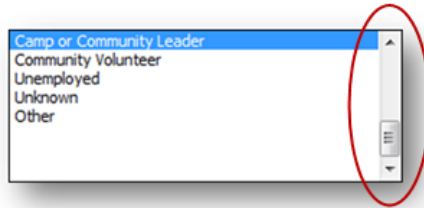# Troubleshooting and FAQs

1. **The dropdown menu for a field on the Incident Data worksheet does not contain all the option I want to enter.**

There is a high likelihood that the option you want to enter *is* on the dropdown menu, but you simply can't see it yet. Sometimes you will need to use the scroll bar or scroll arrows on the dropdown menu to see all of the options available:

It is also possible that the desired option is not on the dropdown menu, because it has not yet been added. Attention! Be careful, however, because not all fields are customizable to the same degree. You should refer to the 'Customizing dropdown menus' section on page 5.12 in Chapter 5 for instructions on which fields to customize and how to do it.

2. **I can't customize a dropdown menu. When I make the changes I want to the tables on the Menu Data worksheet and click 'Update Menus in the Incident Data Worksheet' nothing happens. Why?**

Always remember: in order to customize dropdown menus, *you must first enable Macros*. To learn how to enable Macros, see the 'Enabling Macros' section on page 5.10 in Chapter 5.

3. **Why can't I modify certain cells on the Incident Recorder?**

The IR contains many important and complex formulas that make it work properly. In order to protect the formulas, certain parts of the IR have been locked and are password protected. This means that you do not have to worry about accidentally tampering or erasing these formulas.

4. **When I try to type in the data I want to enter into the Incident Data worksheet, I get a 'DATA ENTRY ERROR' box. Why?**

Remember, only data for the first six fields on the Incident Data worksheet should be typed. *All other data should be selected from the dropdown menus*. Do *NOT* type data into these fields. Unless the typed entry matches exactly the options from the dropdown menu (including spelling, spacing, etc.) the IR will not count or include this data into the statistics produced. To help ensure incorrect data is not entered, cells in these fields have been locked so that only options from the dropdown

menu can be entered (see image below). It is best, therefore, to always use the dropdown menu to enter data, as this saves time and improves accuracy.
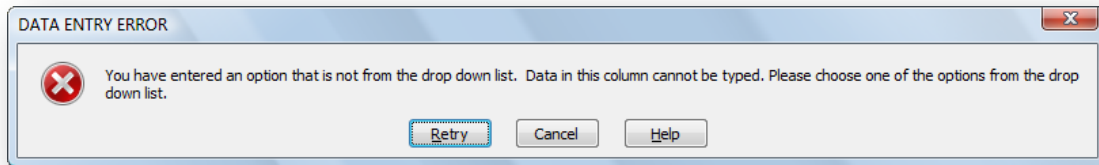

5. I don't know/have forgotten the password to open my IR. What should I do?

Incident Recorders should always be password protected in order to protect the sensitive data inside them. Make sure you keep all your passwords well organized, written down and stored in a *locked* location. Do not store passwords on your desktop or computer monitor! Only those who should have access to the IR should have access to the passwords. Should you ever leave the organization, make sure whoever will be replacing you has access to the passwords; otherwise, all previous GBV data for your organization will be inaccessible!

If you do not know or have lost/forgotten your password you should do your best to locate it by asking colleagues who might know. If you have tried everything and still cannot find the password, you should contact the GBVIMS Steering Committee for a new copy of the IR.

**6. Why are there missing *columns* from my IR?**

In all likelihood, the columns are not missing, but are merely *hiding*. In order to unhide columns, simply highlight the two columns on both sides of the missing column(s), right-click on the highlighted area and select 'Unhide.' For more information see the 'Hiding columns' section in Chapter 5 on page 5.17.
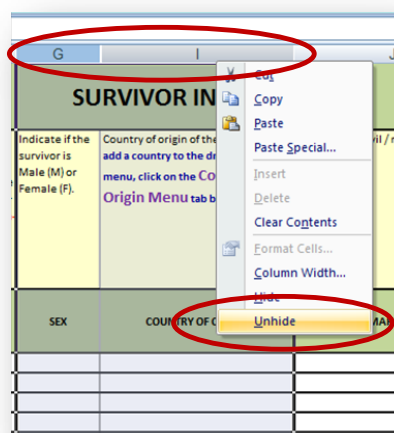
7.   Why are there missing *rows* and/or missing data from my IR and pivot tables?

