



# TARN Analytics Troubleshooting Guide

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### Guidance Document

The TARN Analytics guidance document can be found under the Resources section of the TARN website. This document explains the content and key features of TARN Analytics.

### Delay in Account Set Up

The account set up process for TARN Analytics can take several weeks as this requires input from the University of Manchester. If you have not received a response to your account request after 3 weeks please email [support@tarn.ac.uk](mailto:support@tarn.ac.uk) for an update. **Please do not complete a second account request unless directed to do this by TARN.**

### TARN Account Suspended

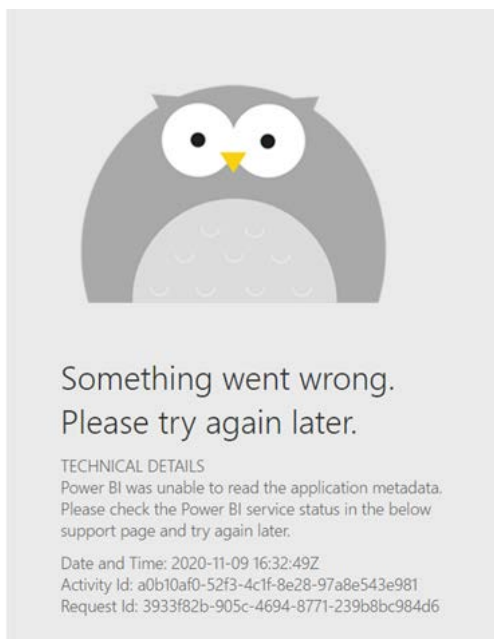
Your TARN Analytics account is linked to your TARN system account, and if your TARN system account is suspended you will be unable to access TARN Analytics. **Your TARN system account will be suspended if you do not log in at least once every 90 days**, or if we are informed you no longer require access.

## Microsoft 365 Account Conflict

TARN Analytics uses the Microsoft Power BI service, which can result in a conflict with any existing Microsoft accounts you may have. There are two solutions to this issue:

- When accessing TARN analytics open a new/separate browser window in '**InPrivate**' (Internet Explorer/Microsoft Edge), '**Incognito**' (Chrome) or '**Private**' mode (Safari) and then use that new browser window to log into Tarn Analytics.
- Or ensure to log off existing Microsoft services. This procedure should avoid having a conflict between separate Microsoft accounts which can arise when a user logs into a Microsoft cloud services such as Office365 with a different account (typically NHS email address) which is different to their Tarn assigned account (manchester.ac.uk address). You may need to delete your cookies in order to prevent saved account details being used by default.

## Error Message



You are using an older version of Google Chrome; this must be updated in order to use TARN Analytics.

## Password Reset

If your TARN Analytics password needs to be reset please contact the University of Manchester IT support desk via the link below, and click 'Recover your IT account'.

<https://iam.manchester.ac.uk/>

Please note that to reset your TARN website password you must email [support@tarn.ac.uk](mailto:support@tarn.ac.uk).

## Browser Issues

**Internet Explorer**- Microsoft recommends against using Internet Explorer to view Power BI as many versions of this browser are unsupported.

**Google Chrome**- Ensure you are using the latest version of the browser.

**Microsoft Edge**- Ensure you are using the latest version of the browser.

## Date Format

Your account may default to the US style date format (month/day/year). You can amend this to the UK date format (day/month/year) by following the steps below:

### Chrome Browser:

1. Go to Chrome Options (3 vertical pips in the top right hand corner)
2. Choose *Settings*.
3. Choose *Show Advanced Options*.
4. Under *Language*, click on *Language and input settings...*
5. Click *Add* and find your location specific language e.g. *English (United Kingdom)* and add it to the existing list.
6. Click and hold *English (United Kingdom)* and drag it to the top of the existing list.
7. Restart chrome.

### Microsoft Edge Browser:

Follow steps above, skipping step 3.

## Dashboard Screen Selection

**Quarters:** TARN Analytics dashboard quarters are calendar year (Q1: Jan-Mar, Q2: Apr-Jun, Q3: Jul-Sep, Q4: Oct-Dec).

**Measures:** TARN Analytics displays MTC and TU dashboard measures separately. The MTC measures are selected by default, so to view TU measures please click the 'TU Measures' button at the bottom of the page. You can then switch back to view MTC measures by clicking the 'MTC Measures' button.



## Date Selection

On screens that allow free date selection you can choose any date period for review. You must ensure that the end date is after the start date, or your choice will not be updated. When reviewing data it is therefore advisable to double check you date selection has been actioned.



## Combined Bar & Line Graphs

When viewing data on a combined bar and line graph please note that there may be different axes for each measure i.e. TARN User Activity section of Data Quality screen.

## General Details

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### Contact Address

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