

## PRI DATA PORTAL - FAQ

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We have created an FAQ list that is available via the Help tab of the Portal. If your question is not answered there, please email us at [reporting@unpri.org](mailto:reporting@unpri.org) and we will get back to you. We will also update our FAQs accordingly. A preliminary list is also available below:

**If an associated user of my organisation (signatory A) has been given access to a report from signatory B, do I get access to the reports of signatory B too?**

Not at the moment. We will change this at a later phase.

**I am a Data Portal Contact – can I give other associated users the right to grant access?**

No.

**Can we change who is a DPC?**

Yes, but please do so in May after we have processed details given to us via the 2017 Reporting Online Tool if still necessary.

**Can there be more than one DPC?**

Yes, however we recommend keeping this number to a minimum.

**I have searched for reports and want to add them to a new list. Can I do this from the tab “Find A Report”?**

This will be possible at a later date. For the moment, you can create a list first within My Lists. This can then be used to populate with reports via Find A Report.

**Why is access restricted to internal staff of my organisation?**

To avoid conflict of interest, users will only be able to log in as the organisation they directly work for.

**We outsource all of our work to service providers/contractors. Can they be given access to the Data Portal on our behalf?**

No. This will remove the risk of conflicts of interest.

## **Can I export the Transparency and Assessment Reports in PDF format?**

Not at the moment. This will be possible at a later date.

## **Can I export the responses in .xls format?**

This will be possible from July via Explore Data.

## **My request has been denied. How long do I have to wait before requesting access to a report again?**

We plan to reset the Request Access every six or 12 months. This is yet to be confirmed.

## **Can non-signatories access the Data Portal?**

Not at the moment. We are considering giving restricted access to the public at a later date which includes viewing the Public Transparency Reports and accessing aspects of the Explore Data.

## **How do I register to access the Data Portal?**

If you have already registered on the PRI website, you can access the Data Portal with the same credentials you use for the website. If you have not registered yet, you will have to do so before accessing it. On registering, you will receive an email to authenticate your access. The authentication will then be completed within 48 hours. If you are a member of staff of the organisation you would like to log in as but have not been in touch with the PRI before (hence not in our database), please email us at [info@unpri.org](mailto:info@unpri.org) with your full name and organisation so we can add you to our database. We will be doing so on a regular basis.

## **When will 2017 reports be available on the Data Portal?**

After June 2017.

## **Why do I see “ACCESS NOT AUTHORIZED” message?**

### **Most common causes:**

- Using the [reporting tool](#) credentials instead of the [PRI website](#) credentials to log in.
- Trying to access a specific page in the Data Portal without logging in first.

### **Previous know issues:**

- If you are still seeing the ACCESS NOT AUTHORIZED message after logging in with the correct credentials. Please try logging in the [PRI website](#) first then access the [Data Portal](#) from the same browser.

## **Why can I not see the approve option for requests?**

- You need to be a Data Portal contact to approve requests.
- You cannot approve assessment without approving transparency report. If the transparency report was declined, it must be approved before assessment can be approved.