gray. Clicking on an unapplied facet adds it to the search request, and clicking on an applied (gray highlighted) facet removes it from the request.
2. **Results List** – After adding or removing facets or executing a new search from the search box, the matching results are shown. There are two distinct views for these results: external view and internal view. When visitors from outside the ERDC search for people in the system, they get limited details about an individual because personally identifiable information (PII) about employees cannot be displayed outside of ERDC internal systems. Outside visitors will see a Contact button on a user result that will link them to a contact form. They will not see an e-mail or phone number, nor do they have the opportunity to view an employee’s detailed profile. Only users identified as ERDC employees are able to see another user’s contact and personal information. Contact information in Figure 7 has been redacted for security.
3. **Alphabetical Filter** – An additional layer of filtering is available to limit the results of a faceted search to last names with a particular first letter. Simply click the letter in the list to apply the filter and remove the filter by clicking All at the top of the list.
4. **Pages** – Ten employee records are shown at a time. To go to the next ten records, click the Next button. To view the previous ten records, use the Previous button. Jump between pages by clicking on an individual page number.
5. **Reset Search** – Use the reset search button to clear all facets and start over. This will trigger a new search that will return all employees at ERDC.

Employee listings

As mentioned previously, Discover Employees features printable employee listings and an ERDC organizational chart from the landing page. Clicking the employee listings icon brings the user to the listings page as shown in Figure 8. By default, listings for the Executive Office are shown.

Figure 8. Employee listings page.

DISCOVER EMPLOYEES
ERDC
 ENGINEER RESEARCH & DEVELOPMENT CENTER

Find an employee

Executive Office

Office of Director

Pittman, David	601-634-3304
Brooks, Edna	601-634-2207
Grogan, William	601-634-2226
Huell, Maiya	601-634-2207

Office of Deputy Director

Fleming, Beth	601-634-3943
Verzwyvelt, Alisha	601-634-2444
Hansen, Lance	217-373-4570
Minor-Tilman, Deidre	601-634-6055
Pribble, Lon	703-428-6613
Roko, Mary	703-428-9107
Wilkinson, Daphne	703-428-6900
Young, Lianya	601-634-2391

Office of Research and Transfer (CRIT)

Taylor, Rhonda	601-634-2795
Crockett, Jeff	601-634-4274
Riddle, Shirley	601-634-2037
Clark, Arnold	601-634-5132
Lowe, Stephanie	601-636-3111
Moore, Monica	601-634-2505
Raines, Tim	601-634-3112
Thomason, Brittany	601-634-7598

ERDC Operations Center

Black, Garsho	601-634-4411
Constancio, Richard	601-634-3872
Huntley, Clare	601-634-5323
Leach, Jill	601-634-3417
McGahey, Adam	601-634-2485
Pant, Jeremiah	601-634-4411

Technology, Knowledge & Outreach Div

Webb, Antisa	601-634-4259
Dickerson, Virginia	601-634-4261
Fairley, Sandra	601-634-3391
Fox, Eric	601-634-4074
Hill, James	601-634-2735
Jabour, Jenny	601-634-2584

USACE Reachback Operations Center

Powell, Jeff	601-634-3407
Chambers-Randle, Nikita	601-634-4023
Andrews, Steven	601-634-2485
Barger, John	251-690-2063
Battaglia, Henry	251-690-2095
Craft, Greg	601-634-3911
Crum, Marie	251-690-2462
Donovan, Theresa	601-634-3964
Gerard, Marc	601-634-4269
Giefer, Jerome	601-634-3485
Greene, Christopher	601-634-3634
Hamilton, David	601-634-5445
Hancock, Craig	251-690-2068
Horton, Matthew	251-694-4636
Howard, Terri	251-694-4031
Huskey, Amanda	601-634-2735
Jackson, Eric	253-232-8326
Jorgeson, Jeffrey	601-634-3091
Koestler, Leo	601-634-4200
Koestler, Michael	n/a
Lee, Theodore	251-690-2063
Lowery, Vernon	601-634-4457
Maxwell, Laura	251-690-2073
McCoy, Reginaki	601-634-4123
McVan, Darla	601-634-2869
Rowland, Krisa	601-634-2493
Rushing, Jerry	601-634-3769
Shugart, Ashley	601-634-4403
Stringer, Jerry	601-634-2547

Programs Office

Kiaffer, Patrick	601-634-3545
Harrington, Patrick	703-428-9120
Newell, Sandra	601-634-3669
Priddy, Lucy	601-634-2282
Rogers, James	703-428-6789
Ryder, William	703-428-9112
Smith, Clint	703-428-6789
Wills, Melonise	703-428-6281
Zahniser, Shelle	703-428-7428

Special Projects Integration Office

Buchanan, Janice	601-634-4234
Atkinson, John	757-788-5984
Bolls, Kimberly	601-634-5728
Floyd, Victoria	703-428-6806
Gorman, Laurel	601-634-4484
King, Travis	703-617-0185
Macalister, Irene	217-352-6511
Preston, Kurt	402-314-9346
Veeravalli, Swathi	703-428-6277
Winkler, Michael	601-634-2652

Office of Associate Director

Patricia, Sullivan	601-634-3065
--------------------	--------------

Corporate Communication

Quimby, Deborah	601-634-3188
Gaona, Marisa	601-634-2383
Tingle, Shelley	601-634-8670
Kieffer, Christopher [C]	n/a
Maynard, Crystal [C]	n/a

Lab Personnel Management Demo Project Office

Bernard, Robert	601-634-2491
Holland, Jeffery	601-634-2644
Houston, James	601-634-2000
Marcuson, William	601-638-1704
Makar, Paul	601-634-3251
Tracy, Fred	601-634-4112

Office of Counsel

Armstrong, Alissa	601-634-2913
Hardin, Alice	601-634-3062
Brewer, Allison	601-634-2757
Egger, Daniel	601-634-4203
Hinton, Christopher	601-634-4055
Lynch, Brian	217-373-7204
Moller, Walker	601-634-4203
Morrissey, Thomas	601-534-2260
Pasternak, Gary	603-646-4846
Smith, Arthur	601-634-3311

Quicklinks


- Discover Employees
- Employee Listings
- ERDC Organization Chart
- Livestream
- ERDCpedia
- InsideERDC
- Discover USACE
- Guest Account Info
- Weather
- Suggestions
- Feedback
- Contact Us

Locations


- Hanover, NH
Cold Regions Research and Engineering Laboratory (CRREL)
- Champaign, IL
Construction Engineering Research Laboratory (CERL)
- Alexandria, VA
Geospatial Research Laboratory (GRL)
- Vicksburg, MS
Coastal and Hydraulics Laboratory (CHL)
Geotechnical and Structures Laboratory (GSL)
Environmental Laboratory (EL)
Information Technology Laboratory (ITL)

These listings can be filtered by Executive Office, Installation Operations Command, or Lab by clicking the corresponding icon. The page will reload showing the employees in the chosen lab or office. These listings are color coded to the corresponding lab or office with supervisors and admins highlighted. Each employee will be listed in individual divisions, branches, offices, or groups that are individually outlined and shown in the appropriate hierarchy.

Figure 9. Employee listings filtered.



