

## Logging on to CALLTRAK

CALLTRAK is a browser based application and needs to reside on an Internet Server such as Microsoft's Internet Information Services (IIS). The Web based pages are displayed using any common browser such as Internet Explorer or Chrome.

After bringing up the Web Browser (eg Internet Explorer), at the Uniform Resource Locator (URL), if CALLTRAK is installed on the local computer (127.0.0.1), enter

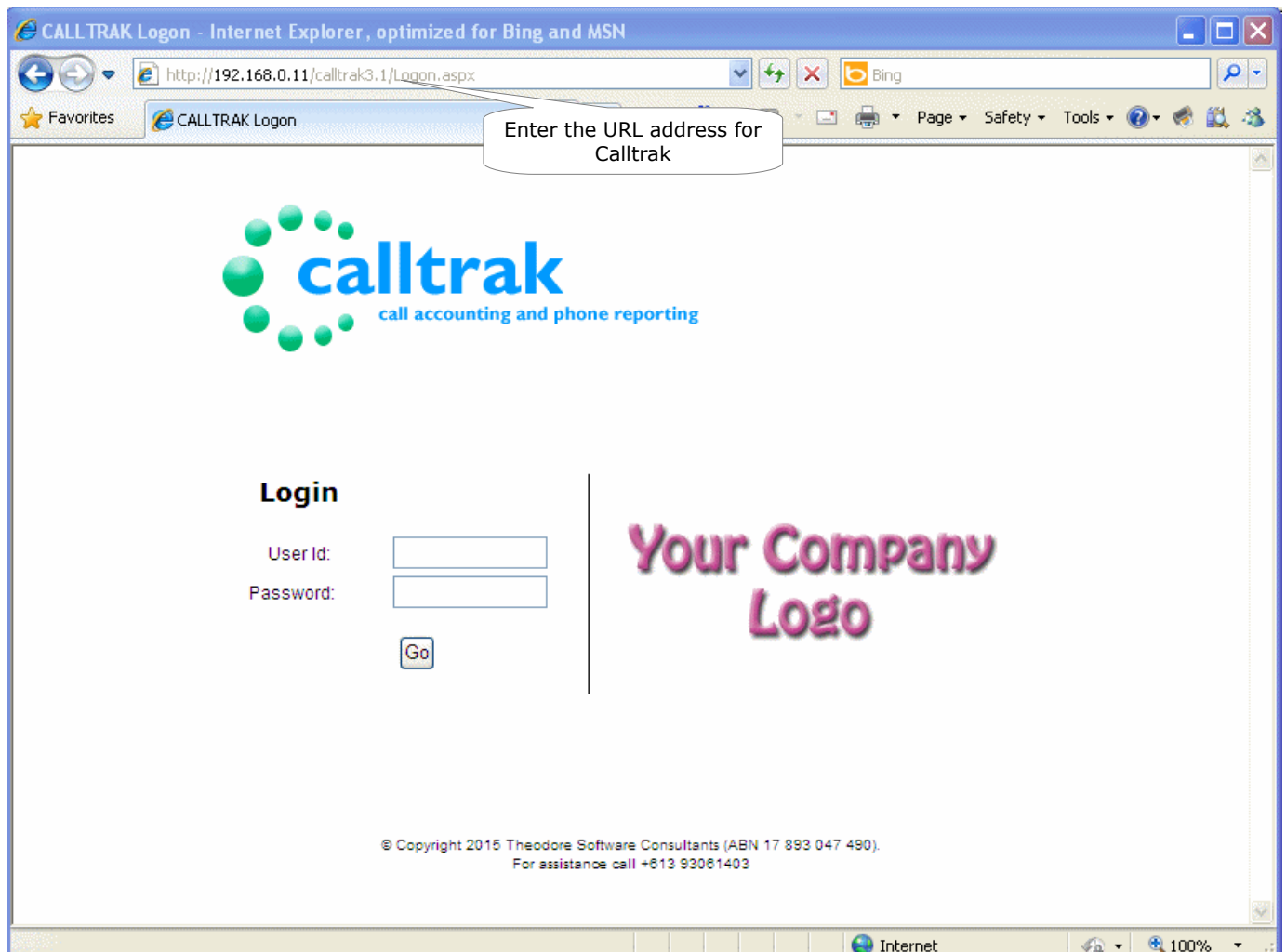
**<http://localhost/CALLTRAK/>**

if CALLTRAK is installed on a remote computer, then the IP address is required. To bring up CALLTRAK on a remote computer enter

**<http://ipaddress/CALLTRAK/>**

replacing *ipaddress* with the IP Address of the computer hosting CALLTRAK.

