

# **Rural Development Help Desk**

## **Data Collection System (DCS) Technical User Guide**

**Version: 4.0**

**Last Revision: 01.20.22**

## CHANGE HISTORY

Version	Date	Name	Change History
1.0	01.24.14	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 THE DCS Informational to Help Page.
3.0	02.01.16	SZ	2016 Updates: added 1) Optimal results when using USDA websites, 2) eAuth Level 2 upgrade information, 3) FAQs, 4) Other Help Resources
4.0	01.20.22	DW	Document brought up to date

## TABLE OF CONTENTS:

<b>TROUBLESHOOTING.....</b>	<b>4</b>
<b>MICROSOFT EDGE WITH INTERNET EXPLORER (IE) MODE SETTING FOR THE DCS</b>	<b>4</b>
<b>OPTIMAL INTERNET EXPLORER SETTINGS FOR THE DCS .....</b>	<b>5</b>
Compatibility Mode .....	5
Trusted Sites.....	5
Pop-up Blocker.....	5
<b>ADOBE VIEW/PRINT TROUBLESHOOTING .....</b>	<b>6</b>
Internet Explorer Settings.....	6
Adobe Settings .....	6
Other Adobe Considerations .....	7
Other Possible Adobe Solutions .....	7
<b>FREQUENTLY ASKED QUESTIONS (FAQ’S).....</b>	<b>8</b>
Q: What is the URL for the DCS? .....	8
Q: Why does my favorite or bookmarked the DCS link not work?.....	8
Q: Why do I receive a “Login Failed” message when I attempt to log into the DCS?.....	8
Q: Why do I receive “Application Access Denied” when I attempt to log into the DCS?.....	8
Q: How do I update my eAuth Account to Verified? .....	8
Q: Why do I receive “ID has not been added to the DCS” when I attempt to log into the DCS? ....	8
Q: Is the Form 674 and instruction for the form located online?.....	9
Q: What is the filing deadline for my Operating Report?.....	9
Q: Why am I unable to add a row in the Operating Report? .....	9
Q: Why can’t I certify the Operating Report? .....	9
Q: How do I submit the Operating Report to RD? .....	9
<b>TECHNICAL HELP RESOURCES.....</b>	<b>10</b>
<b>OTHER HELP RESOURCES .....</b>	<b>11</b>

## TROUBLESHOOTING

Since 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.

**It is recommended that you consult with your organization's 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 organization, IT staff, computer system or network will 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.

## MICROSOFT EDGE WITH INTERNET EXPLORER (IE) MODE SETTING FOR THE DCS

The DCS will work in Microsoft Edge with Internet Explorer (IE) Mode enabled.

**You will need to seek guidance from your organization's IT staff if this is a feasible solution for enabling the DCS to work in Microsoft Edge.**

Please reference the sites below:

- <https://blogs.windows.com/msedgedev/>
- <https://docs.microsoft.com/en-us/deployedge/edge-ie-mode>

The DCS is currently being updated to work under Microsoft Edge, without IE Mode enabled, but the update will not be deployed until after March 2022, so as not to affect the 2021 calendar year filing deadline.

## **OPTIMAL INTERNET EXPLORER SETTINGS FOR THE DCS**

### **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. (If the TOOLS menu is not visible, click F10)
- 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

### **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
- If checked, uncheck the box for Require Server Verification
- Click the Add button
- If a specific website(s), like <https://eauth.sc.egov.usda.gov> or <https://DCS.sc.egov.usda.gov>, has been added to trusted sites, remove them. This can cause a looping issue at the eAuthentication login screen.
- 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

### **Enable PDF Reader Add-on:**

- Click Tools from Menu Bar at the top left or right corner of the browser window
- Click Internet Options

- Click Programs tab
- Click Manage Add-ons button
- Click "all add-ons" in lower left
- If Adobe PDF Reader status = disabled, Click Enable button in lower right (screen shot shows mine is enabled/disable button)
- Click Close
- Click Apply > OK

## ADOBE VIEW/PRINT TROUBLESHOOTING

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

### *Internet Explorer Settings*

- 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.

**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.

- Enable 'Display PDF in browser'
- Enable 'Display in Read Mode by default'

If both 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?
- Do you have more than one PDF reader software installed that might be conflicting with Adobe?
- Are there multiple versions of the same Adobe Reader product installed? If so, consider removing all but the one in use.
- Open Adobe then attempt to access your report from the DCS. Does this produce a different result?
- 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 organization'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 the DCS from a co-worker's 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 Adobe Solutions***

- Upgrade your web browser (Edge, IE, Chrome, Firefox) to the next highest version.
- Upgrade Adobe to the next highest version.

