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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 the **My content** tab on the home page to access your scheduled m-Fin reports. Or, click the **Open menu** button in the top left > Content > My content.
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?

For questions or feedback contact

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