FAQ's and Troubleshooting

Why does TM1 look funny (i.e. different from the training docs screen shots)?

- You could be using a different version of Internet Explorer. Click settings and About Internet Explorer. You should be using version 9. If you are on a different version please contact your IT support person.

Why can’t I enter an amount?

- Did you take ownership?
- Have you chosen a writeable organization?
- Have you chosen a writeable account?
- Are you working in the Working Budget version?
- Is your year set to 2015?

What is the difference between reset data, reset views and reset tabs?

- Reset data clears out the information you have entered for **ALL** organizations you are responsible for and should be used with caution.
- Reset views allows you to go back to the default view for a particular tab if you have manipulated your views. You can reset your current view to the default or reset all views to the default for all tabs.
- Reset tabs moves the tabs back to the default positions.

How do I see multiple tabs on the same screen (i.e. looking at the summary tab while I am entering on the revenue tab)?

- Click on the tab you want to view in a split screen and drag to the bottom until you see the dotted lines. You can have more than a single split screen if you choose. For example, you can look at the revenue, expense and summary tab all at once.

How do I plan by account code for multiple indexes?

- Click on the three dots next to list and drag on top of account.

What if I don’t want to see all of the columns?

- For the Revenue, Expense, Summary tabs: Click the carat next to the PSU Measures, select the elements that you want to keep (holding the ctrl key allows you to select multiple elements), click the green square and then click okay. To get back to the original subset, click the carat and then click expand all.
• For the Personnel tab: Click the carat next to PSU Salary, select the elements that you want to keep (holding the ctrl key allows you to select multiple elements), click the green square ( ) and then click okay. To get back to the original subset, click the carat and then click expand all ( ).

How do I find a particular account code?

• Click on the carat next to account, then click on the box with the pencil in the lower right corner ( ), click expand all, then click the binoculars ( ). You may now key in the account code you are looking for in the find next field.

Why is my bottom line on the summary tab wrong?

• Have you budgeted for any transfers in? If so, did you enter them in as negative numbers? If not, go back to your expense tab and change any amounts in the transfer in account codes to negative numbers.
• Did you enter an index or appropriate FOAPAL string for each revenue and expenditure? If you are unsure, check each entry tab for a warning message.

Why don’t I see any people on the Personnel tab?

• Did you choose an account code that you either budgeted in on your FY14 staffing plan or have actual expenditures in FY14 (i.e. the President’s Office will not have any people in account code 10102 – Unclassified Faculty Salaries)?

How do I search for a particular person or other characteristic on a TM1 tab?

• Clicking Control+F will bring up a search tool. Enter the characteristic you would like to search for, the default settings in Internet Explorer will highlight the characteristic.

If following the steps in the FAQ’s doesn’t resolve your issue, contact your budget office liaison. Their name and contact information can be found on the Home Page tab in TM1.