Find an employee



Geospatial Research Laboratory Print

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<p>Topography, Imagery & Geospatial Research Division</p> <p>Kiene, Martha 703-428-6767</p> <p>Bryant, Carol 703-428-6829</p> <p>Quesenberry, 703-428-6729</p> <p>Sara 6729</p> <p>Robinson, Marcus 703-428-3679</p>	<p>Data Representation Branch</p> <p>Gupta, Vinest 703-428-6838</p> <p>Braswell, Kenneth 703-428-6916</p> <p>Catania, Luke 703-428-6993</p> <p>Delbosque, 703-428-6638</p> <p>Delma 6638</p> <p>Glaspell, Garry 703-428-6714</p> <p>Haller, Jennifer 703-428-3586</p> <p>Hamilton, 703-428-6000</p> <p>Michelle 6000</p> <p>Harding, Laura 703-428-6107</p> <p>Harner, Thomas 703-428-6747</p> <p>Khona, Dhiren 703-428-3663</p>	<p>Management Integration Office</p> <p>Hughes, Elisa 703-428-6715</p> <p>Rice, Linda 703-428-3679</p>	<p>Office of Technical Directors</p> <p>Rodebaugh, 703-428-6014</p> <p>Fitchie 6014</p> <p>Callan, Connie 703-428-7446</p> <p>Bruun, Audrey 703-428-6884</p> <p>Eckley, Sarah 703-428-6063</p> <p>Gross, Kenneth n/a</p>

Quicklinks

- Discover Employees
- Employee Listings
- ERDC Organization Chart
- Livestream
- ERDCpedia
- Inside ERDC
- Discover USACE
- Guest Account Info
- Weather
- Suggestions
- Feedback
- Contact Us


Locations

Hanover, NH
Cold Regions Research and Engineering Laboratory (CRREL)

Champaign, IL
Construction Engineering Research Laboratory (CEL)

Alexandria, VA
Geospatial Research Laboratory (GRL)

Vicksburg, MS
Coastal and Hydraulics Laboratory (CHL)
Geotechnical and Structures Laboratory (GSL)
Environmental Laboratory (EL)
Information Technology Laboratory (ITL)



To print the listings, press CTRL+p on your keyboard (CMD+p for Mac) or click the Print button near the top of the page. As shown in Figure 10, use the print dialog box to physically print to paper or print to a PDF file. The page headers and footers will not be printed, only the employee listings table.

4 Viewing and Updating Profiles

Employee view

As discussed previously, users can access their individual profiles by clicking the `Profile` button at the top left of the screen or by searching using the search box then clicking the `View Full Profile` button. To reiterate, external visitors to Discover Employees will not have access to detailed profiles, only ERDC employees will be able to view these. An example of the full detailed user profile view is shown in Figure 8. Elements of the detailed profile view can be seen in Figure 11.

Figure 11. Employee full detailed profile page.

Supervisor **Profile** **Log Out**

DISCOVER EMPLOYEES ERDC

ENGINEER RESEARCH & DEVELOPMENT CENTER

Find an employee

1

2

3

4

1

2 **Test (Nickname) User**
Computer Scientist
601-636-3636
preferred@email.mil
Information Technology Laboratory
Computational Science and Engineering Division
Scientific Software Branch
100% complete

3 **Biography**
Hi, I am a test user who is testing the Discover ERDC website to ensure it is functioning properly. I am trained in the Jedi arts, and have used the force to mind trick storm troopers. My hobbies include defeating the Sith, flying in space ships, and slicing watermelons with my light saber.

4 **Primary Business Area**
Engineered Resilient Systems

Skill Sets
Testing Websites Using the Force Destroying the Sith

Education
Bachelor of Science in Computer Science
University of Illinois at Chicago
Apr 2019
Master of Computer Science
Texas A&M University
Apr 2019

Certifications
Certified Tester
Certified User

Publications
How to Test Discover ERDC
ERDC
Technical Report
Apr 2019

Awards and Accolades
Test Award
ERDC
Award for the best testing of profile functionality
Apr 2019

Career Accomplishments
Peer Review
Reviewed the functionality of the Discover ERDC site
2019-04-04
Completed the successful testing of the Discover ERDC website by entering fictitious information into a test user profile.
Training Taught
How to Use Discover ERDC
2019-04-04
A super detailed description of how to use the Discover ERDC website.

Patents
Patent for Testing the Website
Apr 2019

External Links
A test link to an external site
A second test link to an external site

Quicklinks
Livestream
ERDCpedia
InsideERDC
Discover USACE
Guest Account Info
Weather
Suggestions
Feedback
Contact Us

Locations
Hanover, NH
Cold Regions Research and Engineering Laboratory (CRREL)
Champaign, IL
Construction Engineering Research Laboratory (CERL)
Alexandria, VA
Geospatial Research Laboratory (GRL)
Vicksburg, MS
Coastal and Hydraulics Laboratory (CHL)
Geotechnical and Structures Laboratory (GSL)
Environmental Laboratory (EL)
Information Technology Laboratory (ITL)

1. **Photo and Contact Information** – A user-supplied photo along with detailed information including Job Title, Phone Number, E-mail Address, Laboratory (or Office), Laboratory Division (or Office), and Branch (if applicable) are show on the left-hand side. Additionally, if the user’s profile has been reviewed and verified as accurate by their supervisor, a blue verification badge will be shown on their photo. If the user is unverified, the badge will be orange. Only supervisors can verify a profile is accurate.
2. **Completion Meter** – To assist users with the completion of their profiles, a completion meter is displayed in the form of a progress bar. This meter shows how complete a profile is, and a hover tool tip indicates which fields still need completed. If the completion percentage is less than 100%, hover the mouse over the meter to see a list of fields that are empty. The meter is only visible to users (or their supervisors) on their individual profile. This will not be visible to other employees.
3. **Detail Area** – Several points of detail about an employee are available to populate and display within their profile. Areas include Biography, Primary Business Area, Skill Sets, Education, Certifications, Publications, Awards and Accolades, Career Accomplishments, Patents, and External Links.
4. **Action Buttons** – The Go Back button sends the user back to the last search performed. The Edit Profile button allows a user (or supervisor) to edit the points of detail within a profile.

To edit ones user profile (or a subordinate’s profile if you’re a supervisor or their designated administrative assistant), click the Edit Profile button to enter the profile editor. Inside the profile editor are input mechanisms for all fields associated with a user’s profile. Required fields are marked with a red asterisk. Fields not marked as required may be entered if applicable. Please be mindful of proper grammar and capitalization when entering data into your profile. Each profile input field is shown in Figures 9 and 10 for supervisors and regular employees. Fields designated to be edited by supervisors only will not appear in a regular employee’s profile editor (Figure 12).

Figure 12. Profile editor, supervisor view.

