

# Troubleshooting Checklist

Last Modified on 09/25/2025 11:58 am EDT

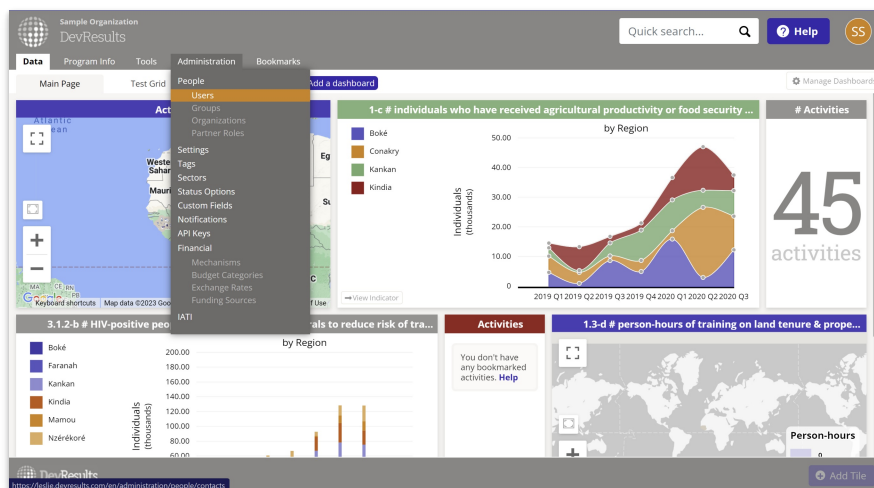
You or one of your users has issues logging into DevResults and not being able to report data. This quick checklist will walk you through the most common causes for this issue and how to think about investigating problems in DevResults in general.

- **Can you duplicate the problem?**
- **Checking your Project's 4 W's**
- **Additional tools for troubleshooting**
- **Everything looks fine**

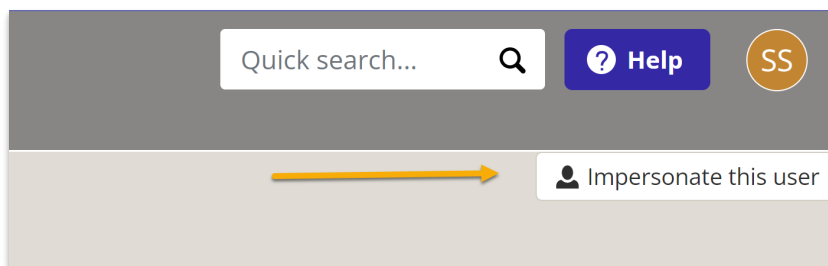
## Can you duplicate the problem?

If you're the user who reported this issue, you can skip this step. But if you're a site owner or administrator and one of your users has complained, start here.

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- Go to Administration->Users.
- Click on the user who reported the problem.



- Click the **Impersonate this user** button in the upper right corner.
- Can you duplicate the problem they're having? If not, go back to the user and have them show you--this is most likely a problem with their browser version, browser cache, or an internet/proxy server issue.

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# Check your Project's 4 W's: Who, What, When, and Where.

Most inabilities to report data stem from missing one of the 4 W's (Who, What, When and Where) somewhere along the way, usually at the project level. These steps will help you double-check all of those linkages.

## 1. Who: On the Project Overview tab, does the project have a partner organization assigned?

- Does it have Staff Roles/Partner Access granted to individuals?
- If yes to both, follow-up here and in Administration->Users: Is the person who is complaining of not being able to report actually part of the organization or in that list of individuals?

The screenshot shows the 'Access to School Lunches' project overview page in DevResults. The 'Partner Organizations' table is highlighted with an orange box. The table lists the following organizations:

Partner Organization	Partner Role	Primary C...	IATI Activity	
Kunkle Associates	Primary	Bo Goldberg	DEF654	Details
Gates Foundation	Accountable	Aicha Zeinab	ABC123	Details
Department of State	Funding	Aaron Fox	XYZ987	Details
Groupe Diallo	3rd party m...		RST012	Details

Below the table, there is a note: "Note: In reports, all data for this activity will be attributed to the primary organization listed first."

