
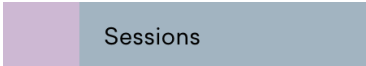


FAQ – I've added attendances, but they aren't showing in my statistic summary


If a statistic summary doesn't seem to be including sessions or attendances that you have recorded, there are some common reasons why this may be the case.

Solution 1 – Check that the session dates fall in the correct period

- Hover over **Work** and select **Session Groups**
- Search for your Session Group and click on the **Eye** icon to the right to view 
- Select **Sessions** from the tabs on the left-hand side 

Check that there are session dates that fall within your report period. If all of the sessions are dated outside of the period that you are reporting on, they won't be included in the summary.

Solution 2 – Check that the sessions have attendances recorded against them

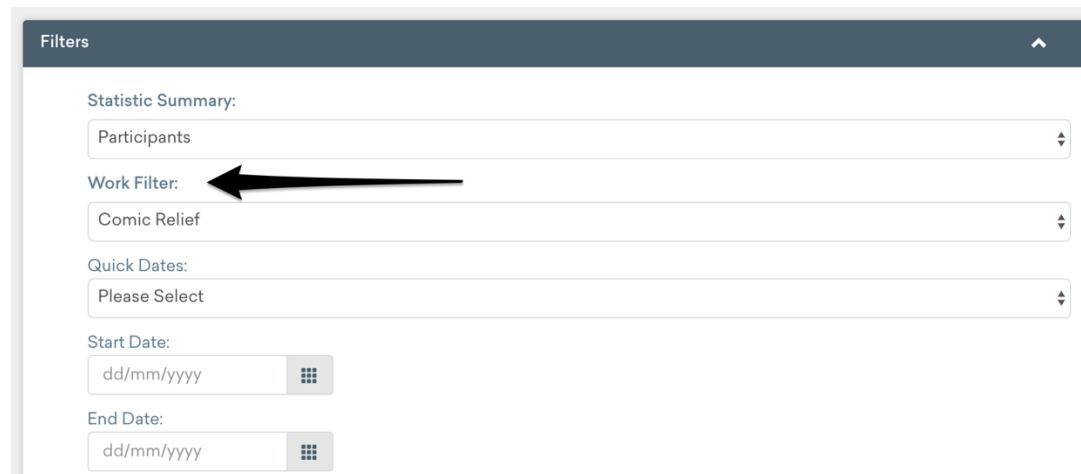
- Hover over **Work** and select **Session Groups**
- Search for your Session Group and click on the **Eye** icon to the right to view 
- Select **Sessions** from the tabs on the left-hand side
- Click on the **Date** of a session that is dated in the report period

Check that there are Participants recorded as attending on the session. If no Participants have been added to the session and ticked as attending, then this session won't be included in the report.

- Repeat for all other sessions dated in the report period

Solution 3 – Check that the Session Group has the correct Work filters

If your Statistic Summary has work filters applied, then the Session Group will need to meet these criteria to be included. For example, if you select an 'Agency Project' filter, the Session Group will need to be linked to this Agency Project or it won't be counted in the report.





The screenshot shows a 'Filters' panel with the following elements:

- Statistic Summary:** A dropdown menu currently showing 'Participants'.
- Work Filter:** A dropdown menu currently showing 'Comic Relief'. A black arrow points to this dropdown.
- Quick Dates:** A dropdown menu currently showing 'Please Select'.
- Start Date:** A date input field with the placeholder 'dd/mm/yyyy' and a calendar icon.
- End Date:** A date input field with the placeholder 'dd/mm/yyyy' and a calendar icon.

To check this:

- Hover over **Work** and select **Session Groups**

- Search for your Session Group and click on the **Eye** icon to the right to view 
- If the Session Group does not meet the filters applied in the report, click on the **Pencil** icon in the top-right hand corner 
- Make any required changes to the form and click **Save**

Solution 4 – Contact Views support

If you've tried the solutions above and the attendances are still not being included in the report, please send an email to Views support at support@viewsapp.net or call our support team on 0161 244 5418 and one of our team will be happy to help. Emails will be responded to within 48 hours and the phone line is available Monday to Friday, 9 - 5.