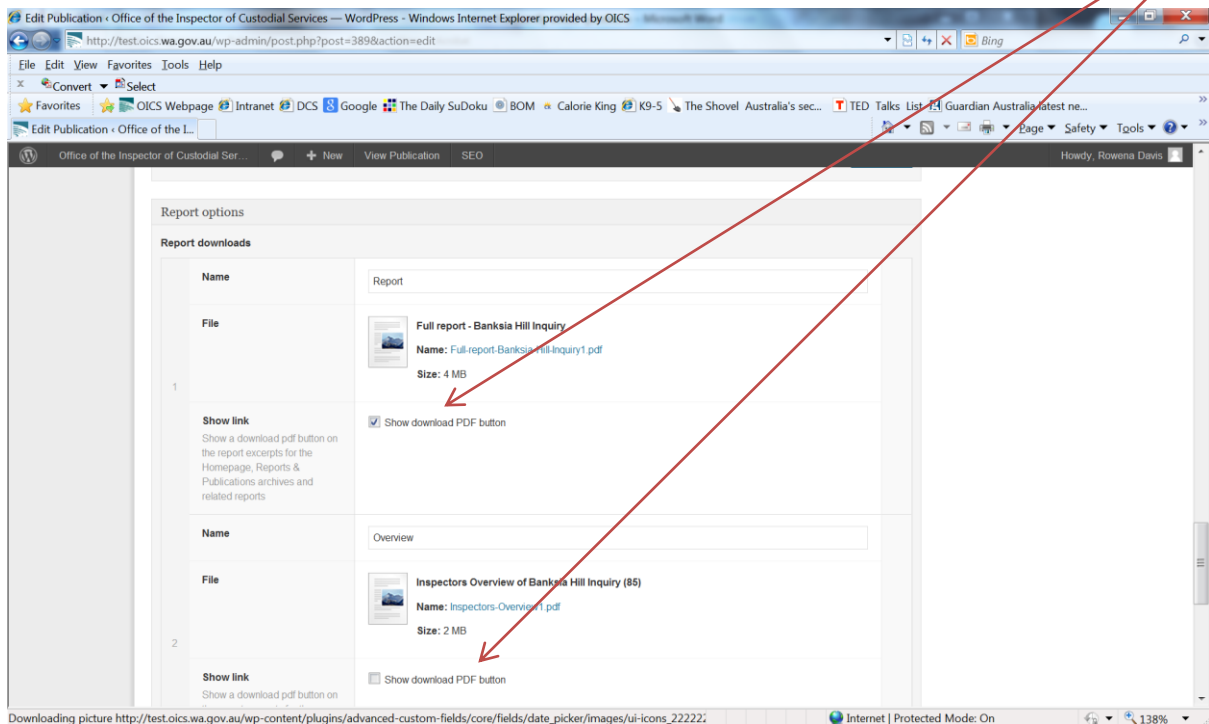Frequently asked questions

1. Why can't I see my teaser text and feature image for my report

The teaser text (25 words on what the report is about) and feature image are only shown on the home page and the reports and publications list. It does not appear on the report detail page. These can only be viewed by website contributors after the report has been published.

2. Why do I have two download boxes appearing on the home page and reports and publications page?

A download box will occur each time you check the "show download PDF button" on your parent publication. Please ensure you have only selected this box for the report and not the overview.

3. Why can't I my background and key findings information on the report detail page

All four of the sections; Background, conclusion, key findings and recommendations must be complete and saved to draft before they become visible on the report detail page.

4. Why have I got additional links in blue on the left hand side of my parent page?

Additional information should be saved to subpages in your report and not the parent publication. If you select to link it to the parent publication it will be shown as an additional link under

recommendations, key findings, conclusions and recommendations on the left hand side of all your subpages.

5. Why are my background page, conclusion page etc showing up when I use the filter function for reports?

The filter function for subpages should be left blank. Only the parent publication should have filters.

6. Why has my text got strange symbols, circles and general gobbledygook in it?

Word has formatting information embedded into documents. Copying and pasting from Word may bring strange formatting information in the website that is difficult to see. Always copy from a word document, into Notepad and then into the website. This will strip the formatting.
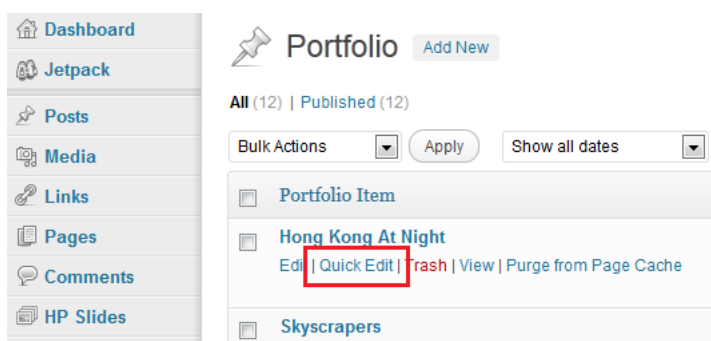
7. Why is there no image on my Background/Conclusion/Key Findings/Recommendations page?

The website is designed to have the featured images displayed on the report detail page. If you also want an image to appear in your subpage you must upload this as an image from the library and embed it into your text. (refer to Website Instructions - Advanced options - Embedding images into your subpage text).

8. Why are my two reports (e.g. Reports 54 and 55) which were tabled on the same day, appearing in the wrong order?

The way you fix the order problem is NOT by changing the 'order' but rather by changing the published date of the two posts. Follow the directions below

Step 1: Click on the quick edit button in the post editor

Step 2: Change Post Date

Look at the dates of your published posts and you can change them to reorder them.