# Troubleshooting TouchPoint Data Visibility



### Meet Your Trainer

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# Learning Objective

This session will provide users understand the tools that govern TouchPoint data visibility within ETO.



# Agenda

Intro

Troubleshooting Data Visibility

Modifying data visibility

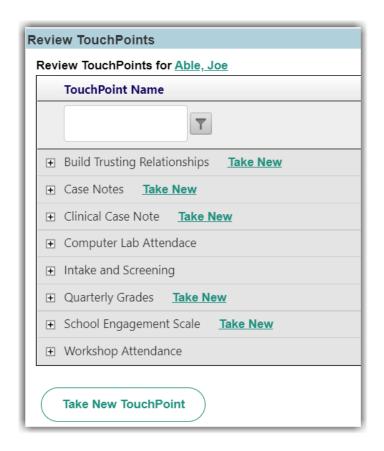


# Intro



### Intro

- Visibility controlled by Administrator
- TouchPoint Security
- Varies for each TouchPoint



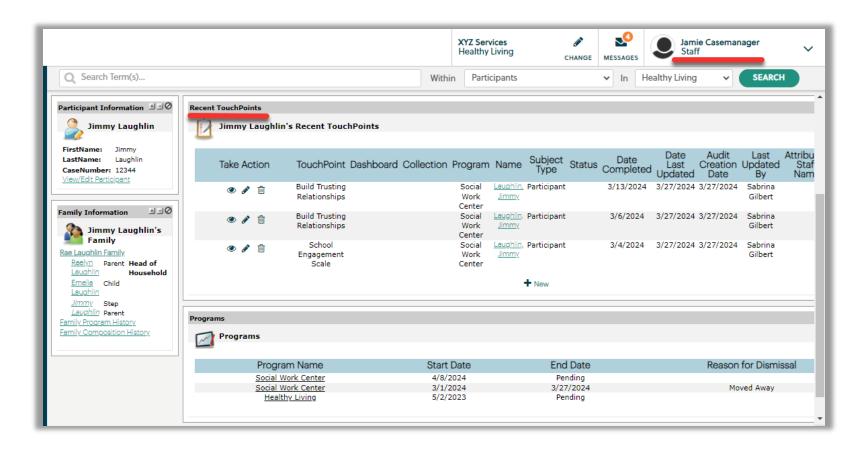


# Troubleshooting Data Visibility

# Troubleshooting TouchPoint Data Visibility

#### **Data not showing in ETO**

 Verify you're logged into the right program?

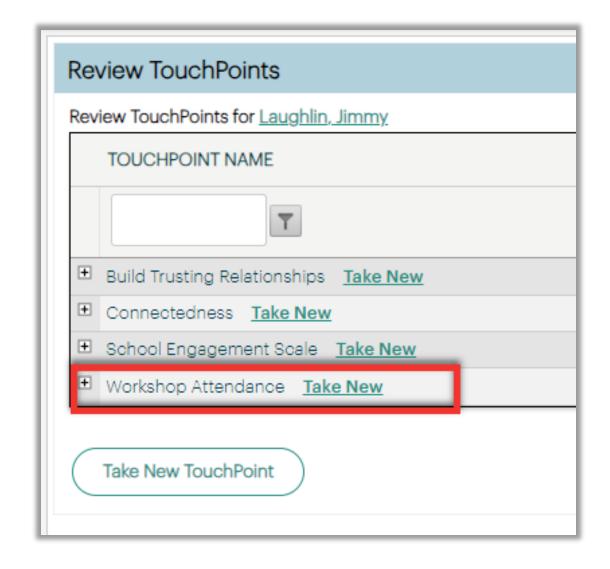




# Troubleshooting TouchPoint Data Visibility

#### **Data not showing in ETO**

- Verify you're logged into the right program?
- Try View Participant TouchPoints