This is probably due to filters being unintentionally applied. When filters are applied, they limit the amount of data that is displayed. To turn off the filters, you will need to find which filters are being applied and clear them. To do this, click on the filter button and select 'Clear Filter From [Field Name].'
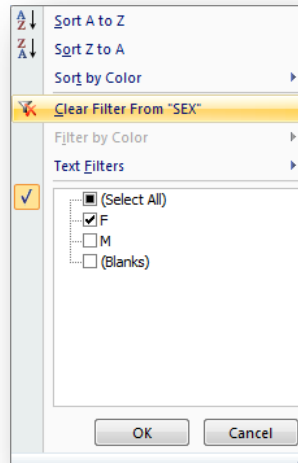
8.   I cannot find the filter buttons on my IR. What do I do?

When you open the IR or a practice IR, the filter dropdown buttons should already be visible. It is possible, however, that they have somehow been removed. To add the filter buttons and make it possible to filter the IR, click on the 'Sort & Filter' button on the Home tab and click 'Filter.'
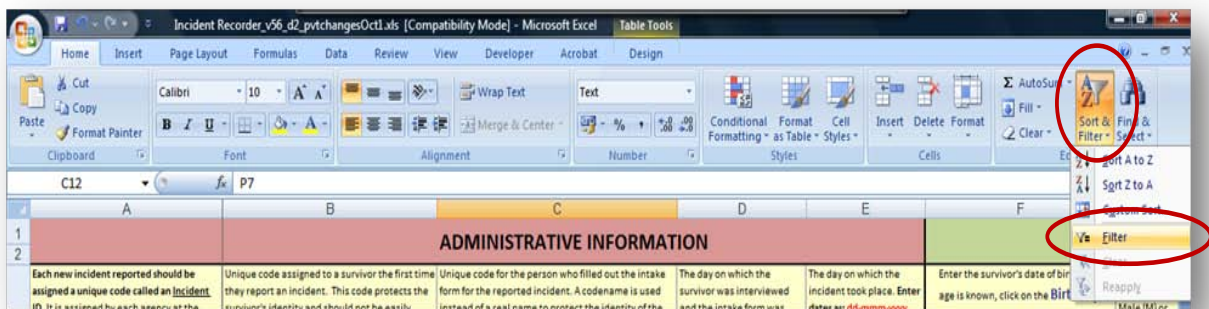
The filter buttons should now be visible. Note: If you have applied filters and would like to remove them, a quick and easy way to do that is click on the 'Sort & Filter' button and then click on the highlighted 'Filter' again. Doing so removes all filters in the document.

**9.   Which version of Excel should I use to save the IR?**

This is an extremely important question. The IR is originally created and distributed in Excel 2003 (xls). Your organization *can* save this as Excel 2007 if you wish, but *before* doing so, there are a few key points you must realize:

1. You should only save as Excel 2007 if *everyone* you are working with on the IR is using Excel 2007 (including all those who will be entering data within your organization and amongst the organizations within your inter-agency partnership).
2. If you save as Excel 2007, it should *NOT* be saved as xlsx; rather, you must save it as xlsm (which is the Macros enabled format).

If there is any question about what version of Excel individuals are using, then *everyone* should continue to save the document as a 2003 file (xls). **Remember: When in doubt, save as xls!**

10. When I open the IR I receive a message that says "Excel has found unreadable content" and then lists a number of pivot tables. What does this mean?

If a document is saved as a 2007 file and then opened using Excel 2003, the pivot tables will no longer be functional. They will act as normal tables and be 'stuck.' The data in the broken pivot tables will not update when you click 'Refresh.   When you open the IR, you will get this series of dialogue boxes that look like this:
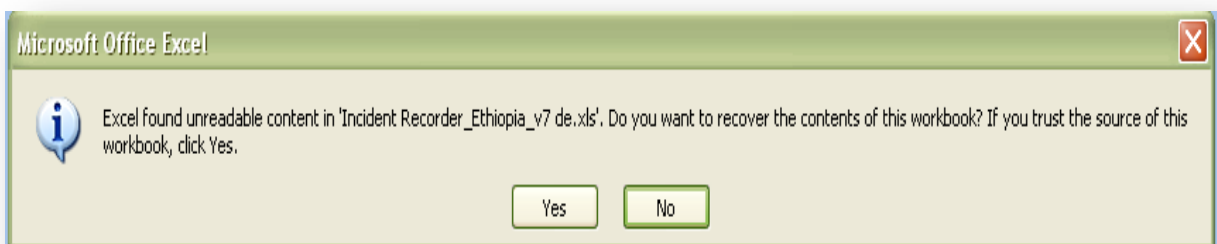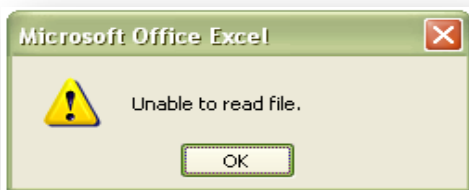
Annex E
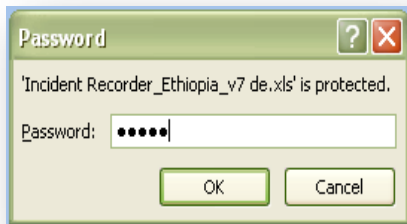
This means that you have tried to open a workbook that has been saved in Excel 2007 (xlsm) with Excel 2003. *You cannot resolve this problem yourself* and will have to contact the GBVIMS Steering Committee to request a new IR (GBVIMS@gmail.com or on the website at http://gbvims.org/contact/.

