**STANDARDS WORKS FAQ FOR USERS**

* **How do I get to Standards Works and what if I end up back at the main** [**www.sae.org**](http://www.sae.org) **page?**

The URL for Standards Works is <https://standardsworks.sae.org/standards-committees>

When you are in any of our web pages, you can easily switch to another site by clicking on the down arrow at the top and choosing which site you would like to go onto.

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* **If having an issue with something in Standards Works and it “looks a little different” in the browser**

First try to use Shift+F5 to refresh the screen. If that doesn't work, please follow the steps below.

1. Try to open StandardsWorks using a different Web browser and see if that works.
2. **If that works**

Make sure you are using a browser that is up to date. If the browser is not up to date, update it and restart your browser.

1. **If that does not work, OR if your browser is up to date, c**lear your cache in the browser you are having issues in - **PLEASE Note: Clearing cache will delete data that the browser has stored over time that could be slowing its performance down. This includes saved images, files like html, CSS, JavaScript, and cookies. After clearing cache and cookies, some settings on sites get deleted, and you may need to sign in again. Some sites can seem slower because content, like images, needs to load again.**  Restart your browser.
2. **If that does not work**, see if you are able to get to StandardsWorks on another computer that is not connected to your company's domain/network OR try it on a smartphone.   There may be a firewall/cybersecurity measure put into place that is blocking the page from coming up.  If that works, you will have to reach out to your IT department or your Cybersecurity department to have them allow the site to be accessed and whitelisted.

* **Not showing as registered?**

It takes an hour for a committee member to show that they are registered when they register for a meeting.

* **Is the ‘ ? bubble’ A blue and orange circle with white text

  Description automatically generatedon the Standards Works main page getting in the way?**

If you left click on it with your mouse, you can move it to another section to your screen out of the way.

* **Trying to send an email from text that is a word document or email message and it is showing up in Standards Works with extra lines and spaces?**

To stop the extra line breaks and spacing issues, when you are pasting the message into StandardsWorks, use ctrl+**shift**+v instead of just ctrl+v to paste.

* **Spell check is now functional in the email creation system. If spellcheck is not working for you, it may be a browser issue.**

Go to the settings of your browser and search for spell. I use Chrome and mine was turned off by default.

* Roles:
  + **Chair/Co-Chair/Vice-Chair/Secretary** – These roles indicate the leadership of that committee. The leadership is the same as a member.
  + **Member** – Voting members are determined by request to the Staff Rep for approval by the Committee Chair/Co-Chairs. Voting member access rights allow them to view documents, the committee work area, WIPs, the committee roster, and ballots (review, comment, and vote).
  + **Liaison** – Liaison access requires a request to be sent to the Staff Rep. liaison access rights allow them to view documents, the committee work area, WIPs, the committee roster, and ballots (review and comment only).
  + **Mailing List Recipient** – Mailing list recipient access is open to any registered user interested to the activities of the committee upon request to the Staff Rep. Mailing list recipients can view minutes and information about upcoming meetings.
* **Reporting an issue or giving feedback**

If you are having an issue, you can report it by using the KBot in StandardsWorks.

1. Click on the question mark in the bottom of the page



1. Click on the tab with the ‘?’ on it and choose Report an Issue

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1. Fill out the form and if you are okay with someone contacting you, click on It’s okay to contact me about my feedback. Then hit submit.

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* **Adding Meetings Calendar invite to my calendar**

It is easy to add a meeting to your calendar.

1. Log into SW.
2. Click on Meetings on the left side.

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1. It will show the meetings and when you click on the meeting you want to look at (in this case Cybersecurity Assurance Testing TF) – it will show in the main part of the screen.
2. Click on View Committee Meetings
3. This will take you to the upcoming meetings.  Click on the down arrow next to the meeting.

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1. This will open the next screen where you can click on the verllipses on the side and click Download to Calendar (.ics)

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* **If you are working with an ISO ballot, a comment may be mandatory after you vote.**

When you vote in an ISO ballot, it may be mandatory to enter a comment. See below:

CD – Yes

DAM – Approval with comments OR Disapproval

FDAM – Approval with corrections OR Disapproval

DTR – Approval with corrections OR Disapproval

NWIP –Disapprove

SR – Withdraw OR Advise/Amend

DIS – Approval with comments OR Disapproval

DPAS – Approval with corrections OR Disapproval

FDIS – Approval with corrections OR Disapproval

WDRL –Disapproval

DTS – Approval with corrections OR Disapproval

* **Not able to open link in email to vote on ballot.**

If you are trying to get to a ballot to vote on via a link from an email you received, make sure you are clicking on the link, rather than copying and pasting the web into your browser. If you are copying the link into your browser, make sure to omit the ‘.’ at the end, otherwise, you may get a spinning wheel in SW, or get directed to a blank page.

* **Not able to download ballot comments.**

Some of the comment functionality of ballots is restricted to certain committee roles. Downloading ballot comments is one of the functions that only the document sponsor, chairperson, and editorial consultant can do.

* **Not able to resolve a comment.**

Only the original author of the comment or document sponsor can resolve a comment.