The image shows a web interface for editing a user profile in supervisor view. The page title is "Test Account" and it has tabs for "View" and "Edit". The "Edit" tab is active. The interface is divided into several sections, each with a "Add" button:

- Contractor:** A checkbox labeled "Contractor" with a note: "When checked, shows that the user is a contractor." (Callout 1)
- Verified:** A checked checkbox labeled "Verified" with a note: "When checked, a badge displays on the user's profile showing that their supervisor has verified the data on their account. If a non-supervisor edits their account, this will automatically become unverified." (Callout 2)
- Preferred Name:** A text input field. A note below it says: "If you go by a name other than your first name (i.e. William 'Bill' Smith) enter it here, otherwise leave this field blank." (Callout 3)
- Title:** A dropdown menu currently showing "- None -". (Callout 4)
- Telephone:** A text input field currently containing "n/a". (Callout 5)
- Preferred Email:** A text input field. A note below it says: "User's preferred email to be displayed on their profile." (Callout 6)
- Profile:** A section for uploading a profile picture. It includes a "Choose File" button and "No file chosen" text. (Callout 7)
- DATE CREATED:** A date selection field with a format of "mm/dd/yyyy". (Callout 8)
- Awards:** A section with "No Award added yet." and an "Add Awards" button. (Callout 9)
- Career Accomplishments:** A section with "No Paragraph added yet." and an "Add Career Accomplishments" button. (Callout 10)
- Patents:** A section with "No Patent added yet." and an "Add Patents" button. (Callout 11)
- Publications:** A section with "No Publication added yet." and an "Add Publications" button. (Callout 12)
- Education:** A section with "No Education added yet." and an "Add Education" button. (Callout 13)
- Skillsets:** A dropdown menu currently showing "- None -". A note below it says: "Drag to re-order taxonomy terms." (Callout 14)
- CERTIFICATIONS:** A section with a plus icon and an input field. (Callout 15)
- Primary Business Area:** A dropdown menu currently showing "- None -". (Callout 16)
- Biography:** A rich text editor with a toolbar containing icons for bold, italic, link, unlink, list, and source. (Callout 17)
- EXTERNAL LINKS:** A section with a plus icon, a "URL" input field, and a "Link text" input field. A note below it says: "Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `http://example.com`. Enter `<front>` to link to the front page." (Callout 18)
- Save:** A blue button at the bottom left of the page. (Callout 19)

1. **Contractor** – If the user is a contract employee, this box should be checked. Contractors are designated in the employee search view by a different color and also in the employee listings with a (C) following their name.
2. **Verified** – Once the supervisor has reviewed an employee’s profile information, this box should be checked. Once a profile has been verified, a badge is placed on the employee’s detailed profile view that indicates the information is correct. When an employee enters new information in their profile, it automatically becomes unverified. The supervisor will need to recheck the information and reverify the profile by checking this box.
3. **Preferred Name** – Nickname(s) preferred by the user will go in this text field. It will be displayed on the search results page and full detailed profile in parentheses between the first and last name. For example, John (Preferred) Doe. Leave this field blank if there is not a preferred name, or if your name is already set as your preferred name.
4. **Job Title** – Employee job titles are not automatically imported into the system because the data supplied is often incorrect. Job titles must be entered by an employee’s supervisor to avoid erroneous entries, therefore employees will not see this field in their profile editor. The field is an autocomplete text box that has been prefilled with numerous job titles. Simply start typing to filter the list to a particular predefined job title. If the title you entered is not in the list, it will be saved. Double check your entry to verify it is a proper job title with correct capitalization before saving.
5. **Telephone** – Some telephone numbers were imported automatically into the system, but the data supplied was incomplete. Supervisors must enter telephone numbers manually for their employees to avoid erroneous entries, therefore employees will not see this field in their profile editor.
6. **Preferred E-mail** – A certain e-mail address is used to authenticate users, which may not be the employee’s preferred e-mail. All employees should enter their preferred e-mail, which will be displayed on their profile in place of the e-mail that is used for authentication. Supervisors should verify or edit what their employees have previously entered to prevent erroneous entries.
7. **Profile Picture** – A good picture is one of the most important elements of a profile. The ability to put a name with a face is important to team building. If your profile does not already have a picture, a placeholder image and Choose File button will appear. Once a file is chosen, add an alternative text. This text will be read to users using a screen reader for accessibility. It’s recommended to include your preferred first and last name in this field. If the profile already has a picture and it needs to be

- updated, click the Remove button. Please note that clicking this button will also remove the alternative text, so make a note or copy/paste to retain it. The system will display the photo starting from the center of the image, so verify you are in the center of the photo. Photo files must be smaller than 10MB.
8. **Date Created** – This field represents the date the employee started working at the ERDC. Supervisors must enter this information for each of their employees. Simply click on the down arrow at the right of the box to display a date picker and select an employment start date. This information is used internally for statistical purposes, but will not be shown on profiles.
 9. **Awards** – Any awards that supervisors or their employees have received throughout their careers should be entered in this section. Supervisors must enter this information for their employees since it is not accessible in a regular employee's profile editor. Multiple awards can be added by clicking the Add Awards button. Enter an award name in the first text box, select an award origin from the drop-down menu, enter a brief summary of the award in the description box, then select the date the award was received by the employee by using the date picker. There is not a limit on the number of awards that can be added to a profile. Remove an award entry by clicking the Remove button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.
 10. **Career Accomplishments** – Throughout an employee's career, milestones will be reached that are considered to be great accomplishments. Users are able to share these with other users in this section to promote their career. This field is editable by regular employees, so supervisors should simply verify or edit what their employees have previously entered to ensure correctness. Multiple accomplishments can be added by clicking the Add Career Accomplishments button. Choose an accomplishment type from the drop-down list, enter an accomplishment name in the text box below it, select a date the accomplishment was achieved from the date picker, then enter a brief summary of the accomplishment in the description box. There is no limit on the number of accomplishments that can be added to a profile. Remove an accomplishment entry by clicking the Remove button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.

11. **Patents** – If you or a subordinate have applied for and received a patent of any kind, list those here. Multiple patents can be added by clicking the **Add Patents** button. Enter a patent title then select a date the patent was awarded using the date picker. Supervisors must enter this information for their employees since it is not accessible in a regular employee’s profile editor. There is no limit on the number of patents that can be added to a profile. Remove a patent entry by clicking the **Remove** button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.
12. **Publications** – All publications that are published at the ERDC Library or any other publication service should be added to this section. Click the **Add Publications** button to add a publication to the profile. Enter the publication’s title, select either ERDC or Non-ERDC publication origin, select a publication type from the drop-down list, then select the date the publication was completed from the date picker. Additional publications can be added by repeating this process. This field is available to all employees, but supervisors should verify or edit what their employees have previously entered to prevent erroneous entries. There is no limit on the number of publications that can be added to a profile. Remove a publication entry by clicking the **Remove** button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.
13. **Education** – Education that starts with a High School Diploma is available to add in this section. This field is available to all employees, but supervisors should verify or edit what their employees have previously entered to prevent erroneous entries. If users have a four-year college or advanced degrees, it’s recommended to start with the Bachelor’s degree. Click the **Add Education** button to add an education entry to the profile. Education type and school are auto-complete fields that are preloaded with data. Select an education type from the list by simply typing the first few letters to filter the results. If the value entered is not in the list, it will be saved. Double check the entry to make sure it is a proper education type before saving. Next, select a school in the same manner and choose a date the education was completed from the date picker. Additional education can be added by repeating this process. There is no limit on the number of education entries that can be added to a profile. Remove an education entry by clicking the **Remove** button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be

- recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.
14. **Skillssets** – When an outside user is searching for talent or an ERDC employee is using the system for team building, they have a particular skillset in mind. Click the Add Another Item button to add a new skillset. The system is preloaded with some basic skillsets, and the fields are auto complete fields. Start typing to filter the list and select the appropriate result. If the value you entered is not in the list, it will be saved. Double check the entry to verify it is a proper skillset before saving. Enter as many skillsets as needed by repeating this process. Viewers of the profile will be able to click on the skills entered to find other employees with that same skillset for teambuilding purposes. This field is available to all employees, but supervisors should verify or edit what their employees have previously entered to prevent erroneous entries. Remove a skillset entry by clicking the Remove button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered.
 15. **Certifications** – Any professional certifications held should be added to this section. These fields are not preloaded with values, so auto complete is not active here. Click the Add Another Item button to enter a new certification. Enter as many certifications needed by repeating this process. The order can be arranged in which they appear on the profile by clicking and holding the mouse button down on the plus sign icon then dragging up or down to change the order. This field is available to all employees, but supervisors should verify or edit what their employees have previously entered to prevent erroneous entries. Remove a certification entry by clicking the Remove button to the right of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered. Completing and updating this section regularly will help the ERDC with periodic statistical data calls.
 16. **Primary Business Area** – Occasionally, a user will search for employees within a particular business area. By choosing a primary business area, your profile will be included in that type of search. ERDC's five major business areas are preloaded into the drop-down box. Start typing the first few letters to filter the results then choose the primary business area. This box is limited to the five major business areas and will not allow manual entries. Only one primary business area can be chosen.
 17. **Biography** – Detailed biographies will allow a searcher to know who would be the right person to contact. The biography should include a brief description of educational and work career, skills, and even personal hobbies. Although a full set of text and HTML markup is available using

the tools associated with the entry box, only certain tags and markup are allowed. Tips on how to use this feature are listed at

<https://discover.erdcdren.mil/filter/tips>.

