

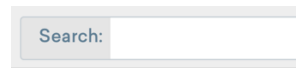
FAQ – I can't find a particular record, where could this be?

If you are struggling to locate a record on Views, there are a number of ways to try and find this:

Solution 1 – Search for the record

- Go to the database where you think the record should be. For example, if the record is a Participant, hover over **Contacts** and select **Participants**

- Enter the name of the record in the **Search Bar**

 A search bar with the text "Search:" followed by an empty input field.

- If the record is not displayed in the list below, try some shortened variations of the record's name. For example, if the record is a Session Group called 'Friday Night Youth Club', try searching simply for 'Friday' or 'Football'
- If the record is still not displayed, try some variations on the spelling of the record. For example, if the record is a Contact called 'Laura', try searching for 'Lora' or 'Loura'
- If the record is still not found, move to solution 2


Solution 2 – Check whether the record has been archived

- Go to the database where you think the record should be. For example, if the record is a Participant, hover over **Contacts** and select **Participants**

- Select the **Inactive** tab at the top of the screen

 Two tabs labeled "Active" and "Inactive". The "Inactive" tab is highlighted with a darker background.

- Repeat the search process in solution 1

- If the record is found, it can be restored from the archive by clicking on the **restore** button on the right-hand side (it looks like a circular arrow) and then selecting **Ok** 
- If the record is still not found, move to solution 3

Solution 3 – Check whether the record has been added to a different database

- Records can sometimes be added to the wrong database of the system. For example, a 'Participant' may be added under the 'Staff' database, or a 'Session Group' may be added under the 'Venues' database. Try repeating solutions 1 and 2 for other similar databases within your account
- If the record is still not found, move to solution 4

Solution 4 – Contact Views support

- Send an email to Views support at support@viewsapp.net or call our support team on 0161 244 5418. Emails will be responded to within 48 hours and the phone line is available Monday to Friday, 9 - 5. Our support team can check the database and see if the missing record has been deleted from your account