

Regional Training Team's (RTT's) Tips and Tricks

TIPS User Group

The RF-ITV Global Help Desk has recently received calls regarding users being locked out of the TIPS Write software after installation. These lockouts include the user not being able to open the TIPS Write software, not being able to write to tags, and/or not being able to open files for data collection and editing. This article will list the steps that need to be taken in order for the user to be added to the "TIPS User" Group; therefore, allowing the user to operate the TIPS Write software without any lock to the program. (*Note: Consult with your local Systems Administrator before modifying the Local Users and Groups of the computer.*)

You will want to enter the *User's Name* in the TIPS Write Group. To find the *User Name*, follow steps 1-4. If the User Name is already known, then start at step 5.

1. Right click on **My Computer** on your desktop and select **Manage** (Figure 1).
2. Select **Local Users and Groups** (Figure 2).
3. Double click on the **Users** folder to verify the name that will be added to the "TIPS_Users" group. (Figure 3).



Figure 1



Figure 2

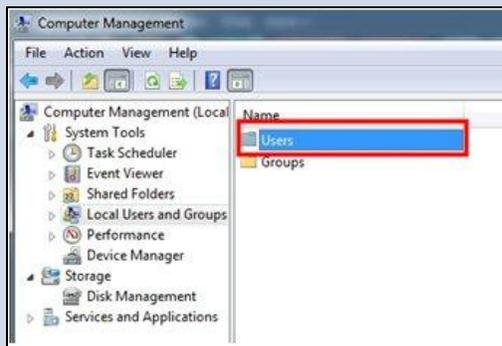


Figure 3

4. The *User Names* will be listed and you will only use the *User Name* belonging to the user logged in. In the example below, the user is "TIPSuser." Adding the "local" is not necessary to define the user. In most cases the user will see his/her name in this folder. For example, if the user's name is John Doe the *USER NAME* will be "DoeJ" (Figure 4).



Figure 4

Regional Training Team's (RTT's) Tips and Tricks (continued)

5. Double click on the **Groups** folder. Then double click on **TIPS_Users** (Figure 5).

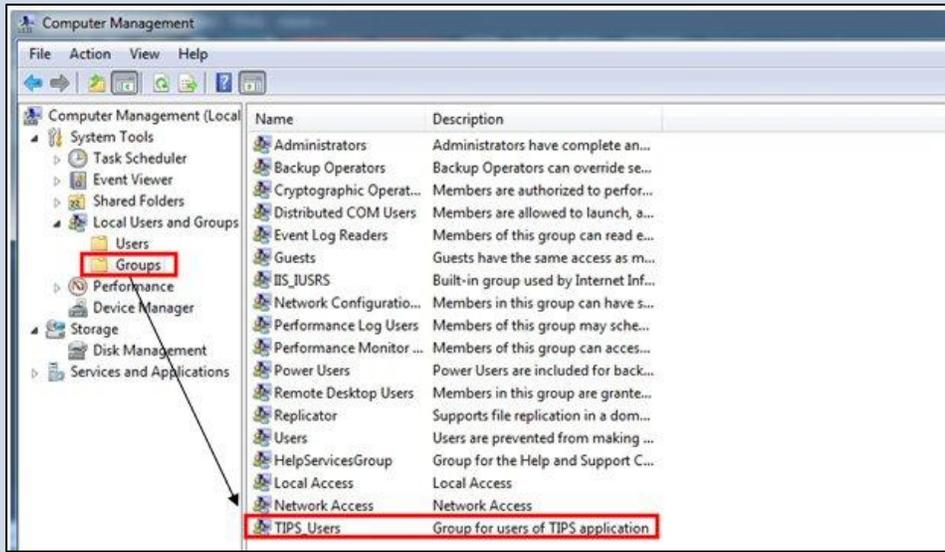


Figure 5

6. Click on the **Add** icon at the bottom left to add the user. (Figure 6)



Figure 6

7. Enter the *User Name* (e.g., TIPSuser) in the white box. (Figure 7)



Figure 7

8. Click the **Check Names** box. This will change the name you put in with the proper user identification for the computer FDU. Then click **OK**. (Figure 8)

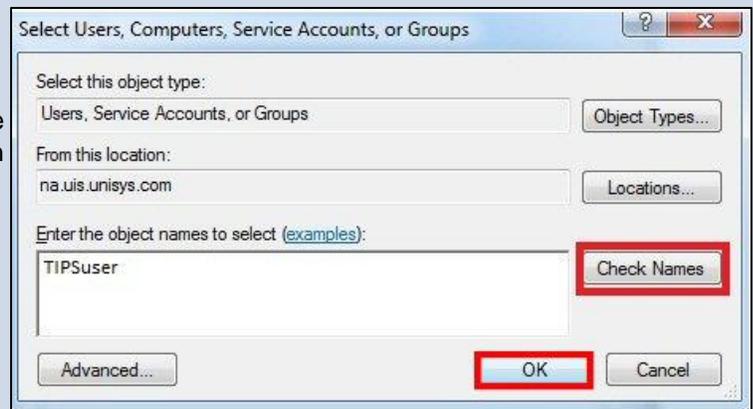


Figure 8

Regional Training Team's (RTT's) Tips and Tricks (continued)

9. Check to verify the *User Name* is added to the **Members** box. (Figure 9)
10. Click **Apply**. (Figure 10)

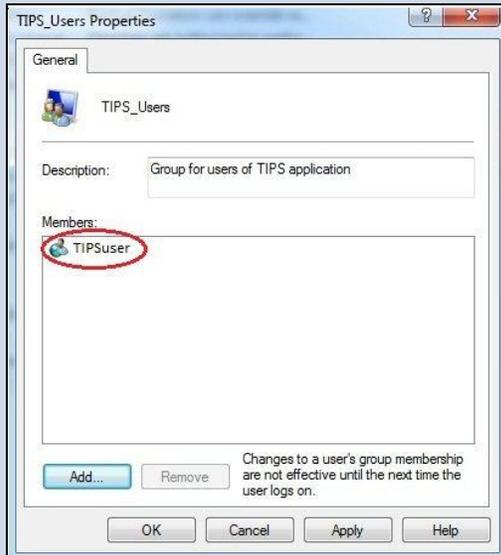


Figure 9

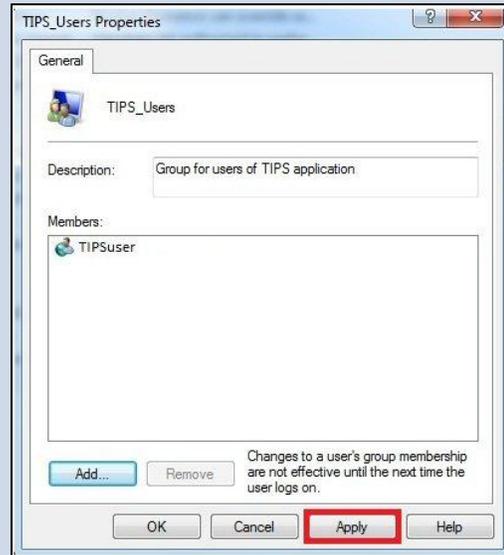


Figure 10



[RF-ITV Global Help Desk \(GHD\)](#)

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The RFID GHD should be contacted before any attempt to reach an FSE in your area.

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