18. **External Links** – Any links of interest the user may want to share with the profile viewers may be entered in this section. Click the Add Another Item button to add an external link. Enter a URL (e.g. <https://websitenamehere.com>) and Link text (what shows up underlined) to create a link. Keep in mind that links should be appropriate for work. The order in which these appear on the profile can be arranged by clicking and holding the mouse button down on the plus sign icon then dragging up or down to change the order. This field is available to all employees, but supervisors should verify or edit what their employees have previously entered to prevent erroneous entries. To remove an external link, click the X at the right-hand side of the entry. Please note that once an item is removed and the profile is saved, it cannot be recovered.
19. **Verification** – Supervisors have the ability and responsibility to verify their subordinate's profiles are accurate. After reviewing and editing the employee's profile information, check the box to verify the information is accurate. Verified profiles are indicated on the user's detailed profile by a blue badge at the bottom right of their profile picture. Unverified profiles have an orange badge. When an employee makes a change to their profile, the status will revert to unverified.
20. **Save Button** – When all sections of the profile are completed, click the Save button to save the information.

Non-supervisory users will see a similar screen, but a limited number of fields as shown in Figure 13.

Figure 13. Profile editor, user view.

Profile Log Out

Test Account


View Edit

Preferred Name

If you go by a name other than your first name (i.e. William "Bill" Smith) enter it here, otherwise leave this field blank.

Preferred Email

User's preferred email to be displayed on their profile.

Profile
 No file chosen
One file only.
8 MB limit.
Allowed types: png gif jpg jpeg.
Images larger than 1920x1080 pixels will be resized.

Career Accomplishments
No Paragraph added yet.

Publications
No Publication added yet.

Education
No Education added yet.

Skillssets















Drag to re-order taxonomy terms.

CERTIFICATIONS

+ X

Primary Business Area

Biography

B I              

Format Styles Source

[About text formats](#)

EXTERNAL LINKS

URL

+ Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `http://example.com`. Enter `<front>` to link to the front page. X

Link text

For reference, Table 1 details the fields available for employee profiles and their properties.

Table 1. Profile fields and their properties.

<i>Field Name</i>	Type	Multiple	Imported	Public Viewable	Internal Profile	User Editable	Supervisor Editable
<i>First Name</i>	Text	No	Yes	Yes	Yes	No	No
<i>Last Name</i>	Text	No	Yes	Yes	Yes	No	No
<i>Preferred Name</i>	Text	No	No	Yes	Yes	Yes	Yes
<i>Title</i>	Text	No	No	Yes	Yes	No	Yes
<i>Telephone</i>	Text	No	No	No	Yes	No	Yes
<i>Preferred Email</i>	Text	No	Yes	No	Yes	Yes	Yes
<i>Branch</i>	Text	No	Yes	Yes	Yes	No	No
<i>Division</i>	Text	No	Yes	Yes	Yes	No	No
<i>Lab</i>	Text	No	Yes	Yes	Yes	No	No
<i>Office</i>	Text	No	Yes	No	No	No	No
<i>Profile</i>	Image	No	No	No	Yes	Yes	Yes
<i>Date Created</i>	Date	No	No	No	No	No	Yes
<i>Awards</i>	Text	Yes	No	No	Yes	No	Yes
<i>Patents</i>	Text	Yes	No	No	Yes	No	Yes
<i>Career</i>	Text	Yes	No	No	Yes	Yes	Yes
<i>Accomplishments</i>							
<i>Publications</i>	Text	Yes	No	No	Yes	Yes	Yes
<i>Education</i>	Text	Yes	No	No	Yes	Yes	Yes
<i>Skillsets</i>	Text	Yes	No	No	Yes	Yes	Yes
<i>Certifications</i>	Text	Yes	No	No	Yes	Yes	Yes
<i>Primary Business Area</i>	Text	No	No	No	Yes	Yes	Yes
<i>Biography</i>	Text	No	No	No	Yes	Yes	Yes
<i>External Links</i>	URL	Yes	No	No	Yes	Yes	Yes
<i>Verified</i>	Toggle	No	No	No	Yes	No	Yes
<i>Contractor</i>	Toggle	No	No	Yes	Yes	No	Yes

Supervisor view

Supervisors (and their designated administrative assistants) have the ability to edit the profiles of their subordinates. It is recommended for Supervisors to periodically check their employee's profiles to ensure no erroneous or extraneous information has been entered. Supervisors will have a button at the top left corner of the screen (as previously noted) that will redirect to the Supervisors' area. Inside this area is a list of employees assigned to the Supervisor and a set of convenience links that Supervisors may find useful. These items can be seen in Figure 14. Names and contact information have been redacted for security reasons.

Figure 14. Supervisors' area.

Home Supervisor Profile Log Out

1

DISCOVER EMPLOYEES
ERDC
ENGINEER RESEARCH & DEVELOPMENT CENTER

Find an employee

Supervisor Links

- 4 Skill Search
- Statistics 2
- CPOL
- MyBiz
- MISuite
- ERDC Library
- ACE-IT ESD
- ERDC Communication Toolkit

Suggestions? Click here!

