Issues Viewing Reports

If you are having trouble viewing the reports, you can often fix the issue through one of the following methods.

1. You may have a pop-up blocker that is stopping the reports from appearing. The most common pop-up blocker is the one installed within Google Chrome. After trying to open a report, look at the right hand side of the address bar near the top of your screen. This icon may appear:

   If you can see that icon, click on it and a small window should appear. Within that window, select 'Always allow…' and then click the 'Done' button. With that done, you can try to view a report again. If that was the issue, it should now work.

2. If you're using Google Chrome, you can encounter an issue where you can view one report but then it stops working. When Chrome opens a pdf, it usually opens another blank window. It looks like this:

If this window remains open, it can stop you from viewing more reports. It's best to find this window and close it after viewing a report. Sometimes it is located behind other windows, so you might have to minimise everything else in order to find it.

3. The other problem you can encounter is similar to the previous one. It can happen if you don't close a report after viewing it, but instead minimize it or lose track of it behind other windows. If that's happened, any other report you try to view might be opened in that same window. So while it appears nothing is happening, the reports are opening in a window behind the one you're currently viewing. It's best to always close reports after viewing them to avoid this situation.