## 2. What: On the Project Overview tab, does the project have indicators and/or results framework components assigned to it?

- Follow-up in Results->Indicators: Are those indicators actually active?

The screenshot shows the 'Access to School Lunches' project overview page in DevResults, specifically the 'Results and Indicators' section. The 'Indicators' tab is selected, showing a list of indicators with their frequencies. The indicators are:

Indicator	Frequency
3.2.3-a # testing facilities (laboratories) with cap	Quarterly
4.1-a # person-trainings in post-secondary certi	Quarterly
4.1-b # unique trainees per reporting period pe	Quarterly
4.1-c Cumulative # unique trainees per training	Quarterly
4.1-d # trainees to improve their test score from	Quarterly
4.1-e Average % improvement from pre-test to f	Quarterly
4.1-f # trainings per topic in post-secondary cer	Quarterly
4.1.2-a % students who, by the end of the prima	Quarterly
4.1.2-a-D # students tested in reading compreh	Quarterly
4.1.2-a-N # students who, by the end of the prin	Quarterly
4.1.3-d # individuals from underserved and/or c	Quarterly
4.2-a Majority of facilities pass IG inspection	Quarterly
4.3-b # USG-supported tertiary programs with c	Quarterly
M-1 # projects	Quarterly

At the bottom of the list, there is a button labeled '+ Assign indicators...' with an orange arrow pointing to it. To the right of the list, there is a note: "Allow reporting cycles to vary over time".

### 3. When: On the Project Overview tab, does the project have reporting periods assigned to it?

- Is the reporting period in question assigned to this project? (If not, assign it!)
- Follow-up in Results->Reporting Periods: Are any of those reporting periods actually open for submission?

Home > Program Info > Activities > Access to School Lunches

## Access to School Lunches

Kunkle Associates

**Overview** Performance Budget Geography Checklists Forms Documents Calendar Photos

Dates: 22 Dec 2015 - 8 Jul 2023

Reporting Periods	Name	Start Date	End Date	Status
	2016 Annual	1 Oct 2015	30 Sep 2016	No Data
	2016 Q1	1 Oct 2015	31 Dec 2015	In Progress
	2016 Q2	1 Jan 2016	31 Mar 2016	In Progress
	2016 Q3	1 Apr 2016	30 Jun 2016	In Progress
	2016 Q4	1 Jul 2016	30 Sep 2016	In Progress

+ Add reporting periods + Add reporting periods by dates

**Summary**

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### 4. Where: On the Project Geography tab, are there any warnings that you need geographies mapped?

- In any of the specific geography tabs (Locations, etc.), are advanced settings enabled and certain results framework sections not checked off when they should be?
- Are advanced settings enabled and some reporting periods are omitted when they shouldn't be?

Home > Program Info > Activities > Access to School Lunches

## Access to School Lunches

Kunkle Associates

Overview Performance Budget **Geography** Checklists Forms Documents Calendar Photos Discussion IATI

Locations 10 Prefectures 10 Regions 6

This activity reports on 3 indicators at the region level. [View Indicators](#)

Region
Boké
Conakry
Kankan
Kindia
Labé
Add region...

✓ Has Reporting Periods

✓ Has Indicators

✓ Has Geographies

Diagnostics History

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## Helpful tools for troubleshooting

If you administer or configure a DevResults site and you can't figure out why something isn't working or you want to check that other people are setting things up properly, check out the Diagnostics Panel. This page exists to help you find potential issues in your site, from duplicate names or codes that might prompt users to select the wrong thing to misconfigured or missing configurations that flat-out prevent a project from reporting on an indicator. See our help article about our [Diagnostics Panel](#)

**Note:** This tool is currently only available to users who belong to permissions groups with Diagnostics enabled with View and Edit access.

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## All of that looked fine.

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If all of that looked 100% great, now is the time that you or the user should report this as a bug to [help@devresults.com](mailto:help@devresults.com). See [Getting Support](#) for tips on getting the fastest resolution possible.

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Didn't answer your question? Please email us at [help@devresults.com](mailto:help@devresults.com).

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