3

4

Quicklinks

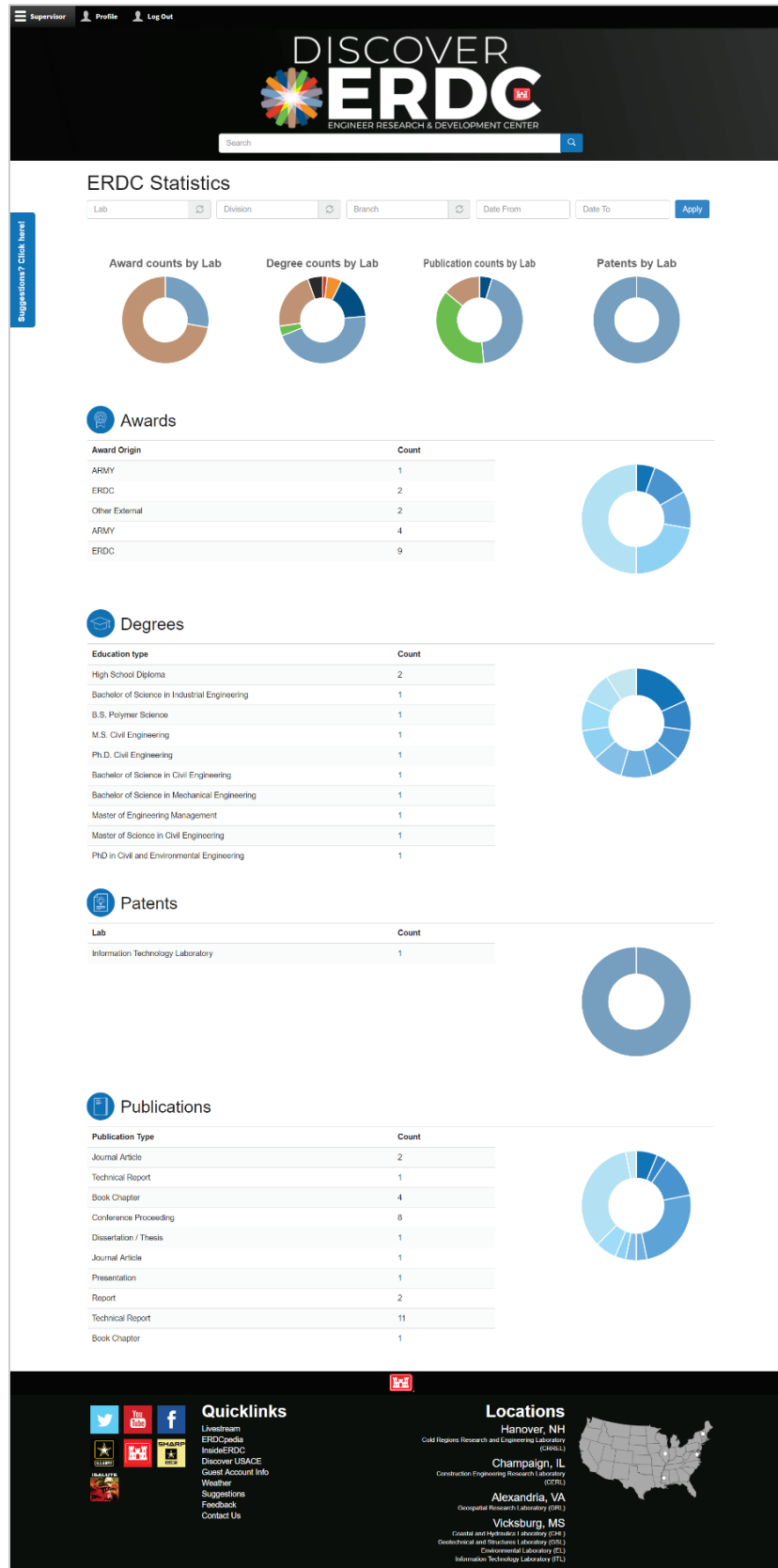
- LiveStream
- ERDCedia
- InsideERDC
- Discover USACE
- Guest Account Info
- Weather
- Suggestions
- Feedback
- Contact Us

Locations

- Hanover, NH
Cold Regions Research and Engineering Laboratory (CRREL)
- Champaign, IL
Construction Engineering Research Laboratory (CERL)
- Alexandria, VA
Geospatial Research Laboratory (GRL)
- Vicksburg, MS
Coastal and Hydraulics Laboratory (CHL)
Geotechnical and Structures Laboratory (GSL)
Environmental Laboratory (EL)
Information Technology Laboratory (ITL)

1. **Supervisor Button** – Use this button to access the Supervisors’ area. Only Supervisors or their designated administrative assistants will see this button.
2. **Supervisor Links** – A set of convenience links is provided that Supervisors may find useful. These links will lead to external systems and internal resources. External links will open in a new tab allowing the user to stay on Discover ERDC as well.
 - a. **E-PAS** – This is a link to the ERDC Process Automation System (E-PAS).
 - b. **Skill Search** – This is a link to the internal employee faceted search for all of ERDC.
 - c. **Statistics** – This is a link to the internal ERDC Statistics resource. This resource provides a look inside ERDC based on four distinct metrics: Awards, Degrees, Publications, and Patents. These metrics can be filtered to the laboratory, division, or branch levels, and also can be limited to a defined date range. For example, if a Supervisor wanted to find out how many of their employees published a paper in a particular fiscal year, they would enter their lab, division, or branch, choose the fiscal year start date and end date, then click the Apply button. The lab, division, and branch fields are preloaded and set for autocomplete. Start typing the name and the results will be displayed. Choose a result from the list to load it into the box. Refer to Figure 15 for a view of the ERDC Statistics resource. These statistics are based on information stored in employee profiles. Incomplete profiles will result in incomplete statistical information, so it is imperative that employees complete their profiles and update them on a regular basis. Data from these statistics may get sent to the ERDC Executive Office for their use in reporting and decision making. Supervisors must relay the importance of keeping up-to-date profile information to their employees and enter information into the restricted data fields of their employee’s profiles regularly.
 - d. **CPOL, MyBiz, MilSuite, ERDC Library, ACE-IT ESD** – These links are convenience links to other external and USACE resources, which will open in new tabs.

Figure 15. ERDC statistics resource for supervisors.



3. **Employee List** – Each employee assigned to a Supervisor as a subordinate is listed here. Click the **Edit** button to edit an employee's profile or the **Go to Profile** button to view their profile.
4. **Next Button** – Ten employees at a time are listed. To view the next 10 employees, click the **Next** button.

5 Help and Feedback

User accounts

Every ERDC employee should have a Discover Employees account. Every effort has been made to automatically create an account for everyone, but occasionally, a handful will slip through the cracks. If the login header at the top of the page is not shown when visiting the Discover ERDC landing page, chances are, you do not have an account in the system, and you will be treated as an external visitor by the system. Additionally, if the user is a supervisor, employees may be seen in the employee list in the supervisor's area that are no longer employed at ERDC or have moved to another office. Discover Employees gets its user account information from another ERDC system called E-PAS. It's done this way to reduce the number of systems with independent user account methods and ultimately reduce the amount of erroneous account information in these systems. Periodically, account information is pulled into Discover Employees from E-PAS. This includes supervisory information, which is used to automatically designate a user as a supervisor or their designated administrative assistant in Discover Employees.

Federal Employees should always first make sure they have an E-PAS account. To do this, point your favorite internet browser to <https://myepas.erdcdren.mil>. The user will be prompted for a CAC/PIN to login. If unable to login to E-PAS, you do not have an account and will have to use appropriate channels to request an account. Contractors will not have accounts in E-PAS, so their account information will not be pulled. The RDE Helpdesk is tasked with creating and maintaining contractor accounts in Discover Employees. Their contact information is listed in the section below.

Contact information

Help is available by using the suggestions and feedback forms, or by calling the RDE Helpdesk at 601-634-3562. The suggestions form is available on any page within the Discover ERDC system by clicking on the Suggestions? Click here! tab on the left-hand side of the page, or by clicking either of the three links at the bottom of the page. Each of these sends the message to a different mailbox, so please choose the appropriate link for the message to ensure it gets to the proper location.

Figure 16. Suggestions tab.

