This document contains the answers to the following questions:

1. Why is my graph report showing MORE incidents than my Parklane report?

2. I pulled a report for January 2016 to current date (Nov16), but the report says the range is: Jan16 – Oct16?

3. Why is my pie chart missing labels with the values?

4. Why are <u>out of range dates</u> appearing on my Pivot Tables?

5. Why is my graph reporting more Days Lost than I thought we had?

Troubleshooting Graph Reports for Parklane

1. **Why is my graph report showing MORE incidents than my Parklane report?**

   ✓ Have a look at your chart or table. Is your Excel report displaying "blanks" as incident types? This means there are incidents with <u>no incident type</u> assigned to it. Fix this on the original incident in the Parklane System and the two reports should match.

Row Labels	Sum of Days Lost
Overexertion/strain	227.5
Slip and Fall	106
Struck or Contact By	75
Contact With Student	33
Fall - Same Level	25.5
Violence	19
Struck Against/Contact With	19
Critical Injury	9
(blank)	7
Caught In, On or Between	4
Other	3
Grand Total	**528**

Blanks mean information is missing on the incident.

<u>Hint</u>: *Double click here to find out which incident(s) is missing a type.*

   ✓ Did you choose the same parameters? Check dates. Did you include REOs? Did you include denied and no further? Your Excel reports include everything. Try either altering your selections on the Parklane report to match, or alter the pivot table to match what you are pulling in Parklane. See below for examples.

Claim Status filter

Display Approved only

Eliminating REOs

2. **I pulled a report for January 2016 to current date (Nov16), but Excel says the range is: Jan16 – Oct16.**

   ✓ This is because your system does not have any data for November yet. The range Excel is reporting is the date range of what was available to be exported to the Source Data from Parklane.

Days Lost by Department and Month													
Years	2016												Range
Status Desc	(All)			*No data for November available*									Jan-12
													Oct-16
Sum of Days Lost	**Month**												
Department/Group	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Grand Total**
Administration	14	14							0	0			28
Recruitment		14											14
Information Technology	14									0			14
Maintenance	14												14
Benefits			7					0	0	0			7
Training						2							2
Oncology							0			0			0
Grand Total	**42**	**28**	**7**			**2**	**0**	**0**	**0**	**0**			**79**

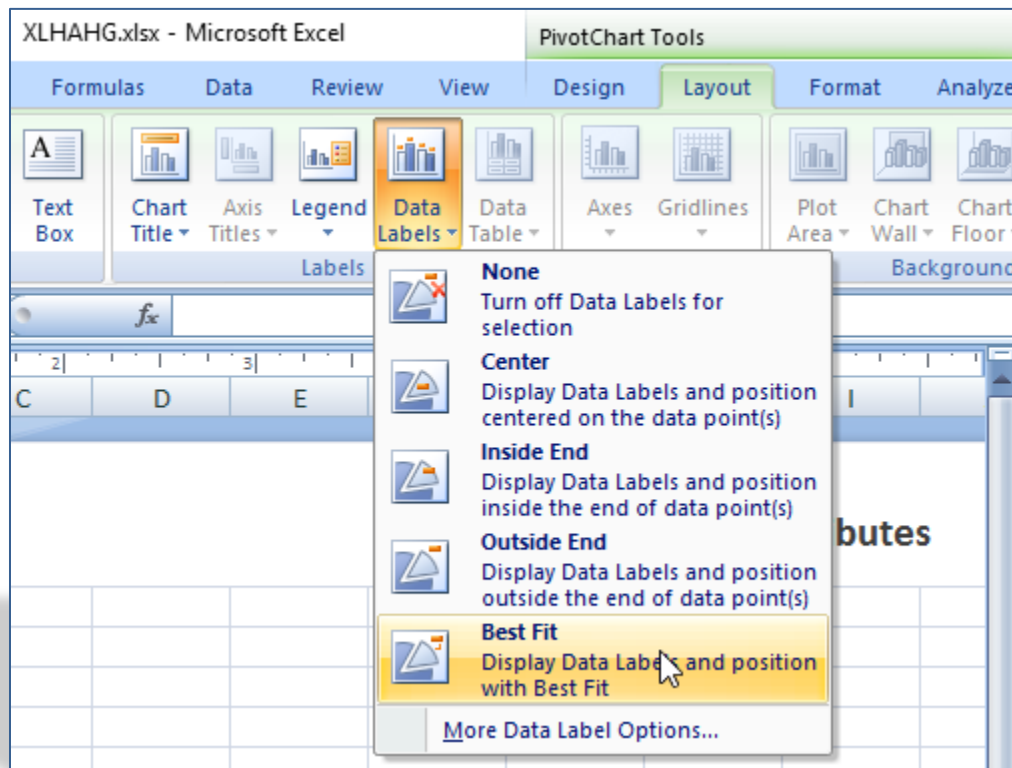3. **Why is my pie chart missing labels with the values?**

   ✓ This is a known issue with Microsoft Excel which hopefully will be addressed in the future.

