

General Navigation - Dashboard Objects Not Visible to New Users

Issue

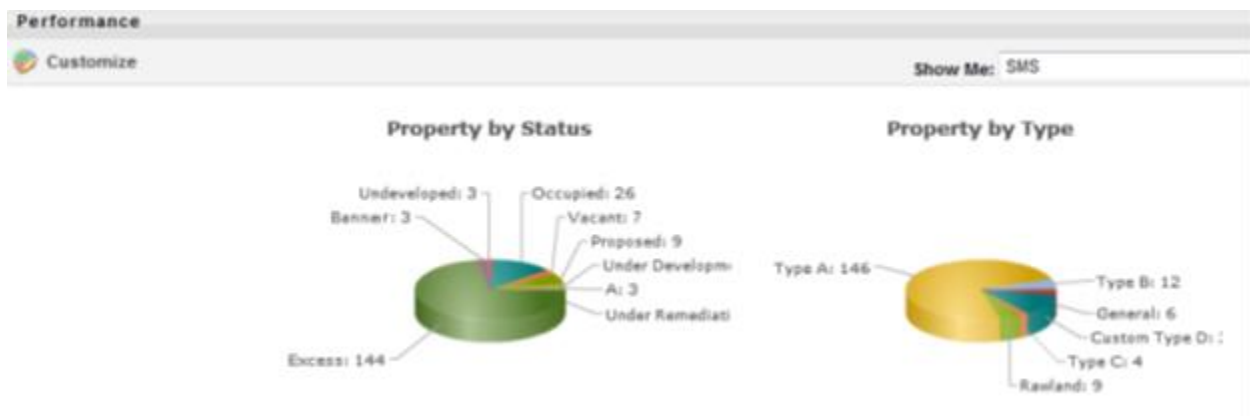
A new Group was created in Siterra+ and new users were assigned to the group. When the user logs in there is no information being populated on their dashboard.

Cause

The Dashboards KPI's are updated on an hourly basis. New information must be refreshed in the system for it to appear on the dashboard objects. This includes information regarding Groups and where they have access in the application. The information regarding a new group must populate and be refreshed so that the appropriate information is shown on the dashboard view.

Resolution

If a new group needs to be setup for users to be assigned to then it should be done several hours before the users will need to log in. This will give the system enough time to refresh the data with the dashboard KPI's and for that data to then be viewable by the users assigned to the Group.



(Example of how the dashboard objects should be correctly displaying information for a user when they first log in)