


General Navigation

Q: How do I adjust my score ranges?

A: Tap the  icon in the upper-right part of the screen.

Q: How do I access help?

A: Tap the  icon in the upper-right part of the screen. Select **Help** to review the help files, or select **Support** to get access to our Customer Support team.

Q: Why didn't I receive my scheduled report?

A: Please check your Spam folder. You will receive scheduled reports from noreply@realizereports.com. Please add this email address to your safe sender list. Or, your report may have no data. Reports with no data will not send. Double check by running the report in the app.

Q: Why didn't I receive my emailed report?

A: Emailed reports are limited to 15MB. You will receive an email within an hour notifying you if your report was too large. Please use the SFTP feature for large reports.

Q: Why didn't my report return any data?


A: Double check your filters. Always complete the filters from top to bottom. For type-in areas, select the area to generate a list, or type in the first few letters of the item; then select the item from the list.

Q: Why does my report email appear to be translated from another language?


A: In Gmail, you may notice a translation option at the top of your email. Gmail attempts to determine the language of incoming emails and offer translation. Our report emails are encrypted. As Gmail attempts to interpret the encryption, it falsely tags the content as another language. Please ignore or reject the translation.

Dashboard Tab

Q: How do I change the data that drives the Dashboard reports?

A: Select  **FILTERS** to change the Dates and Schools that comprise the Dashboard visualizations. Change the Programs to adjust the bottom three visualizations. Click **Run** to apply your changes.

Q: What if I want to dig into the data around a Dashboard report?


A: If you would like to take a deeper dive into any Dashboard data, click the  icon next to the report name to see which report (from the Report tab) provides additional information.

Reports Menu


Q: Which reports can I find on the Reports menu?


A: Reports are grouped by Usage, Assessment, and Standard.

Q: How do I change the data that drives a report?

A: Select  **FILTERS** to change the filters on your individual report. (Each report has a distinct set of filters that allows you to adjust your view.) Click **Run** to apply your changes.

Q: Can I access these reports outside of Realize Reports?

A: When you have run the desired report, select the  icon in the upper-right side of the page.

From here, you can send reports to access on your personal device as a CSV file. Click the  icon to schedule your reports to arrive at desired intervals.

Q: Are there any reports with required filters?

A: Yes, the Item Details reports require you to complete the Program and Assessment filters before you can run them.

Q: Are there any limits to the date filters?

A: The “is before”, “is any time”, and “is not null” filters provide data back to the beginning of the school year. If you wish to review data that includes prior year(s), use the “is in the range”, “is on or after”, or “is in the year” filter.

Q: Are there row limitations on the Reports tab reports?

A: For all reports found on the Reports tab, there is a limitation of 5000 rows of data that you can view in the app. If your set of data includes more than 5000 rows, you will receive a warning when your data set returns. To view the entire range of data, send your data set to yourself. Note that we limit our emailed files to 15MB; your email server may limit a lower size that it will receive. We recommend that you use the SFTP if your data set is large.

Q: When I open my sent report, why doesn't it include all of the same columns as in the app?

A: When you send or schedule a report that showed cumulative totals or averages, the CSV file does not include those values. Instead, you will see only individual results for each cell. This includes the following reports.

Report
Assessment Scores
Cumulative Standards Scores by School
Cumulative Standards Scores by Standard
Item Details Percentage Scores
Item Details Raw Scores
Scores by Standards Detail
Student Usage by Program

Known Limitations

If upon log in you see a spinning wheel, you may need to whitelist two URLs: *realizereports.com and *Istreporting.com. You can typically whitelist a URL in the Privacy & Security settings of your browser.

When you select the type-in area of a filter, a list of items appears. This list is limited to 100 items. If an expected class/school/assessment does not appear, type the first few letters. The item will populate in the filter for you to select.