

Scorebook Navigator™ Tips and Features

You will use the Scorebook Navigator software for completing pre-work, as well as evaluation of an applicant organization when you are assigned to an examiner team in August. The following pages contain information on logging in to the software, troubleshooting, and commonly used features.

Accessing Scorebook Navigator

- To log on to Scorebook Navigator, go to <https://scorebooknav.org>. Enter your username and password and click “Sign In”.
 - Your username will be: **firstnamelastname** (example: Sue Alexander = **suealexander**). If you have a preferred name (for example, William goes by Bill), that will be used as your username.
 - The first time you log on, your password will be the same as your user name (**firstnamelastname**). You will be prompted to change it shortly.
 - **Pro Tip:** *If you were an examiner last year, your password will be the same as the one you used last year. You can use the “Forgot Password” link to receive an email reminder of your password.*
- The Scorebook Navigator licensing agreement will appear. Scroll to the end of the agreement and click “I accept”.
 - To prevent the licensing agreement from appearing every time you log in, check the box at the bottom of the screen.
- You will be prompted to update your password for security purposes
 - Enter your new password in the “new password” field, and again in the “confirm new password” field.
 - Click “Save” at the bottom of the screen.
- **Forgot Password:** If you forget your password after completing your initial log-in, click the “Forgot Password” link on the Scorebook Navigator log-in screen. You will be directed to enter your username (**firstnamelastname**). Then, your password will be sent to the email address on file.
- **Browser Requirements:** Scorebook Navigator has been approved for use with the following browsers:
 - Internet Explorer 6.0 or later (**Note:** *For Internet Explorer 10, you must use Compatibility Mode to run reports.*)
 - Firefox 5.0 or later
 - Safari 4.0 or later
 - Chrome
- **Browser Set-Up:** For the Scorebook Navigator software to work properly, please check the following settings on your browser:
 - Java should be enabled
 - Pop-up windows should not be blocked
 - Temporary files should be deleted
 - Browser cache should be set to maximum (usually 1024mb)





Scorebook Navigator Screens








Links for the following screens are available on the menu bar in your scorebook.

- **Scorebooks** – Used to access the scorebooks for your pre-work assignment and the applicant you are assigned for your examiner team.
- **Key Factors** – Used to enter your key factors for the applicant organization.
- **Item Evaluation** – Used to evaluate each Criteria item during Independent Review. Each item worksheet contains panels for entering relevant key factors, strengths, OFIs, feedback-ready comments, and an item score.
- **Key Themes** – Used to capture potential key themes throughout the evaluation process.
- **Reports** – Provides access to multiple reports, including your key factors, suggested key themes, score summary, etc. The “Reports” function is also used to print your scorebook or individual item worksheets.
- **My Account** – Used to update your password and customize your Scorebook Navigator experience.
- **Sign Out** – Used to end your Scorebook Navigator session.

Commonly Used Features


Below are icons and descriptions for commonly used Scorebook Navigator features.

<p>Save</p> 	<p>Scorebook Navigator does not have an auto-save feature. It is critical that you click the “Save” icon following each entry you make (for example, after typing each key factor, each item strength, etc.). <u>The icon will turn red after 5 minutes to remind you to save your work.</u></p> <p>Scorebook Navigator will time-out after a period of inactivity. Your work will not be saved if your session times out and you did not click the “Save” icon. Be sure to save your work before stepping away from your computer.</p>
<p>Display the Application</p> 	<p>You can access a PDF of your assigned application using the “Display the Application” icon.</p>
<p>Display the Criteria</p> 	<p>The version of the 2019-2020 Baldrige Excellence Framework (Business, Health Care, or Education) you will need to evaluate your assigned application has been loaded into Scorebook Navigator and can be accessed by clicking the “Display the Criteria” icon.</p> <p>The Criteria questions for individual items can also be viewed by hovering your mouse over the “Item Reference” number in the “Strength” and “Gaps & Opportunities” evaluation panels.</p>
<p>Copy/Paste</p> 	<p>You must use the “Copy/Paste” icon to copy your work from Word into Scorebook Navigator. Using this icon strips coding embedded into the text so that it can be accessed by Scorebook Navigator. The “Copy/Paste” icon is available above most text fields. If the “Copy/Paste” icon is not available, you will not be able to copy your work from Word.</p>

Font Size	<p>To increase font size, use CTRL + (plus).</p> <p>To decrease font size, use CTRL – (minus).</p> <p>To return to the default font size, use CTRL 0 (zero).</p>
Spell Check 	<p>You can conduct a spell check on the open screen by clicking the “Spell Check” icon. Spell check must be run on each screen/item individually—it will not check the entire evaluation.</p>
Find & Replace 	<p>The “Find & Replace” icon will find all occurrences of specific text and replace them new text (similar to the MS Word feature). The “Find & Replace” feature can be run on the open screen.</p>
Pop-Out Data Entry Area Field 	<p>Allows you to open the data entry field in a new window for improved viewing.</p>
Delete Row 	<p>Deletes the open data entry field row.</p>
Move Row Up 	<p>Moves the open data entry field to the row above.</p>
Move Row Down 	<p>Moves the open data entry field to the row below.</p>
Record Notes and Action Items 	<p>Opens a screen that may be used to log action items that need resolution or discussion. It includes some handy tools that can help you fill out the fields, like a calendar for determining due dates and a drop-down menu you can use to tag action items as “close”, “open”, or “parking lot”.</p>

Printing from Scorebook Navigator

Follow the steps below to export and print individual items, key factors, or your entire scorebook, in Word.

- Click on “Reports” in the menu bar.
- Use the drop-down box to select the individual item or section you wish to print. You can also select “Scorebook” from the drop-down box to print your entire scorebook.
- Click the “Export” icon () and select Word from the drop-down menu. A Word document containing the item or section will download to your computer.
- Save the Word document and print.

Troubleshooting

Problems logging in to Scorebook Navigator could be attributed to issues with your Internet browser or your computer’s firewall settings. Here are a few potential remedies.

- Clear your cache.
 - To clear your cache in Internet Explorer, open your browser, select Tools, then select Internet Options. Under Browsing History, ensure that Delete Temporary Internet Files is checked and select Delete before logging in to Scorebook Navigator.
- Ensure that you have the latest version of your browser installed on your computer.
- Try using a different browser.
- Access Scorebook Navigator from a different computer.
- Check your computer’s firewall settings with your organization’s IT support department.

Additional Help

- Scorebook Navigator is intended to be available 24/7, but if it is offline or you are having any difficulty with the software, please notify the TNCPE office at Examiners@tncpe.org or (615) 889-8323.
- Detailed Scorebook Navigator manuals are available on the [Examiner Resources](#) page of the TNCPE website.
- **Don’t stop working!** If you are unable to access Scorebook Navigator, document your strengths and OFIs in Word and cut and paste them into Scorebook Navigator later.