

FREQUENTLY ASKED QUESTIONS

Is the Lotus version of the OneStop supported?

The Lotus version of the OneStop application is no longer supported by MHIC. The new Excel version is a lot more user-friendly and flexible, as compared to the old Lotus version. We recommend people with the Lotus version shift to the newer Excel version because a lot of the complaints/ issues that existed with the Lotus version, have been addressed in the Excel version.

Is the password for the OneStop file supplied?

The password will not be supplied for the OneStop file since it is difficult for MHIC to monitor different issues and problems with different users. The new file has been designed so as to accommodate the diverse needs of various users. However, if there rises a situation where the OneStop file cannot account for a specific issue, the user can contact MHIC for technical support. In most cases, the user has to send the file to MHIC and the problem will be solved as soon as possible.

Is there a hard copy of the instructions that accompany the Onestop application?

No. Instead, the accompanying instruction for each item in the OneStop application is embedded within the Excel file itself as a cell comment in the very first column in the file. This cell comment shows up as a little red triangle, which opens up to reveal the entire cell comment, when the user hovers over the triangle with the mouse.

Which version of Excel am I using?

Open Excel on your computer. Click on the "Help" tab on the menubar. Select "About Microsoft Excel". A little window pops up, which provides details about which version of Excel is installed on your computer.