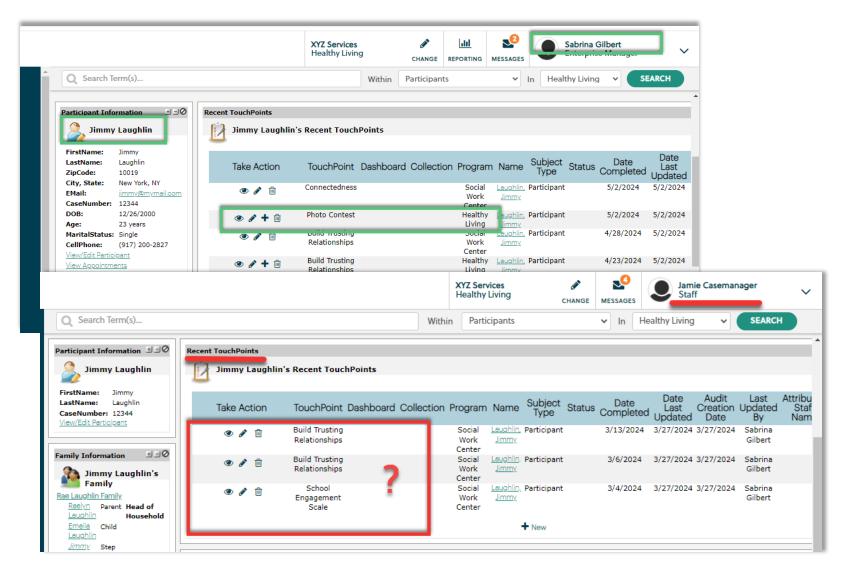




# Troubleshooting TouchPoint Data Visibility

#### **Data not showing in ETO**

- Verify you're logged into the right program?
- Try View Participant TouchPoints
- Ask admin to grant you access to View Other's data via TouchPoint Security





## Keep In Mind

- ETO Results Reports return data based on TouchPoint Security
- Includes Standard Reports built on Webi platform as well as Custom Results Reports built by your admin.
- Not seeing data you expect to see?
  - Verify TouchPoint Security on View Other's tab FIRST

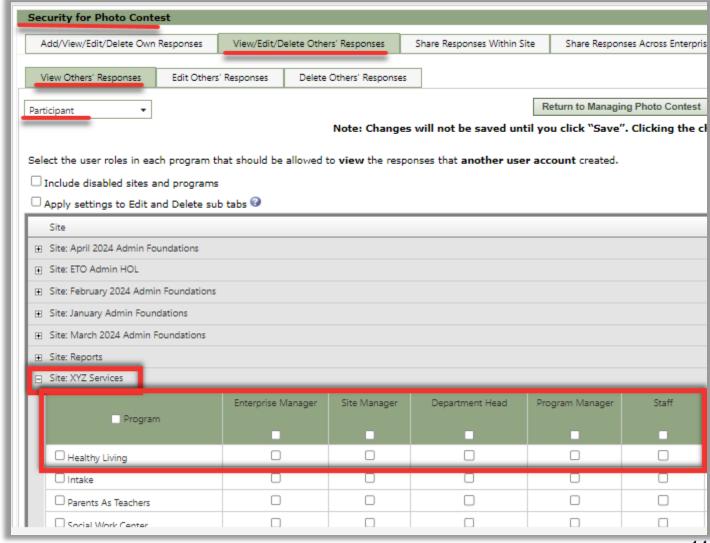


# Modifying Data Visibility



# Modifying TouchPoint Data Visibility

- ETO Administrators and higher
- Manage TouchPoints feature
- Unique for each TouchPoint, Subject, Program and User





# Additional Resources



# Additional Training Opportunities

- Knowledge Base How-To Articles (Search Chat or Visit Online)
- Bonterra Academy Free Webinars & Recordings
- <u>Foundations</u> Intensive, Multiday Courses to Cover Admin Basics
- Admin Labs 2 Hour Live Trainings on Specific Capabilities



Build confidence & knowledge in our software!



## **Customer Support**

Reach out to our Customer Support Team with Questions or Concerns.

Weekdays 7am – 7pm CST via chat or through email: eto@bonterratech.com

# Q & A

- Ask questions about functionality covered in this training
- Ask trainer to redo a demo
- Ask real-life application questions
- Or sign off and we will see you in the next training!



Thank you for attending!

We hope to see you in future trainings.

