



Frequently Asked Questions

Managing Reports

Q1. I need to see records of completions for both Courses and Activities. Which report do I use?

To view completions for all completed assignments, regardless of assignment type, Platform Managers can generate a Completions report.

Q2. Can I create folders within the Generate Reports application?

Platform Managers cannot create folders within the Generate Reports application. To organize reports, it is important that each report is given a title to adequately identify the report contents.

Q3. How do I view Certificates of Completions for my users?

Platform Managers can obtain copies of Certificates of Completions for users by generating a Completions report and accessing the HTML output version of the report. To access the HTML output version, please click on the “Blue Globe” icon located within the Output column.

Q4. Can I make edits to the HTML output versions of reports?

Platform Managers cannot make edits to the HTML output version of a report. However, Platform Managers can access the Excel Document output version of the report, and save the report to their computer to make changes.

Q5. How long does a report stay saved within the Generate Reports application?

Previously generated reports will remain saved within the Generate Reports application for all of time. A Platform Manager can delete previously generated reports by clicking on the **X** icon located in the Actions column.

Q6. Can other Platform Managers see and access the reports I generate within my account?

No. A report generated inside of one Platform Manager’s account will not appear inside of a different Platform Manager’s account. To share reports, please utilize the Excel Document output version.

Need more help? Contact tsacademy@targetolutions.com