APPLICABLE TO:

- ● Administrators
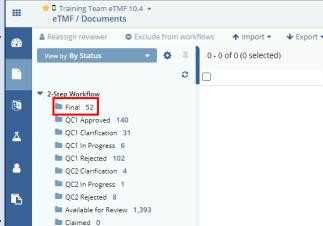- ● Managers
- ● Editors
- ● Readers

- ● eTMF
- ○ Study Start-Up
- ○ myTI
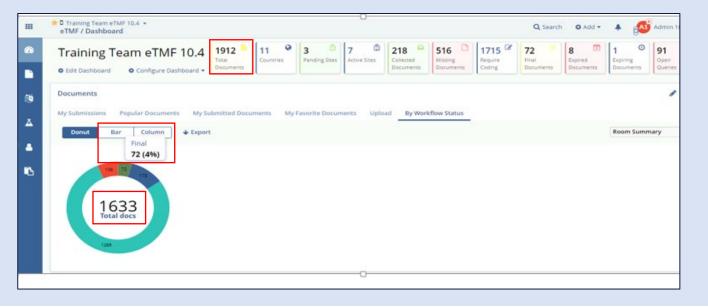
Occasionally, users may notice that document counts on the **By Workflow** dashlet may not match up with the **KPI** metrics or **By Status** view within the **Documents Module**.

Take a look at these examples:

- The **Final** count in the **By Status** view in the Documents Module is different than the **Final** count on the **By Workflow Status** dashlet on the dashboard.

- The **Total Docs** view on the dashlet is different from the **Total Docs KPI** tile.

These discrepancies can be a result of any of the following reasons:

1. The total finalized documents might have to be calculated/included from other folders as well. (ex. Rejected, inbox etc.) **--> The dashlet would be correct, while the By Status counts would not be correct.**

2. Documents may be rejected outside the workflow **--> The dashlet would be correct, but the counts would not be correct.**

3. "Unclaimed" can be documents that are in any stage of the workflow, not just the first step. **--> The dashlet would be correct, while the counts would not be correct.**

3. Documents can be rejected as "on hold", and then the doc could be made final. **--> The dashlet would be correct, but the counts would not be correct.**

3. Documents can be "Final" and rejected outside of the workflow, but the dashboards are based on the workflow → **The dashlet would be correct, but the counts would not be correct.**

6. The total documents may or may not include deleted documents which might affect the count when compared with the dashlet and metrics bar at the top of the screen. **--> The dashlet would be correct, while counts would not necessarily be correct.**