



Reports | FAQs

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Dashboard Reports

How do I know when the reporting period starts and ends for my Dashboard Report data?

You can see the date range of a dashboard's data by looking for the **Period** field appearing below summary data on the dashboard.

How do I change the reporting period start date for my Dashboard Report data?

If you are a standalone organisation or are at the top level of your hierarchy, you can change the Financial Year Start field in your organisation database, which will then update the dashboard report data to reflect that month as the start of the reporting period. You can find this option using the steps below:

*Open the **My Organisation** menu > Click **Organisation Details** > Scroll down to **Financial Year Start***

This option can only be updated by the highest level of a hierarchy, so if you cannot currently edit this field, please contact your governing body to request the financial date to be updated at the top level.

Can I add and remove widgets from a Dashboard Report?

Currently, you cannot add or remove widgets from a Dashboard Report. We aim to continue introducing additional flexibility and customisation options to GameDay Reports in the future.

Why are my most recent registrations not reflected in my Dashboard Report?

Dashboard Report data is updated periodically, so there may be a short lag between registrations being processed into your database and those registrations appearing in your Dashboard Report numbers. You can see when the dashboard was last updated by looking for the **Last Data Refresh** field in the top right-hand corner of your database.

How can I see a Dashboard Report reflected for a single category, like a specific gender or member type?

You can filter the results of a dashboard based on a specific parameter by clicking the relevant section of the graph that the relevant category appears on. Click [here](#) to learn

more about filtering Dashboard Reports.

Tabular Reports

Why are certain lines duplicated in my tabular report?

In some reports, you may see the same member, order, event, form, or other assets appearing multiple times. This is by design, as there are often subtle differences in these instances that require multiple lines.

For example, if you are running an Advanced Member Report and notice the same member appearing twice, this may be because they have two different products or member types assigned to their record.

Can I filter my Tabular Report based on multiple parameters?

Yes, you can use the in-built filtering options to filter by single parameters, or you can use the Advanced Filtering feature to stack multiple filters on a single report in a 'query' style filter. Click [here](#) for more information on filtering reports.

Can I add and remove columns from Tabular Reports?

Currently, you cannot add or remove columns from a Tabular Report unless you export the file to a CSV format (see above). We aim to continue introducing additional flexibility and customisation options to GameDay Reports in the future.

Can I see my Tabular Reports in an Excel spreadsheet?

Yes, all Tabular Reports can be exported to a CSV file that can be opened in an Excel spreadsheet. Click [here](#) for more information on exporting Tabular Report.

Can I sort Tabular Report data alphabetically?

Yes, in fact, you can sort your reports ascending or descending based on any of the columns that appear in the table. Click [here](#) for more information on sorting Tabular Reports.

Related Articles
