



United States Department of Agriculture
Rural Development
Committed to the future of rural communities



Rural Development Help Desk

Data Collection System (DCS) Technical User Guide

Version: 2.0

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CHANGE HISTORY

Version	Date	Name	Change History
1.0	01/24/2014	SZ	Initial Draft
1.1	03.19.14	SZ	Updated Adobe Troubleshooting
2.0	02.24.15	SZ	2015 Updates: bookmark tip, IT verbiage update, Adobe versions verbiage, added DCS Informational to Help Page.

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LOG INTO DCS

Access DCS: <https://dcs.sc.egov.usda.gov>

Input your eAuth ID/Password

USDA United States Department of Agriculture
USDA eAuthentication

login :
password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: [eAuthentication Home](#) > [eAuthentication Login](#)

eAuthentication Login

LincPass (PIV) ?

CLICK HERE TO
LOG IN
WITH YOUR
LincPass (PIV)

User ID & Password ?

User ID:
Password:

I forgot my User ID | Password

REGISTER **LOGIN**
Change my Password

WARNING

Upon Login You Agree to the Following Information:

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:

Press ENTER or click LOGIN

NOTE: DCS Informational page

[http://www.rurdev.usda.gov/UPA Data Collection System.html](http://www.rurdev.usda.gov/UPA_Data_Collection_System.html)

TIP: make sure to place your favorite or bookmark at the DCS access or DCS informational page, and not following your eAuthentication login to the DCS site.

OPTIMAL INTERNET EXPLORER SETTINGS

It is recommended that you consult with your IT staff to discuss your particular issue and possible solutions prior to making any changes to your computer.

Recommended Browser

The recommended browser for optimal results when using DCS is Internet Explorer.

Compatibility Mode

Enable Compatibility View for Internet Explorer (Version 8 or higher):

Click Tools from the Menu Bar at the top of the browser window*

Click Compatibility View Settings

USDA.GOV should display in the “Add this website” field, click ADD

Once USDA.GOV shows in “Websites you’ve added to Compatibility View”, click CLOSE

*If the TOOLS menu is not visible, click F10

Trusted Sites

Add USDA to Trusted Sites:

Click Tools

Click Internet Options

Click Security tab

Select the Trusted Sites icon

Click Sites button

In the “Add this website to the zone” field, type: *.usda.gov

Click the Add button

Click Close

Click OK

Pop-up Blocker

Turn off the Pop-up Blocker:

Click on Tools

Click Pop-up Blocker

Click Turn Off Pop-up Blocker

ADOBE VIEW/PRINT TROUBLESHOOTING

It is recommended that you consult with your IT staff to discuss your particular issue and possible solutions prior to making any changes to your computer.

The following is provided as informational material only. None of the suggestions are meant as recommendations if your company, IT staff, computer system or network would not allow any/all changes. If you or your IT staff find that any suggestion is not appropriate, available or allowed for your computing environment, please disregard.

Because USDA Rural Development's public customers have such varying computing environments, it can be very difficult to determine solutions to problems experienced by DCS users.

Items for review or consideration (in no particular order):

Internet Explorer settings

Please consult with your IT staff prior to making any changes to your computer.

Enable the Internet Explorer compatibility mode (for I/E 8 and higher versions).

Disable all pop-up blockers. This includes all Google, Yahoo, and other external pop-up blockers outside of Internet Explorer.

Add USDA to Trusted Sites.

Last Resort: Reset Windows Internet Explorer settings to return them to the state they were in when Internet Explorer was first installed on your computer.

IMPORTANT NOTE: Resetting Internet Explorer is not reversible. After a reset, all previous settings are lost and can't be recovered. Rather than resetting everything, you might want to reset specific settings in the Internet Options dialog box or delete your webpage history.

Adobe Settings

Adobe versions vary, and it's possible that the version you're using doesn't have one/all of the settings described below.

Please consult with your IT staff prior to making any changes to your computer.

1 Enable 'Display PDF in browser'

2 Enable 'Display in Read Mode by default'

If both of the above settings are already checked and the PDF doesn't display:

Deselect one of the options, click OK

Reopen Preferences

Select the option again, click OK

Attempt PRINT

If unsuccessful, perform the same steps with the other option and try printing again

Disable 'Allow fast web view'

Temporarily disable 'Enable Protected Mode at Startup'

Temporarily disable 'Enable Enhanced Security'

Other Adobe considerations

Is the Adobe FORMS plug-in installed?

Has your IT uninstalled/reinstalled the Adobe product?

Are there multiple versions of the same Adobe Reader product installed? If so, consider removing all but the one in use.

Other considerations

It is recommended that you consult with your IT staff to discuss your particular issue and possible solutions prior to making any changes to your computer.

Instead of opening the form, have you tried to save the form before attempting to print?

Could your anti-virus software be causing issues in downloading the document to your machine?

Could your company's firewall be blocking content trying to download to your machine?

Are you able to attempt accessing the site using another browser (Internet Explorer (32-bit), Internet Explorer (64-bit), Mozilla, Opera or Chrome)?

As a workaround: can you attempt to access DCS from a co-workers machine or your home computer?

Could the issue be related to user permissions on the machine?

Has any new software been installed in your computing environment (ex: server, computer) that could affect the functioning of Adobe or Internet Explorer?

Other Possible Solutions

Upgrade your Internet Explorer to the next highest version.

Upgrade Adobe to the next highest version.

TECHNICAL HELP RESOURCES

USDA ITS Service Desk Support Center

For eAuthentication assistance

Email: eAuthHelpDesk@ftc.usda.gov

Phone: 800-457-3642, option 1 (USDA eAuthentication Issues)

Rural Development Help Desk

For DCS system, outage or basic functionality assistance

Email: RD.HD@STL.USDA.GOV

Phone: 800-457-3642, option 2 (USDA Applications); then option 2 (Rural Development)

DCS Informational Page

http://www.rd.usda.gov/files/UPA_Data_Collection_System.pdf