Things to Know about Reporting from the 2-1-1 Report Portal

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1. Data available is from October 1, 2012 through the current date. The Report Portal accesses our data in real time so it will always be current.

2. Right now it is possible to print your report by using your browser's print function or by exporting your report to PDF. You also have the option to email your report as a PDF.

3. Reports are in one of two formats – either a straight list or a grouped drill-down.

4. When entering a code for either a major need group or a specific need, it is imperative that the code (e.g. 040 for Basic Needs) be followed by a period (“.”) as in “040.” Failure to do this will result in an incorrect result.

5. Date range options are available for every report. When entering a date range you must enter an ending date that is the day after the period you want reported. E.g. for December 2014 you would enter 12/01/2014 for your START and 01/01/2015 for your END.

6. If you need technical assistance or just have a question, please call 954-390-0493 x 249 or 250 or email your concern to info@211-broward.org

7. If you would like a new report added or would like an existing report modified, please send your request to info@211-broward.org.

8. Due to the complex nature of our database, some reports you may request will not be possible as Public options. We will make every effort to create these reports on an ad hoc basis and return the result to you by email.

9. From time to time, as new questions arise, this document will be updated. It is always a good idea to quickly review it before starting any report session.

10. Some reports will appear as charts, graphs, or cross-tabs. These will always be labeled so you will know before running them how the data will appear.

11. When doing a resource report by Keyword it is possible to select more than one keyword. Use the Click, CTRL+Click method to select non-contiguous keywords and the Click, SHIFT+Click method to select a contiguous group e.g. all CMH or SN keywords.

12. **IMPORTANT!** Do not use your browser BACK button to navigate between folders. Use the Logi "tree" that appears just below your browser address and tool bars. It is at the top of the Logi application.