

# How to Navigate the Knowledge Base

Last Modified on 04/25/2022 1:33 pm EDT

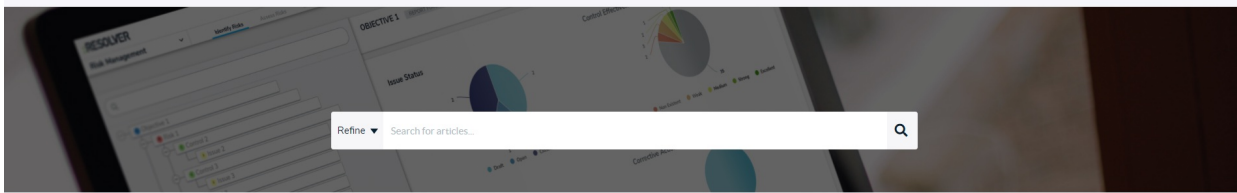
The Resolver Knowledge Base is your hub for app guides, troubleshooting, information on the Project Success Center, and more. This article will help familiarize you with these resources, but if you need any extra help, feel free to [contact us!](#)

## Home Page

### App Guides

To access the app guides and help articles, click on any of the following:

- **Resolver Core Administrator's Guide:** Where you can find information and instructions on all administrative-related tools and tasks for Resolver Core.
- **User's Guides:** Where you can find user and admin guides for the app
- **See more:** Where you can find configuration guides that include step-by-step instructions for creating new applications, activities, or other components in your app.











New to the knowledge base? [Click here!](#)

### App Guides

If you don't know the name of your app, try searching for an article or check out the popular topics.

<a href="#">Resolver Core Administrator's Guide</a>	<a href="#">Command Center Users' Guides</a>	<a href="#">Compliance Management User's Guide</a>	<a href="#">Incident Management User's Guide</a>
<a href="#">Internal Audit Management</a>	<a href="#">Risk Management User's Guide</a>	<a href="#">Vendor Risk Management</a>	<a href="#">See more...</a>

### Popular Topics

 <a href="#">Getting Started</a>	 <a href="#">Administration</a>	 <a href="#">Login &amp; SSO</a>	 <a href="#">Users</a>
 <a href="#">Reports</a>	 <a href="#">Configurable Forms</a>	 <a href="#">Workflows</a>	 <a href="#">Formulas</a>

#### What's New

Product updates, release notes, announcements, and more.

#### Project Success Center

Information and resources to help guide you through your implementation journey.

#### Support & Troubleshooting

Get solutions to common issues, check the status dashboard, and review the support program.

#### Have an idea?

Share product enhancement ideas, up-vote other customers' ideas, and view product updates.











[Contact Support](#)





## Popular Topics

Topics are updated based on popularity. Below is an example of some popular topics!

Popular Topics

 Getting Started	 Administration	 Login & SSO	 Users
 Reports	 Configurable Forms	 Workflows	 Formulas

 <b>What's New</b> Product updates, release notes, announcements, and more.	 <b>Project Success Center</b> Information and resources to help guide you through your implementation journey.	 <b>Support &amp; Troubleshooting</b> Get solutions to common issues, check the status dashboard, and review the support program.	 <b>Have an idea?</b> Share product enhancement ideas, up-vote other customers' ideas, and view product updates.
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## Project Success Center

A resource to help guide you through your implementation journey – from approaching your implementation, to what to expect at different steps, to best practices for long-term success. These resources will supplement your sessions with your friendly Services Team.

### Project Success Center

#### Our Approach to Implementations

Implementing and then integrating a new software platform into your company is typically a small piece of a wider change. And change comes with its ups and downs! Your Resolver Project Team is here to support you through the journey. Read our approach here!

#### During the Project: Prep & Homework

You're about to start your journey with our Professional Services team, and we're sure you're raring to go! Here are our different project implementation packages. We'll take you through what you can expect during our time together, what you can help prepare, and things to think about as you begin the next phase of your journey with us.

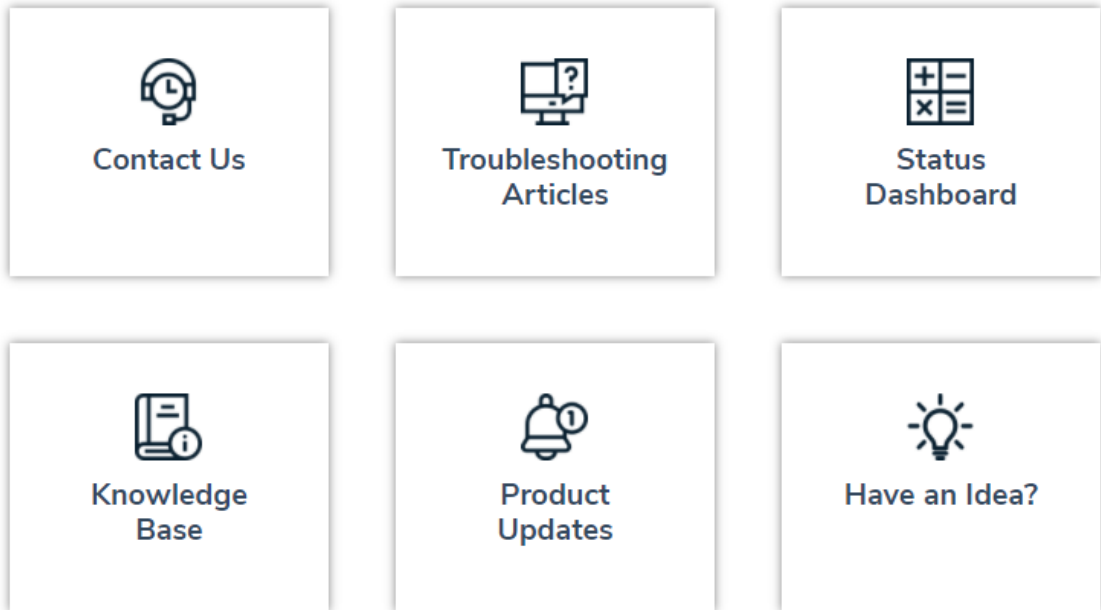
#### Beyond the Project: Long-Term Success