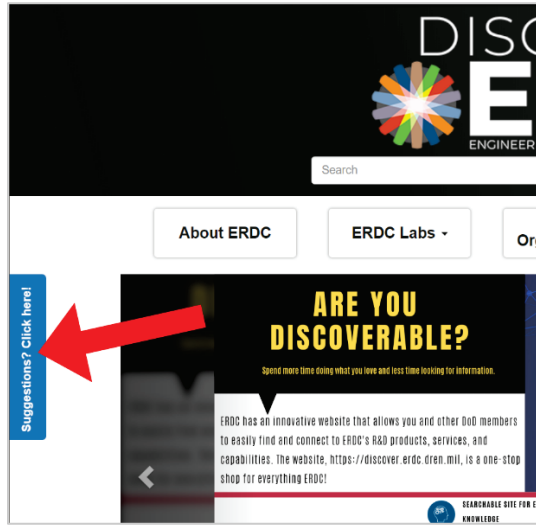
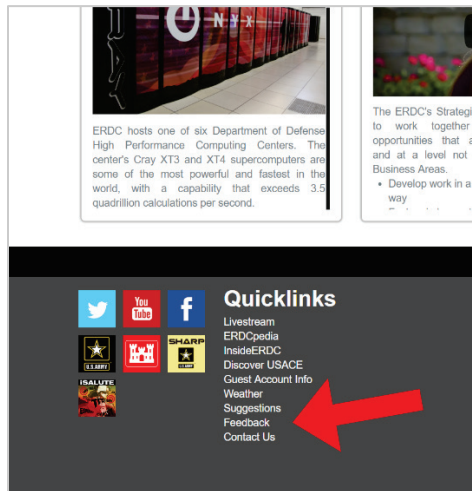


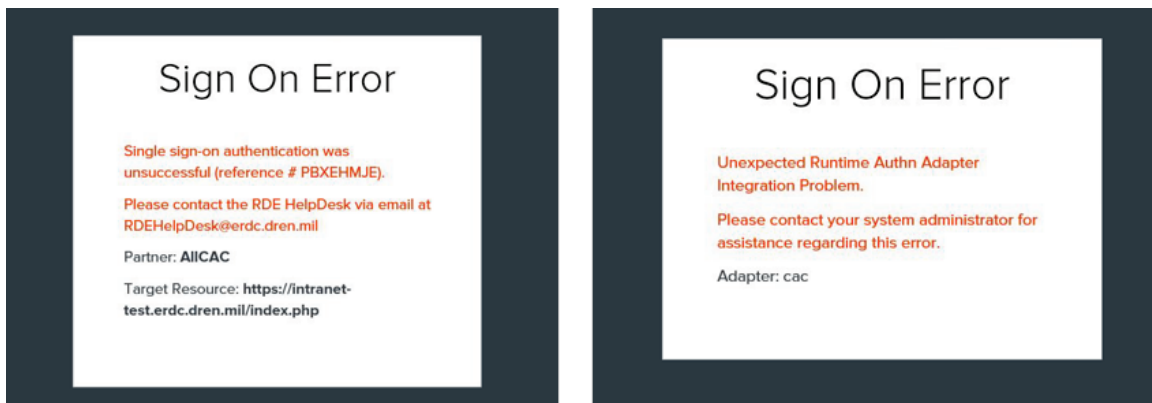
Figure 17. Suggestions, feedback, contact us links.



Appendix A: Fixes for Common Login Problems

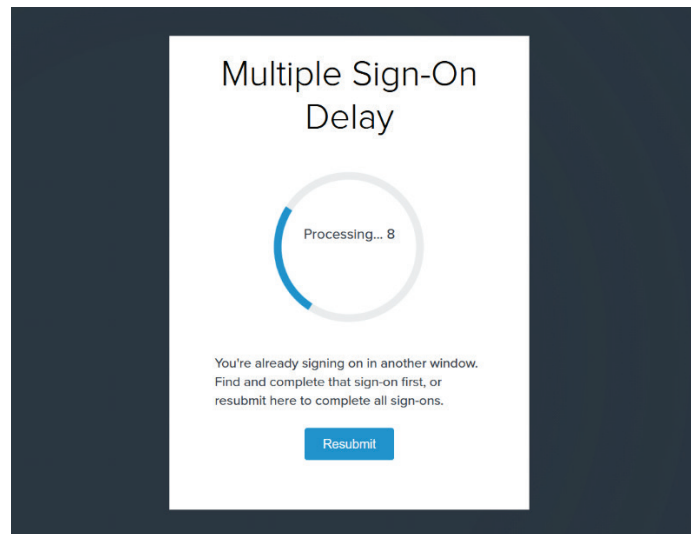
Discover ERDC relies on RDE's SSO technology for authentication, and users may occasionally encounter issues. SSO authentication issues a token to the user's browser that passes their authentication session to other systems that utilize SSO. This allows them to skip re-entering their CAC / PIN over and over again when traversing between systems. The authentication tokens that are issued come with a lifespan of 8 hours. After the token is expired, the system will ask for their PIN again. If, for some reason, the token does not get reissued successfully, the user will see a red box similar to the ones shown in Figure 18.

Figure 18. Common SSO errors.



Most of the time these issues are fixable on the client side. Multiple sign-on delays are almost always resolved by clicking the Resubmit button. On rare occasions, this may result in the errors shown in Figure 19. These errors require more effort to resolve. The following documentation describes some methods for users to try and repair authentication problems on their own before contacting the RDE Helpdesk.

Figure 19. Multiple sign-on delay error message.



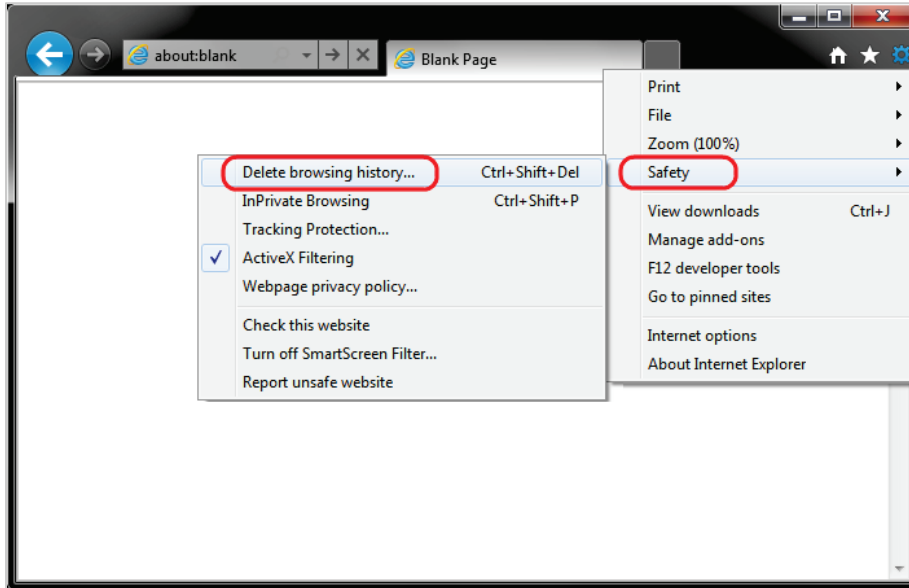
Clearing browser cache

Clearing the browser cache solves the majority of issues encountered on Discover ERDC. The following sections detail the methods of clearing browser cache in the popular web browsers.

Internet Explorer 9, 10, 11

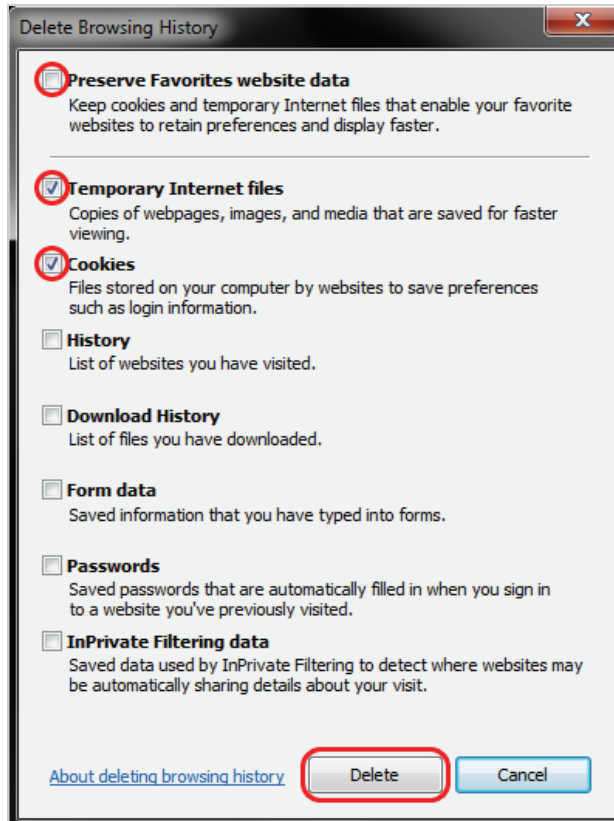
1. Select Tools (via the Gear Icon) > Safety > Delete browsing history...
(NOTE: This menu can also be accessed by holding Ctrl + Shift + Delete.)