Below is the Logon screen.



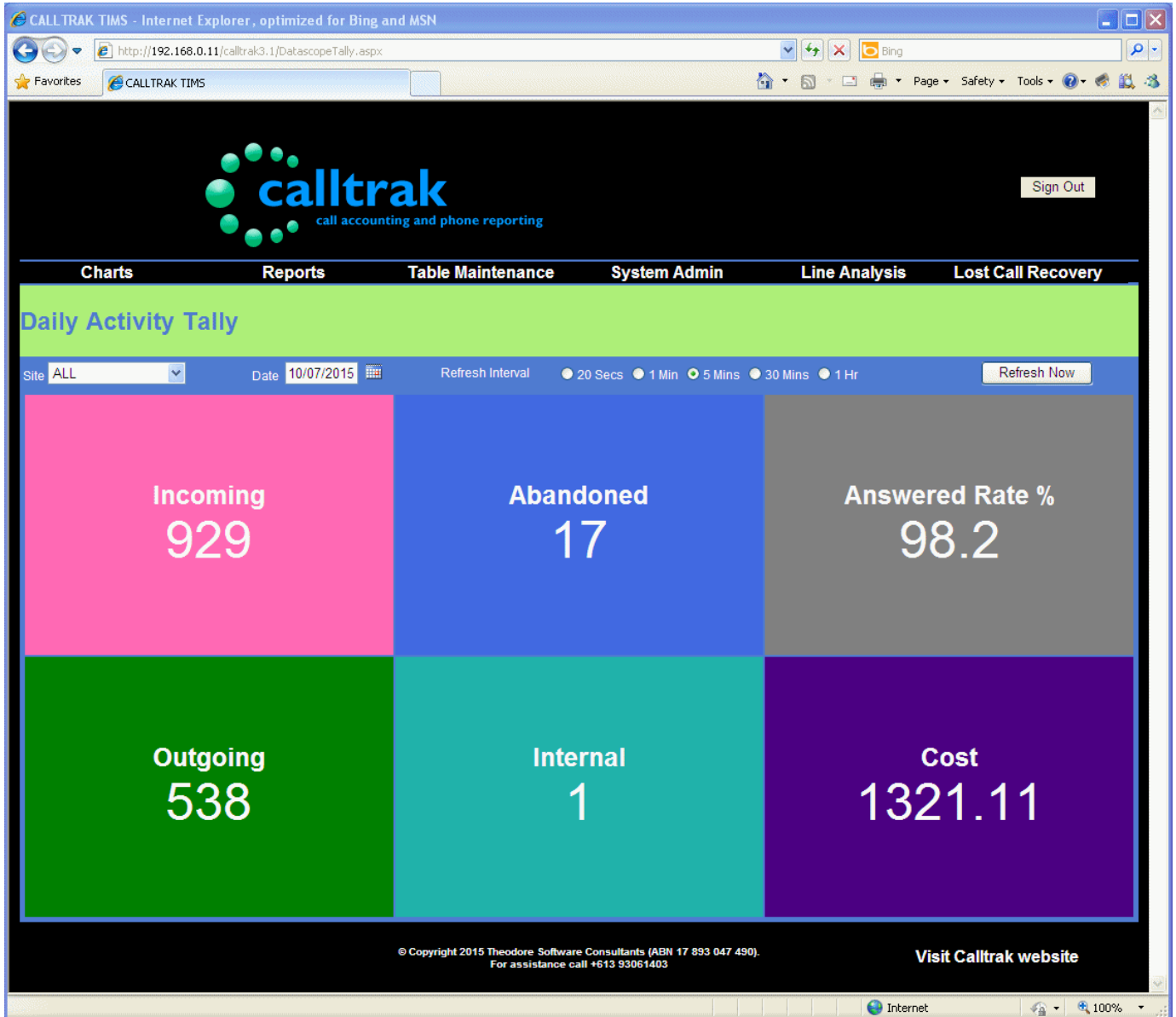
If you have problems logging onto CALLTRAK or displaying the above page, this is most likely due to an incorrect setting (or permissions problem) with the configuration of IIS or a network issue. Please consult your system administrator.