   The template does in fact include all labels, however, upon refresh with your own data – they *may* disappear.

   Should this happen to you, see the fix below.

The fix:

- Click on your pie chart
- PivotChart Tools will appear on the ribbon
- Click Layout
- Choose Data Labels
- Select desired label

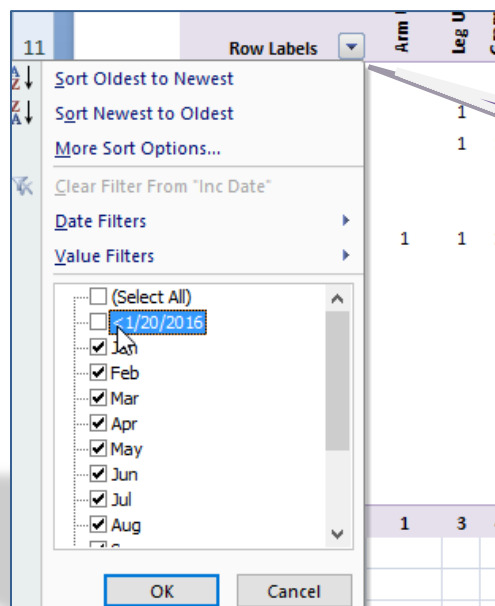**4.** **Why are out of range dates appearing on my Pivot Tables?**

✓ These out of range dates appear sometimes when grouping dates into months and opting to show every month, regardless of whether there is any data to show.
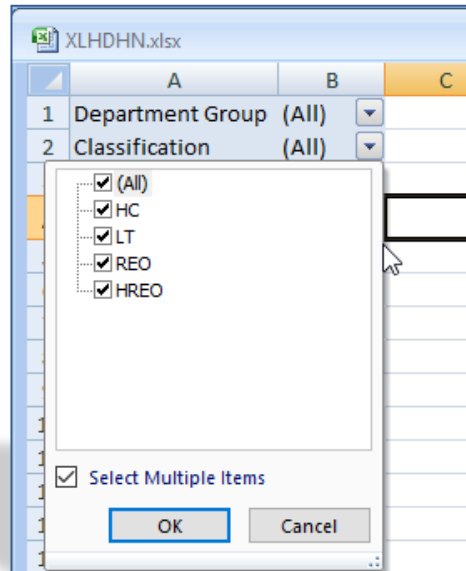

The fix:

- Click on Row Label drop down
- Deselect the out of range dates and click OK

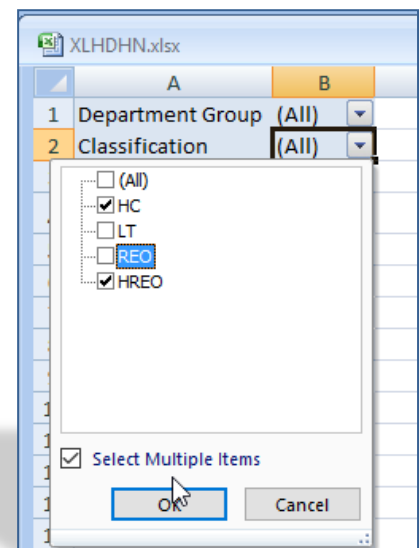**5.** **Why is my graph reporting more Days Lost than I thought we had?**

✓ If you run into this problem, go to the yellow tab "Tables" and find the days lost pivot table. Click on the Classification drop down. Is it counting Health Cares (HC) or Health Care Reos (HREO)?

If so, it means that you have recorded days lost on a Health Care incident! We recommend fixing this in the Parklane System first and then re-running. However, should you wish to do this later, we have provided both solutions below:

Fix #1:

- Make sure Select Multiple Items is checked
- Uncheck LT (Lost Time) and REO (Lost Time REO)
- Click OK
- You will be left with incidents that should not have days lost recorded.

- Next, double click on any remaining numbers on the pivot table.

- This will open a new tab in the document which will list the HC and/or HREOs incidents that have days lost recorded on them.

- Using the Key #, Incident Date and Last Name, identify the incident in the Parklane System and correct.

Fix #2:

- Uncheck HC and HREO from the drop down and click OK.
- Only LT and REOs should remain and the original chart will update.