## m-Fin How-to: Troubleshooting Scheduled Reports [1]

Have your scheduled reports suddenly stopped running? Try these troubleshooting tips to get them working again.

## Read the procedures

**Step 1**: Verify the scheduled report is still active.

- 1. Click on Open menu, Content, My content to access your scheduled m-Fin reports.
- 2. Locate the scheduled report you want to update and click the **Action menu**, the three dots to the right of the heart icon.
- 3. Select Properties
- 4. Select the **Schedule** tab
- 5. **Verify the schedule is enabled -** The toggle button to the left of **Enable** will be green. If it has been disabled the toggle button will be gray. Click the toggle button to enable it.
- 6. Click the Edit link
- 7. **Verify the schedule end date** Scroll down to the *Period* section. Verify the end date has not passed or **No end date** is selected.

**Step 2**: If no issues were noted in Step 1, or if CU-Data prompts you to renew your credentials, follow the steps below.

- 1. Click **Personal menu** icon, on the top right of the CU-Data page
- 2. Click Profile and settings
- 3. On the Profile tab, click the Renew link, to the right of Credentials
- 4. Enter your user ID and password. These are your network credentials, the username and password you use to log into the portal.
- 5. Click **OK**

If you are still experiencing issues after following these steps, contact FSS@cu.edu [2]

Have a question or feedback?

## Questions & Feedback [3]

Feedback or Question *		

Your Name	
Your Email Address	
CAPTCHA  This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.	
Submit	
Controller	

**Source URL:** <a href="https://www.cu.edu/controller/m-fin-how-troubleshooting-scheduled-reports">https://www.cu.edu/controller/m-fin-how-troubleshooting-scheduled-reports</a>

## Links

- $\begin{tabular}{ll} [1] https://www.cu.edu/controller/m-fin-how-troubleshooting-scheduled-reports [2] mailto:fss@cu.edu/controller/m-fin-how-troubleshooting-scheduled-reports [2] mailto:fss@cu.edu/controller/m-fin-how-troubleshooting-reports [2] mailto:fss@cu.edu/controller/m-fin-how-troubleshooting-reports [2] mailto:fss@cu.edu/controller/m-fin-h$
- [3] https://www.cu.edu/controller/forms/questions-feedback-0