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

### ***Q: What is the URL for the DCS?***

A: The Data Collection System (DCS), used for filing Financial and Operating Reports for Electric and Telecommunications Borrowers is located at:  
<https://dcs.sc.egov.usda.gov>.

### ***Q: Why does my favorite or bookmarked the DCS link not work?***

A: Verify that the DCS URL address saved as a favorite or a bookmark is <https://dcs.sc.egov.usda.gov> and not an eAuth URL, that begins with <https://www.eauth.usda.gov/eauth/...>

### ***Q: Why do I receive a “Login Failed” message when I attempt to log into the DCS?***

Message: Login Failed. Your User ID or Password was entered incorrectly.

A: There are varying reasons why this error occurs:

1. Are you accurately typing your eAuth account?  
Your eAuth account is not case sensitive.
2. Are you carefully and accurately typing the eAuth password?  
Your eAuth password IS case sensitive.

### ***Q: Why do I receive “Application Access Denied” when I attempt to log into the DCS?***

Message: Application Access Denied.

A: Accessing the DCS requires a Verified (formerly called Level 2) eAuthentication (eAuth) account.

### ***Q: How do I update my eAuth Account to Verified?***

A: The DCS requires that a user log in with a **Verified** (formerly called Level 2) eAuthentication (eAuth) account. For detailed instructions on how to update your account, reference the Frequently Asked Questions (FAQ's) on **Identity Verification** on <https://www.eauth.usda.gov/eauth/b/usda/faq>

### ***Q: Why do I receive “ID has not been added to the DCS” when I attempt to log into the DCS?***

Message: “Your eAuthentication ID has not been added in the Data Collection System (DCS). Please check with your DCS System Administrator...”

A: Your Verified eAuthentication (eAuth) account must be added to the DCS by your organization’s DCS Administrator.



***Q: Is the Form 674 and instruction for the form located online?***

A:

[Form 674](#) - Certificate of Authority to Submit or Grant Access to Data (revised 03/06).

[RUS Forms](#) – Instructions for Form 674 and the Board Resolution to be used with Form 674

***Q: What is the filing deadline for my Operating Report?***

A: All RUS year-end financial and operating reports for Electric Borrowers and Telecommunications Borrowers that file annually are due by March 31st, of the following year. All Telecommunications Borrowers that file quarterly reports must submit their quarterly reports no later than 30 days after the end of each quarter.

***Q: Why am I unable to add a row in the Operating Report?***

A: If you're using Internet Explorer as your browser, please reference **OPTIMAL INTERNET EXPLORER SETTINGS** in this guide to verify and/or update your Internet Explorer settings.

***Q: Why can't I certify the Operating Report?***

A: Only the Certifier for the organization has the authority (and a CERTIFY button) in the system.

***Q: How do I submit the Operating Report to RD?***

A: Provided that all the following are TRUE, the CERTIFIER is authorized to SUBMIT the form:

All **ERRORS** have been corrected

All **WARNINGS** have been explained (or corrected)

The FORM has been CERTIFIED by the organization Certifier

---

In the NAVIGATION pane, under MY DCS, click BORROWERS

Click the [SUBMIT] button for the UNSUBMITTED form

## TECHNICAL HELP RESOURCES

### *USDA eAuthentication (eAuth)*

USDA (eAuth) is the system used by USDA agencies to enable entities to obtain accounts that will grant them access to USDA Web applications and services through the Internet.

Follow the instructions on the USDA eAuth website:

<https://www.eauth.usda.gov/home> on creating or updating an existing account to verified or on managing eAuth accounts.

**eAuth Contact Us URL:** <https://www.eauth.usda.gov/eauth/b/usda/contactus>

### *Rural Development (RD) Help Desk*

The RD Help Desk provides technical functionality assistance for the DCS.

**Email:** [RD.HD@USDA.GOV](mailto:RD.HD@USDA.GOV)

**Phone:** 1-800-457-3642, option 2 (USDA Applications); then option 2 (Rural Development)

## **OTHER HELP RESOURCES**

### ***Points of Contact (Content) for Electric Borrowers:***

For questions concerning the filing of Distribution and Power Supply Financial and Operating Reports, or clarification of the data required for each field, please contact one of the following:

### ***Financial data and general filing questions:***

- Mark Moore: [William.Moore@usda.gov](mailto:William.Moore@usda.gov)

### ***Plant changes, Additions to the List of Utilities and Energy Efficiency:***

- Michael Hugh: [Michael.Hugh@usda.gov](mailto:Michael.Hugh@usda.gov)

### ***Points of Contact (Content) for Telecommunications Borrowers:***

For questions concerning the filing of the Operating Report for Telecommunications Borrowers, or clarification of the data required for each field, please contact:

- Daniel Blumenthal: [Daniel.Blumenthal@usda.gov](mailto:Daniel.Blumenthal@usda.gov)