

## Program Athena Clarity version 13.1 Upgrade Frequently Asked Questions 21 May 2013

### **Q. What changes will I see in Clarity?**

A. We are upgrading to version 13.1 which has a completely new User Interface (UI). For an overview of the new UI, [click this link to view WebEx of our Coffee with Clarity: Clarity 13.1 Walkabout](#). [Click this link to view a General Navigation Overview from CA Technologies \(they developed and support Clarity\)](#).

### **Q. Where do I get more Information?**

A. Check out the information we have on our [Athena News SharePoint site](#). This is always where you should go for the most up-to-date information on Program Athena. Once at the site, check out what we have in the folder Program Athena Release 3. This is where you find such things as this set of FAQs.

### **Q. Will my access to Clarity be different following the upgrade to version 13.1?**

A. You will still use the same URL to access Clarity (<https://hospirard.ondemand.ca.com>) as well as the same Username and Password. **Copy and paste the URL into the Google Chrome address bar – do not click the URL.**

### **Q. Will I need a different browser to access Clarity version 13.1?**

A. If your PC is running Windows XP you will need the Google Chrome web browser in order to run Clarity version 13.1. **Hospira IT** is in the process of pushing the Google Chrome browser out to all Clarity users with Hospira computers. This means you will get an “installing Google Chrome” message at some point and the installation will then happen automatically. If you have received Internet Explorer 9 as part of the roll out for the Windows 7 operating system you can run Clarity version 13.1 using IE 9. [Click this link for more information on the Google Chrome web browser](#).

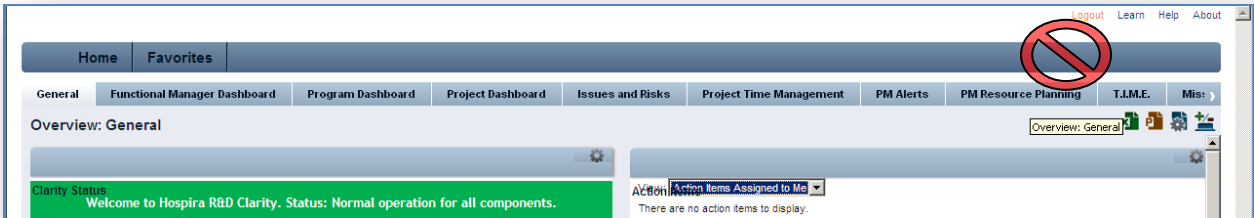
### **Q. Should I make Google Chrome my default browser?**

A. No, while you need Google Chrome to run Clarity version 13.1 do not click “yes” or “accept” about making Chrome your default browser if you are ever asked.

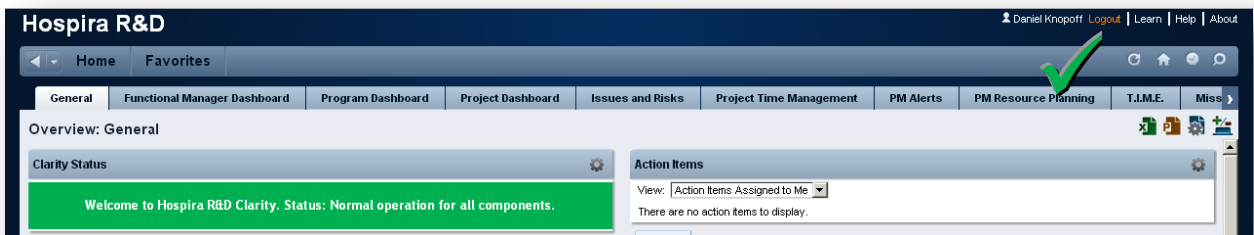
**Q. I logged into Clarity to enter my timesheet but don't see the clock icon. How do I enter my time in Clarity version 13.1?**

A. If you do not see the **Current Timesheet** icon (the clock face icon) on the icon bar, you are not using the Google Chrome web browser. If you click on your standard link to Clarity you access Internet Explorer and Clarity 13.1 does not work in Internet Explorer 7.

This is the top of the screen you see if you access Clarity and are not using Google Chrome – no **Current Timesheet** icon:



This is what the screen should look like when you are using Google Chrome – you see the **Current Timesheet** icon:



So, to get into Clarity, you must start the Google Chrome web browser. Once that is going, you have to cut and paste the Clarity URL (<https://hospirard.ondemand.ca.com>) into the Chrome address bar.



**Q. I don't want to keep typing in the Clarity URL. How do I set a favorite within Chrome?**

A. Check out the information we have in our Chrome Tips and Tricks. It covers the steps on setting favorites, exporting from Chrome and getting past the pop-up blocker. [Click here to view the Chrome Tips and Tricks.](#)

## Q. Where do I go to get training?

A. We have the following training information available on Clarity version 13.1:

- Coffee with Clarity Sessions (click the link to access the WebEx session)
  - Coffee with Clarity: Clarity 13.1 Walkabout
  - Coffee with Clarity: Entering Timesheets in Clarity 13.1
  - Coffee with Clarity: Introducing the Clarity Gantt Scheduler
  - Coffee with Clarity: Preparing for the LBE
- On-Demand Training Sessions
  - Entering Time in Clarity version 13.1
  - Overview of the Clarity Gantt Scheduler
  - Preparing for the LBE
- Instructor-Led Sessions
  - Program Manager Clarity 13.1 Delta Training for Lake Forest
  - Program Manager Clarity 13.1 Delta Training for Other Locations

[Click this link to access more information on the Clarity 13.1 Training Sessions.](#)

## Q. How do I run an on-demand session?

A. The training decks are stored on the Athena News SharePoint site. Follow these steps to access and run the training sessions:

- Click on a link to access the session.
- At the File Download window, click **Open**
- The session downloads to your machine; remember your download speed can depend on where you are when you connect to the SharePoint site
- Once the download is complete, at the right-hand bottom of the PowerPoint screen, click on the **Slide Show** icon to run the session; you must run the deck in **Slide Show** mode to hear the slide narration



**Q. I had configured pages in the current release of Clarity. Will I have to reconfigure these pages again when in Clarity version 13.1?**

A. Many of the personalizations you have will stay in place. That said, following the upgrade we do recommend you review your changes on a page-by-page basis. If you notice any differences, you should reset to the page default and then reconfigure the page.

**Q. What do I do if I have an issue once in Clarity version 13.1?**

A. During the first week following the upgrade to Clarity version 13.1 we will have walk-in support available in Lake Forest. For other locations, enter a ticket with the Hospira Help Desk using the Global IT Service Center Self Service Portal. We are working with the help desk to monitor any Clarity tickets so we can act on them quickly. If you need more information in entering a support ticket, see [How to Open a Support Ticket with the Hospira Help Desk. Click this link for more information on support following the Clarity 13.1 Upgrade.](#)

**Q. If I manage projects in Clarity, can I switch between the Gantt Scheduler and Microsoft Project?**

A. We recommend you choose one project planning tool and not “bounce” a project between the Gantt Scheduler and MS Project. Testing has shown that after a time you can seriously corrupt the project information to the point where it is unrecoverable. You should open your project in both tools to make sure you have connectivity – but you should do all of your serious work only in one tool.