Figure 20. Internet Explorer, step 1.



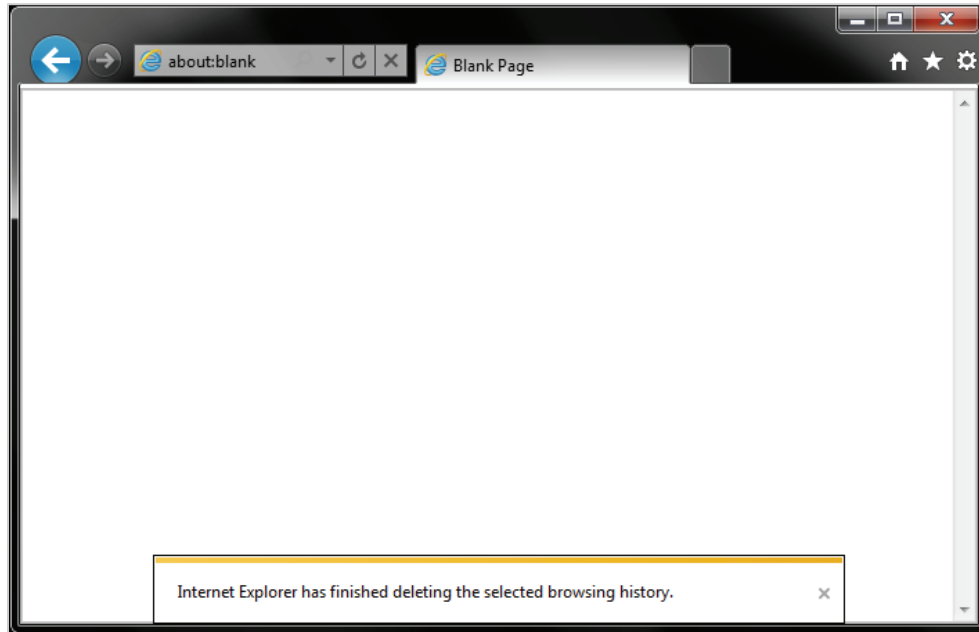
2. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.

Figure 21. Internet Explorer, step 2.



3. A confirmation will be seen at the bottom of the window once it has successfully cleared the cache and cookies.

Figure 22. Internet Explorer, step 3.

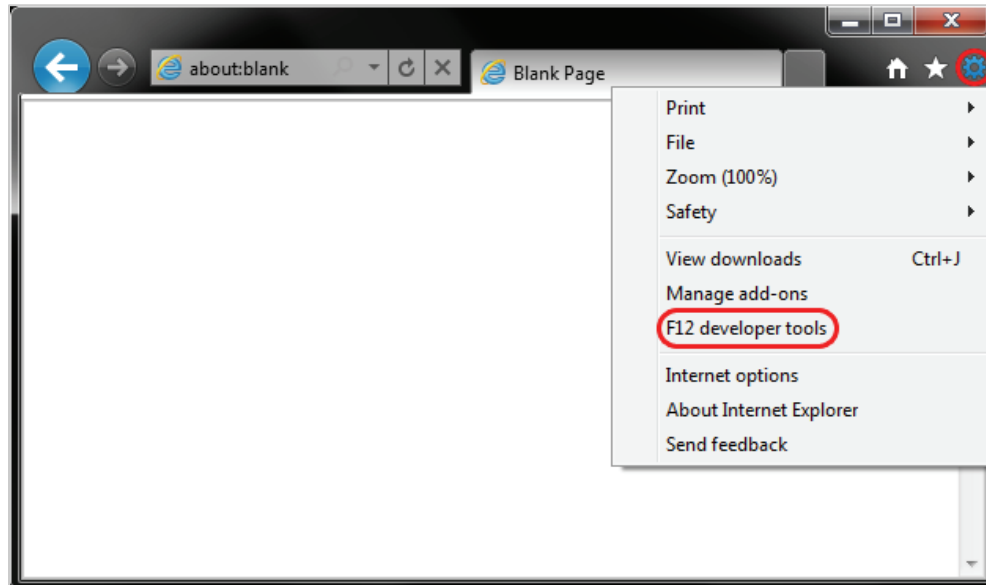


The above procedure for clearing cache and cookies should work for the majority of websites, but certain websites and applications may require a more thorough procedure. If issues persist, try the steps below.

(NOTE: The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for Internet Explorer 10 or lower.)

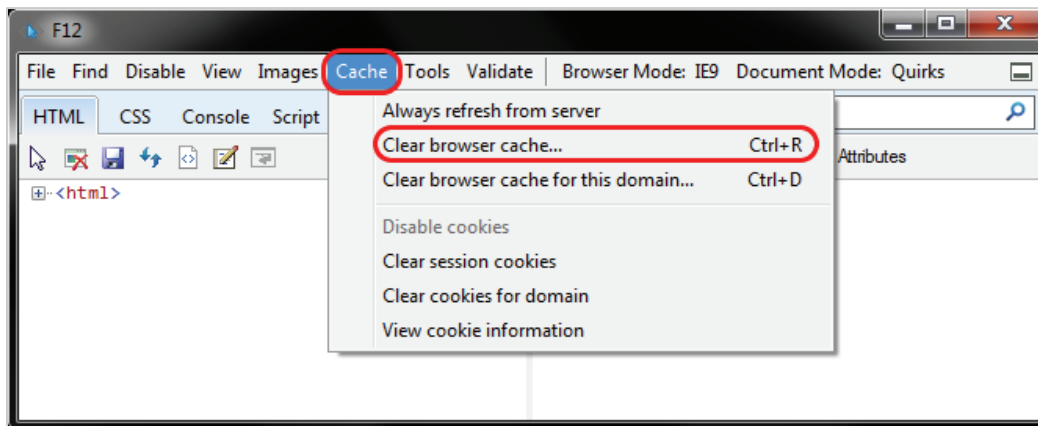
1. Close out of Internet Options. Click on Tools and select Developer Tools.

Figure 23. Internet Explorer developer tools, step 1.



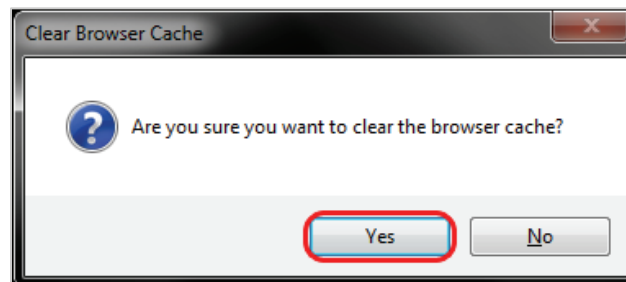
2. In the Developer Tools window, click on Cache and select Clear Browser Cache...