At the logon page (displayed above), enter the default system credentials of

**User Id: sysadmin**

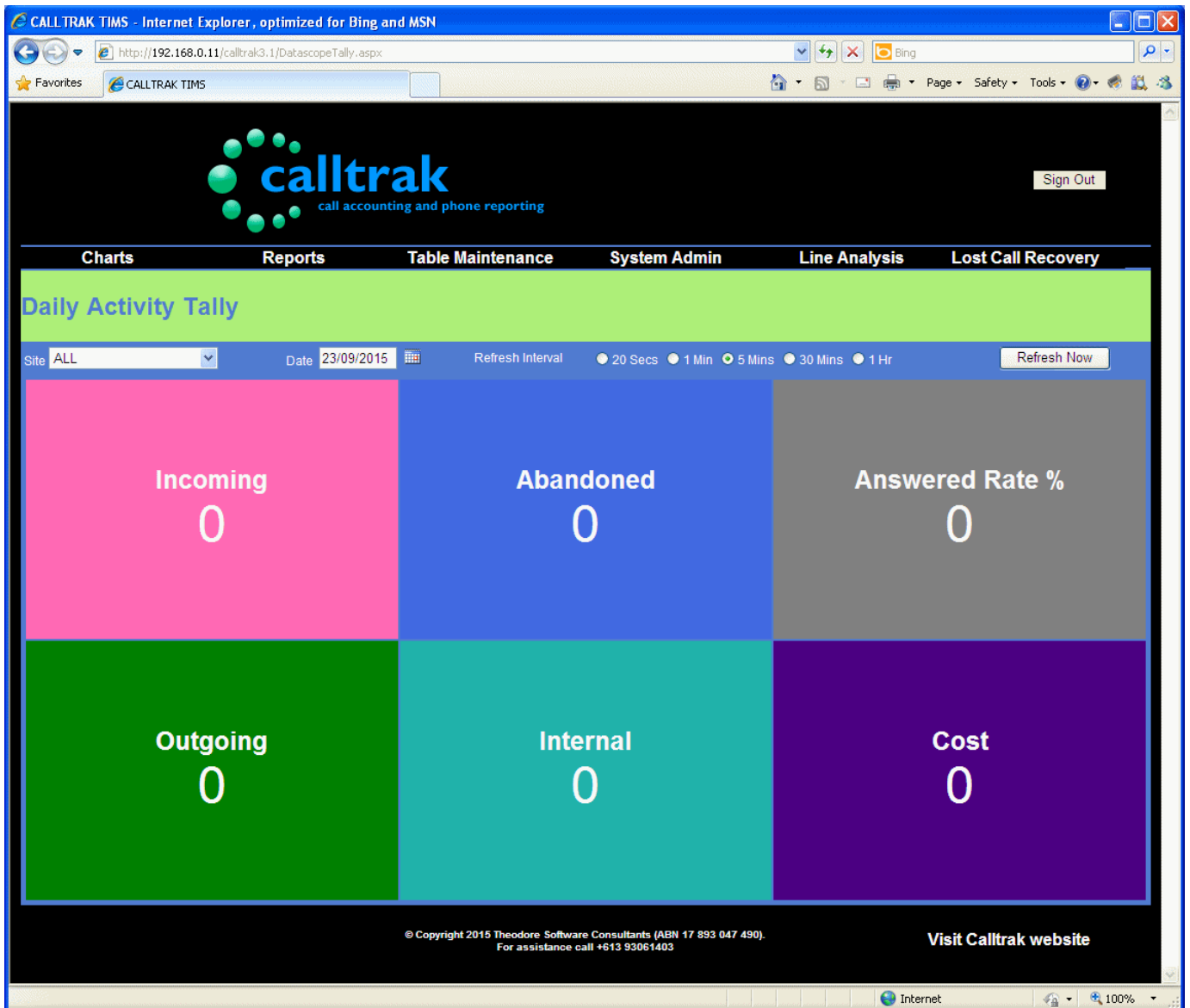
**Password: password**

The above credentials have access to the complete features. On successful entry, with full access to all features, the user is presented with the following [default landing page](#).



The default landing page is updated every interval set at the Refresh Interval rate selected. The default setting is 5 Mins.

If the landing page displays no data



Then **no data** has been processed for the day displayed. This may be due to many factors such as no data received or other processing faults. Refer to the **No Data found** trouble shooting document or consult your user manual.