



Dashboard Frequently Asked Questions

How do I access the dashboard?

To view all of the dynamic features of the Distinguished Performance Reports Dashboard, you must first install Microsoft Silverlight on your computer. To download the software, go to <http://www.microsoft.com/silverlight> and follow the standard prompts. Once you have installed, check out the dashboard at www.toastmasters.org/reports.

If you choose not to install this software, visit our HTML site (<http://dashboards.toastmasters.org/html/>) to access reports.

What browsers are currently supported by Silverlight?

The most current versions, as well as some older versions of Internet Explorer, Firefox, Safari, and Chrome are supported. You may check the [Silverlight site](#) for more information specific to your browser and operating system.

Do I need to be an administrator to install Silverlight?

Typically, home computers are configured so that users have access to install programs. Many business computers do limit local user access to install programs, so if you do not have access, you will have to contact your local administrator.

What browsers are currently supported by HTML?

If you choose not to install Silverlight, you may still access the Distinguished Performance Reports by visiting our HTML site.

The HTML site requires an HTML5 compatible browser, such as: Internet Explorer 9+, Firefox 4+, Chrome 9+, or Safari 5+. Additionally, some smartphone and tablet devices will also be able to navigate to the HTML Explorer URL via their device's native (or 3rd party) web browser. The general device/OS requirements are as follows:

- Android 2.x (for smartphones) plus a 3rd party web browser that supports SVG (*e.g.* Firefox Mobile or Opera Mobile)
- Android 3.0 (for tablets)
- BlackBerry OS 6 or higher
- iOS 4.3 or higher
- PlayBook OS 1.0 or higher
- Windows Phone 7.5

Can I view the dashboard on my Mac?

Yes. OS 10.5.7+ are supported (Intel-based) when running Firefox 3.6+ or Safari 4.0+. Additionally, iOS 4.3+ is supported on the HTML site.

Can I see the dashboard on my mobile devices?

Many mobile devices are now supported, using the HTML site version of the reports. Please see "What browsers are currently supported by HTML" for additional information.

I've chosen my version of the reports, now what do I do?

Return to www.toastmasters.org/reports to view the District Performance Reports in Silverlight, or <http://dashboards.toastmasters.org/html/> for the HTML compatible experience.

There, you will be prompted to select your district number, and directed to your district overview page. Once on the dashboard, you will see a wealth of information available in the four quadrants.

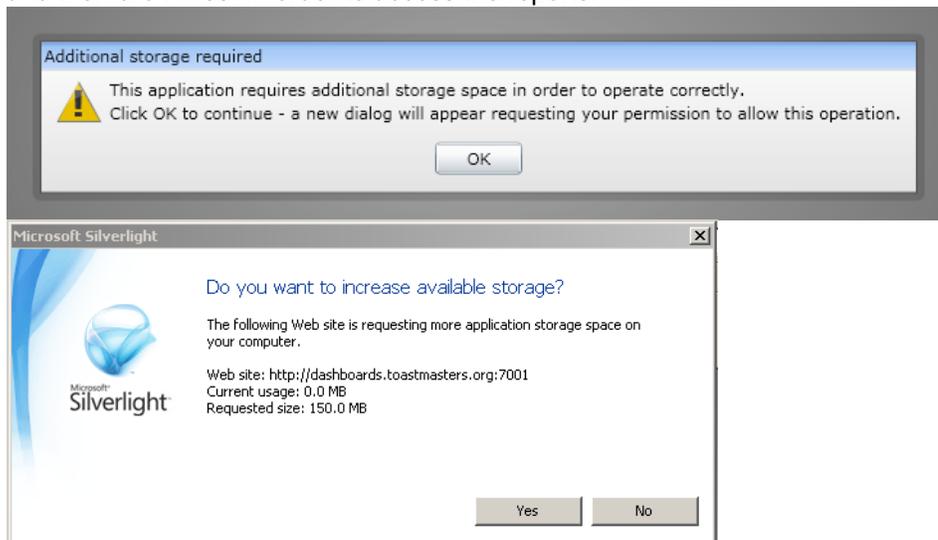
To view progress in the Distinguished Division, Area and Club programs, click on the appropriate selection to be taken to more information specific to those programs. By clicking various sections and icons, you will access a great deal of information.

I got a blank screen! My browser is compatible, I've installed Silverlight. Now what do I do?

After you install the program, if you get a blank screen when you go to view your reports, insure that your Pop-Up blockers are turned off. Pop-Up blockers may prevent the program from running, resulting in a blank screen. If the program still does not show anything, you may wish to try the reports in another format, or submit a help desk ticket at <http://support.toastmasters.org/>, and we will contact you for additional support.

What do I do if I receive this message?

When you first return to the dashboard, you may see this notification. Just click "OK" to be redirected to the next screen, and then click "Yes" in order to access the reports.



How current is the information?

Data is updated daily between 12:01a.m. and 4:00 a.m. Pacific Time. Between those hours, the system may be slow and some data may be incomplete or unavailable.

At the top of each program page, you will see two calendar drop boxes:

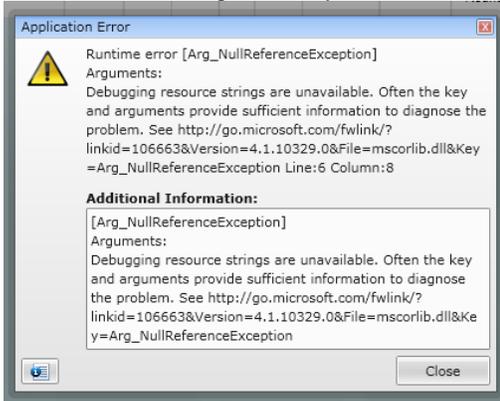


The default dates shown are always the most current information posted for the month for which membership applications and educational awards are being processed. Toastmasters International's month-end closing dates are always the last calendar day of the month, but the final run of reports for each month are within the first few days of the following month. This allows WHQ time to process mailed and faxed material received so that recognition and progress reports can be compiled and generated. For further information about processing times, please visit: <http://www.toastmasters.org/ClosingDates>.