Congratulations—you've successfully completed your project! We're excited for you to begin your journey into long-term success with Resolver. Here are our best practices to help you hit the ground running, and ensure you achieve your goals with us.

## Support

Access Resolver Support information at any time by clicking **Support** at the top-right of any page, or by clicking **Support & Troubleshooting** under Popular Topics.


## Support



Click [here](#) for our Support Program terms and conditions.

## Search

If you're looking for something in particular you can enter keywords in the search bar on any page.

Alternatively, you can click the  icon, in the **Refine by Category** section, select the guide(s) and topics you want to search in, then click search.

Search results for...

reports Search

Total results: 27

Sort by: Relevance

- Refine by Category**
- Core Admin Guide
    - Introduction
    - Core User Interface
    - Log In
    - Search
    - About Applications
    - Archived Data
    - Permissions Model
    - Object Types
    - Inferred Permissions
    - Workflows
    - Formulas
    - Object Type Groups
    - Fields
    - Locations
    - Assessments
    - Data Definitions
    - Configurable Forms
    - Form Translations
    - Data Visualizations
      - Time Zone Conversions
      - Data Warehouse

1. **View a Report**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Reports  
For information on **exporting** a **report**, see the **Export a Report** article. ... Starred Reports To star a **report** (create a tab for the **report** in the nav bar); Click the icon at the ... of the **report**.
2. **Export a Report**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Reports  
**Exported report** data is cached based on the last time the **report** was loaded. ... Instructions To **export report** data; Navigate to the **report** you wish to **export**. ... If the **report** contains other **report** elements, only the table data will be **exported**.
3. **Edit or Delete a Report**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Reports  
You cannot edit or remove the data definitions saved to a **report** without deleting the **report** then ... To delete a **report**, click the icon at the bottom of the **Edit Report** page, then click Yes to confirm ... To add or edit the header and/or logo on a PDF **export** file for the **report**, click PDF Output Options.
4. **Loading & Caching Report Data**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Reports  
**Report** banners. ... A **report** timestamp. ... This timestamp appears on **exported reports** and is updated when the **report** is reloaded or refreshed.
5. **Reports Overview**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Reports  
For information on creating a **report** and adding form elements, Create a New **Report** and **Report** Elements ... A **report** displays object or assessment data via one or more of the following **report** elements : Tables ... Each new **report** requires a data definition is selected as the **report** focus and each element (tables).
6. **Export Object Data from a Data Analytics Report**  
Last Updated: 03/03/2021 in Resolver Core Administrator's Guide » Data Visualizations » Data Analytics Exports  
If the **report** is still not generated by 1:05 pm, Core will attempt to create the **report** using the data ... download the **report** through your browser. ... The **Export** button is grayed out while the **report** is generating.
7. **Create a New Report**

# Navigation

The app guides are accessible from the navigation menu. To access articles for specific topics within the app guides, click the > icon beside the topic of interest and a list of articles will appear. Return to the Home Page by clicking Home at the top-right of any page.

- Core Admin Guide
  - Introduction
    - Introduction Overview
    - Idea Portal
    - Data Region
    - Who Should Use This Guide
    - Important Notes About This Guide
    - Notes, Tips & Warnings
    - My Tasks
    - Quick Add
  - Core User Interface >
  - Log In >
  - Search >
  - About Applications >
  - Archived Data >
  - Permissions Model >
  - Object Types >
  - Inferred Permissions >
  - Workflows >
  - Formulas >
  - Object Type Groups >
  - Fields >

Home

## Resolver Core Administrator's Guide

Information about the admin settings as well as instructions on completing administrative tasks. Click this link to download a full PDF version of the guide.

Looking for release notes? Click here!

**Introduction (8)**

- Introduction Overview
- Submit Your Ideas: The Resolver Idea Portal
- Data Region
- Who Should Use This Guide
- Important Notes About This Guide
- See more...

**Core User Interface (2)**

- User Interface
- Admin User Interface

**Log In (11)**

- Log In
- Log Out
- Password Requirements
- Reset Your Password
- Multi-tenancy (Multiple Organizations)

## **Popular Articles**

The popular articles vary based on the app guide you have selected.