Figure 24. Internet Explorer developer tools, step 2.



3. Click Yes to confirm the clearing of the browser cache.

Figure 25. Internet Explorer developer tools, step 3.

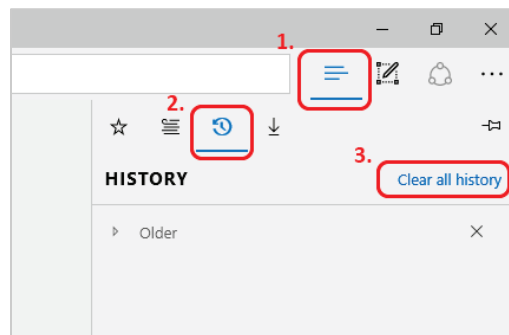


4. Restart Internet Explorer and return to the page you were attempting to access.

Microsoft Edge

1. Launch the Edge browser and click on the 3-lined Hub button in the top right corner.
2. Next, click on the clock-shaped History button.
3. Here, the browsing history will be able to be viewed. Click on Clear History to delete and clear the browsing History, Cookies, Data, Temporary Internet Files, Cache, etc.

Figure 26. Microsoft Edge, step 1.

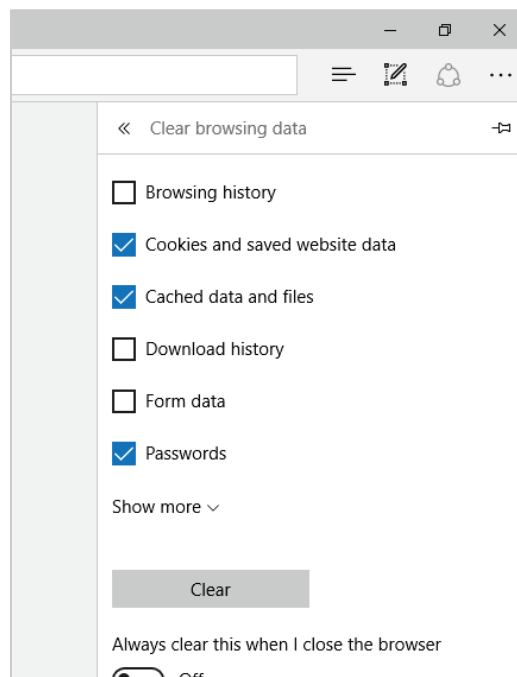


The following available items will be seen:

- Browsing history
- Cookies and saved website data
- Cached data and files
- Download history
- Form data
- Passwords

Select Cookies and saved website data, Cached data and files, and Passwords, then click on the Clear button.

Figure 27. Microsoft Edge, step 2.



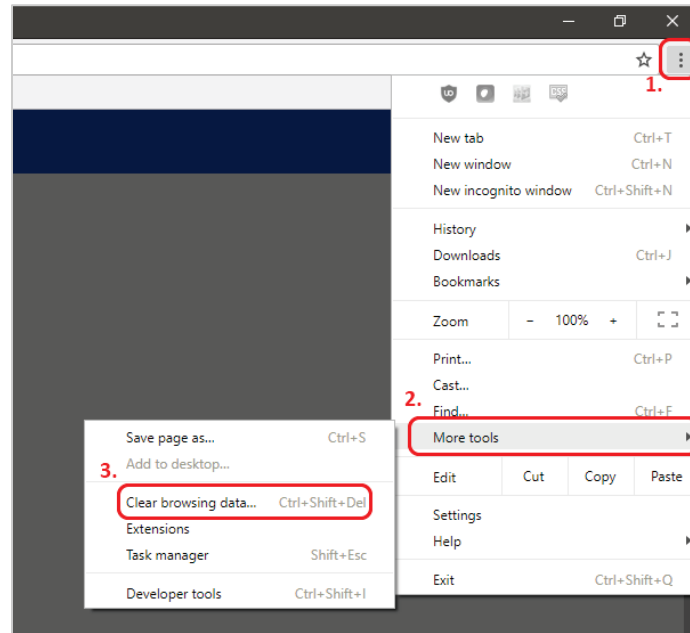
4. Restart Edge and return to the page you were attempting to access.

Google Chrome

Clearing the browser's cache and cookies means that website settings (like usernames and passwords) will be deleted and some sites might appear to be a little slower because all images have to be reloaded.

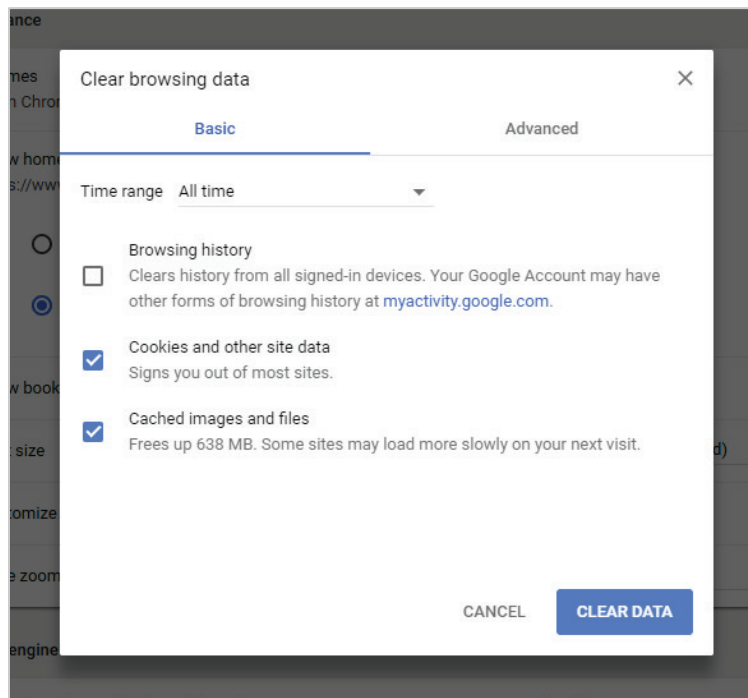
1. Open Chrome.
2. On the browser toolbar, click More \vdots > More Tools > Clear Browsing Data.

Figure 28. Google Chrome, step 1.



3. In the 'Clear browsing data' box, select the checkboxes for Cookies and other site data and Cached images and files.
4. Use the menu at the top to select the amount of data to delete. Choose All time to delete everything.
5. Click Clear data.

Figure 29. Google Chrome, step 2.



Reset PIN cache

Resetting PIN cache refers to resetting the CAC PIN information the user has previously entered when attempting to authenticate with the SSO system. Always attempt to clear browser cache before resetting PIN cache.

To reset PIN cache, close all browser windows, remove the CAC from the reader, reinsert the CAC into the reader, then restart the browser.

On rare occasions, all steps may have to be repeated and the computer rebooted for the issue to be resolved.

REPORT DOCUMENTATION PAGE

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14. ABSTRACT Historically, the U.S. Army Engineer Research and Development Center (ERDC) has lacked a comprehensive and intuitive system to locate and discover facts about employees within the organization. Employees have traditionally relied on the global address list (GAL) in Microsoft Outlook to locate contact information for another employee. Looking for contact information using this system is very limited in the amount of information available and is not user friendly. This team was tasked with creating a more comprehensive system that would include not only the employee's contact information, but also a picture of the employee, their biography, skill sets, published papers, educational level, and much more. This type of information is necessary when searching for employees for collaborations or when forming project teams. The Discover Employees system allows users to locate and learn about talent within ERDC like never before.					
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