11. I'm having difficulty entering dates into the Incident Data worksheet and an error box keeps appearing. What am I doing wrong?

This could be due to one of two reasons:

1. You are not entering the date in the correct format. All dates should always be entered in the following format: dd-Mmm-yyyy (25-Jun-2005). If any dates are entered incorrectly an INCORRET DATE FORMAT box will appear on your screen. Should this appear, read the text and the example provided in the box, click 'Retry' and input date correctly.
2. You are trying to enter a date that could not possibly be accurate. The same error box will appear if a date has been entered that cannot be correct. For example, if you enter an interview date that comes *before* the date of the incident, the error box will appear (it is impossible for the incident to be reported before it has taken place). In such a case, click 'Retry' and enter a correct date.

12. When I click on Monthly Statistics worksheet, it's completely empty! Is it broken?

No, the worksheet is not broken. What has probably happened is that the 'Report Month & Year' filters at the top of the worksheet have been set to a month/year for which there is no corresponding data in the Incident Data worksheet. Click on the cells to select the correct month and year.

13. Why can't I click on any of the cells on the Monthly Statistics worksheet?

This worksheet has been protected to ensure that the tables, graphs and formulas are not accidentally moved or broken. Unlike the Incident Data worksheet, the Monthly Statistics worksheet is not *password* protected and you can unlock it at any time. To do so, simply click on 'Unprotect Sheet' under the Review tab. (We highly suggest that you click 'Protect Sheet' after making the changes you want.)
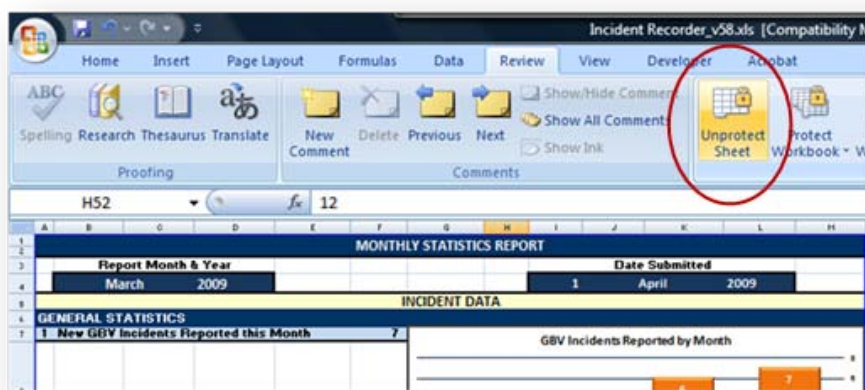
**14. There seems to be missing information from my pivot table. Why is this?**

See question #7 above.

15. Why can't I edit my pivot tables? None of my pivot tables have a Pivot Table Field List or an Areas Section.

Probably all you have to do to see the Pivot Table Field List and the Areas Section is to *click on any cell in the table*. Doing so will cause blue lines to outline the pivot table and the Pivot Table Field List and the Areas Section to appear.

If you click on the table and see the blue lines, but still no field list, then click on any cell in the table, click on the 'Options' tab from the ribbon at the top of your screen and then select 'Field List.'
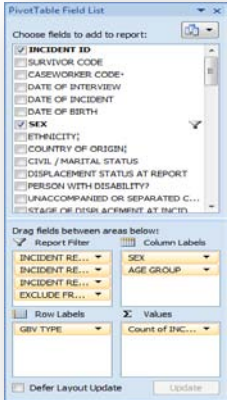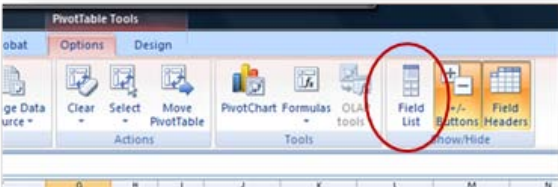
16. When I click on my pivot table, there are *no* blue lines outline the table. What should I do?

When you click on your pivot table, blue lines should appear:

Blue lines indicate pivot table is still functioning. If no blue lines appear after clicking on the table, you will have to contact the GBVIMS Global Team to get the problem resolved.

If no blue lines appear then the pivot table has been corrupted and is no longer functioning. You will have to contact the GBVIMS Steering Committee at GBVIMS@gmail.com or by going to the website at http://gbvims.org/contact/. If there are blue lines, then the table is still functioning and you should try selecting 'Show Field List' again.