Common Issues

ⓘ **Repeating forms are not showing**

Click **My Project** > scroll down to **Repeating Forms** > click **Modify**. make sure that the repeating option has been selected next to the instrument.

ⓘ **I created an instrument and it is not showing on the Record Status Dashboard page**

Click **My Project** > click **Events** > make sure the instrument has been assigned an event

ⓘ **I cannot export any data?**

This is probably a user rights setting. Make sure your user rights allow you to export data.

ⓘ **When I export data some appears to be missing.**

This is probably a user rights setting. Make sure your user rights allow you to export data.

ⓘ **When I export data the dates are not correct**

If the data is classified as identifiable when the instrument was created the dates might be "shifted" to anonymise the data. Contact the person who created the project to see if the dates are considered identifiable to check if this is the cause.