You can choose to look up past information in this recognition program by clicking on the calendar icons, and selecting that date. After two months, all daily reports for the month will be purged and only the month end report will be kept active.

What if I get a “Runtime Error”?

If you receive a pop-up message that indicates a “Runtime Error,” click “close” on the message until it goes away. Your data has not changed, and you should be redirected to the correct page.



How do I navigate to my Division, Area, or Club?

Select your district and you will be directed to the District Overview, with the Qualifying Requirements for your district.



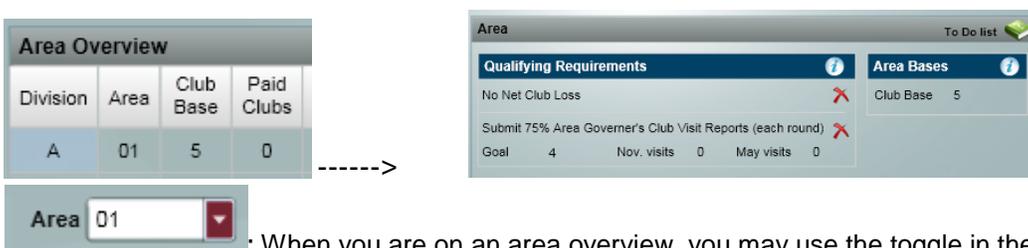
Click on any of the Divisions, Areas, or Clubs in their respective quadrants to get to the Division, Area, or Club Overview pages. These pages provide more information on the specific standings and requirements of those programs.

Division Overview:



When you are on a division overview, you may use the toggle in the upper right to view another division overview in the same district.

Area Overview:



When you are on an area overview, you may use the toggle in the upper right to view another area overview in the same division.

Club Overview:



How do I download this information to share with my district, division, area, or club members?



: On any of these pages, click on the “Export” tab to receive information specific to the Distinguished District, Division, Area, or Club program, which may be exported to Excel, using the tab near the upper right of the report.

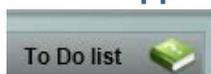
District	Division	Area	Club Id	Club Name	Member Base	Active Mem	Total Points	CC	AC	CL, AL, DTM	New Members	Officers Trained Round 1	Officers Trained Round 2	October Renewals	April Renewals	July Club Officer List	January Club Officer List	Export to Excel
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I tried to use the back button, and was redirected to the home page. What should I do?

When you are on a division, area, or club page, rather than use the “Back” button on your browser, use the blue “Home” and “District” tabs in the upper right hand corner of the reports. “Home” directs members to the first page of the reports. The “District” tab will direct you back to your District page.



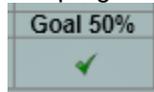
What happens when I click this icon?



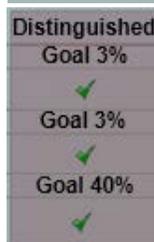
: Click the “To Do list” to see a list that is tailored to the needs of the particular club, area, division, or district. Complete the items listed in order to become Distinguished, Select Distinguished, or President’s Distinguished!



: This information icon goes directly to the page of the manual that explains the section in which the icon is located. When it is showing the “Qualifying Requirements,” for instance, it will point to the page that explains the requirements for that program.



: The green check mark indicates that the goal has been achieved. Congratulations!



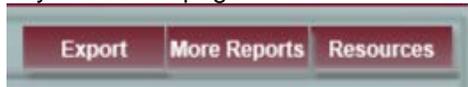
: When all of the goals in a particular section are met, the section will be shaded, and a congratulatory message will appear in that quadrant.



: If you see a red “X,” this means that the goal in question has not yet been met. Hover the cursor over the “X” to get more information about how to achieve your goals!



: “Home” directs a member to the first page of the reports. The “District” tab will direct you back to your District page.



: Clicking on the burgundy tabs allows users to access exportable reports, as well as more reports about performance, and resources, such as manuals, and who to contact for additional assistance.

How do I view my Historical Reports (2011-2012 and earlier)?

If you want to view historical District, Division, and Area recognition reports (2011-2012 and earlier), visit the [Historical Reports](#).

If you want to view historical Club recognition reports (2011-2012 and earlier), visit the [Club Historical Reports](#).

Where do I find the “Update” reports?

The daily running reports that were formerly known as the “Update Reports” are still available in the “More Reports” tab.

More Reports

will redirect you to the list of reports specific to your district:

April Dues Renewal Status

Reports are uploaded daily

Dues renewal status for all active clubs in the district

October Dues Renewal Status

Reports are uploaded daily

Dues renewal status for all active clubs in the district

January Club Officer List Status

Reports are uploaded daily

January Club officer list status for all active clubs in the district

July Club Officer List Status

Reports are uploaded daily

July Club officer list status for all active clubs in the district

These reports are also available directly at: <http://reports.toastmasters.org/reports/reports.cfm?d=##> (be sure to replace ## with your 1 or 2 digit district number). These reports have not had any changes to their format from the 2011-2012 versions.

What features and additional information can we expect to see, and when?

We are currently working hard to bring many more reports and features to the Distinguished Performance Reports Dashboard. Though we do not have any set availability dates, some of these include:

- More reports
 - Area Governor functionality – which clubs have had visits entered
 - Club Coach information – who needs a coach assigned?
- Trending statistics and graphs

If you are experiencing technical difficulties, if you would like to provide us with suggestions, or if you have further questions, please visit our feedback site:

<http://support.toastmasters.org/>.