

Getting help

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Getting help

Getting help means identifying a problem on the Home dashboard and locating the next documented route for it. The **Home** dashboard is the place to begin when the problem appears in dashboard information.

If you need to...	Go to
Prepare to check the Home dashboard	Before you start
Open the Home dashboard	Open Home
Read the visible dashboard state	Recognize the Home state
Understand dashboard behavior	Dashboard
Resolve a documented dashboard problem	Common issues and solutions
Look up an error message	General error messages
Check a recurring question	FAQ

Before you start

Access to **Home** requires a signed-in account. Before you check the dashboard, have a clear description of the problem you want to identify.

There is no help-request or support-contact information to enter on the Home surface. Begin with the dashboard problem itself, then use the visible Home state to choose the next documented route.

Open Home

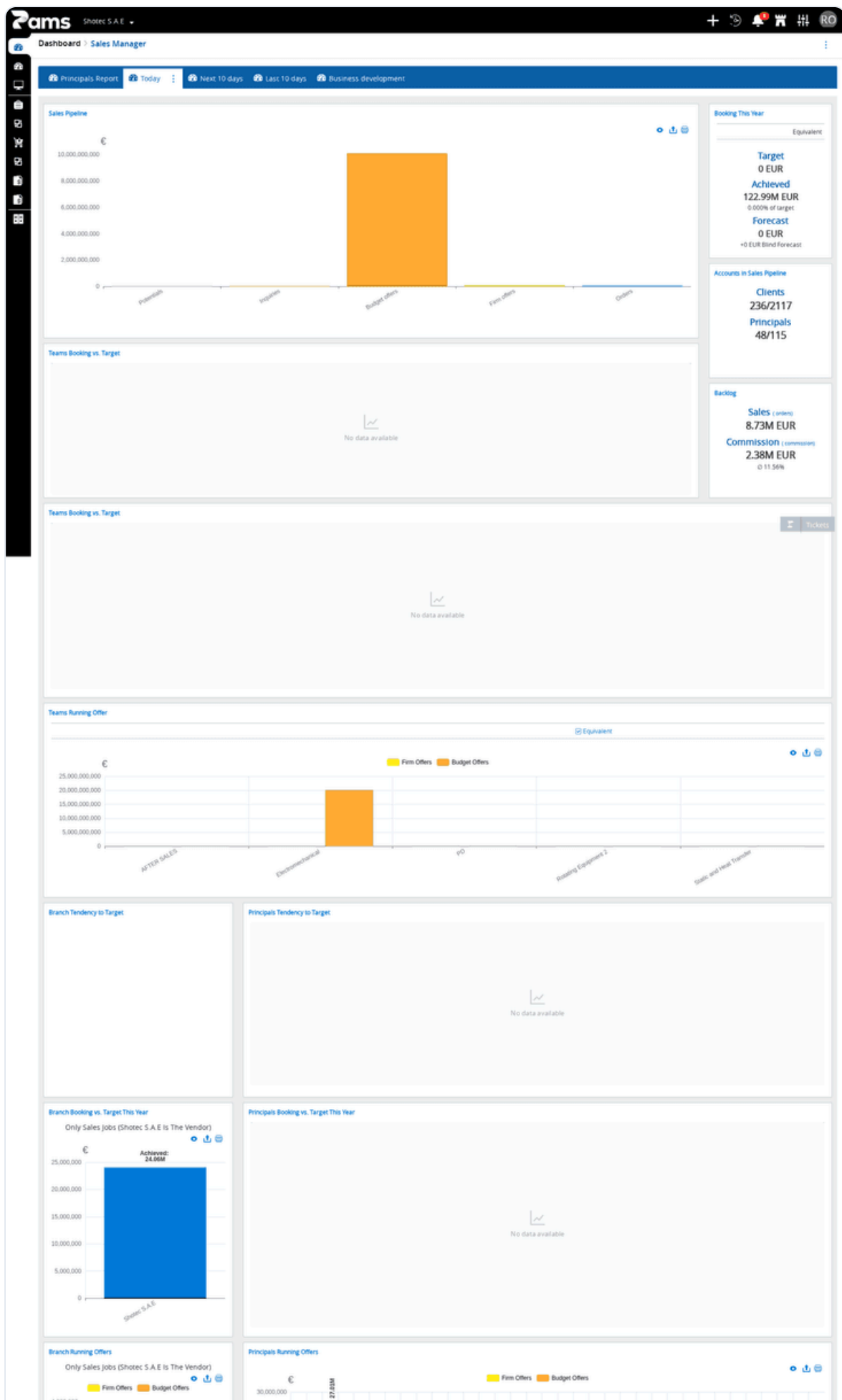
Open **Home** to check a problem before choosing its next route.

Prerequisites

- You have signed-in access.
- You have a clear description of the dashboard problem.

Steps

1. Open **Home**.



1. Locate the sorting choices in the dashboard information.

Control	Use it to compare
Sort by Booking	Booking results
Sort by Target	Target results
Sort by Achievement	Achievement results

2. Check the visible sorting choices for required markers.
3. Check the dashboard for visible columns.
4. Check the dashboard for visible buttons.
5. Check whether the dashboard displays a message or dialog.
6. Check whether the dashboard changes stage.

The dashboard state in this route has three labelled sorting choices and no required marker on any of them. It has zero columns, zero buttons, and five visible controls without labels. Six columns are not drawn in this state.

Result: The visible Home state is assessed without opening a help dialog or changing a stage. If it does not identify the next route, continue to [When Home cannot resolve the problem](#).

When Home cannot resolve the problem

Home is a dashboard surface, not a help-request or support-contact form. If the dashboard state does not identify the next route, continue only to a registered page that owns the problem.

The Home surface does not provide a Help or Troubleshooting control, and it does not declare an approved support channel or destination. When you save dashboard changes, no success message confirms the save. If saving is refused, the screen gives no error message. Open the owning page for the problem in the [owning-page table](#).

Message	Owning page
Your request was completed successfully	Dashboard
An error occurred while processing your request	Dashboard
Please choose one or more principals	Principal report
Incorrect username or password	General error messages

Result: You have identified whether Home can classify the problem. Open the [owning page for the next step](#).

Continue to the registered help page

Use the owning page for the problem instead of repeating dashboard or support instructions.

Prerequisites

- You have checked the Home state.
- You know whether the problem concerns dashboard behavior, a documented issue, an error message, or a recurring question.

Steps

1. Open the page that matches the problem.

If you need to...	Open
Understand dashboard behavior	Dashboard
Resolve a documented dashboard problem	Common issues and solutions
Look up an error message	General error messages
Check a recurring question	FAQ

Result: The owning help page is on screen.