

View and correct Chart entries

Staff record Chart entries on the Staff App. On a computer you can open an entry, correct a wrong answer, or deactivate an entry that should not be there.

WHO IT IS FOR Owner, Admin, Manager, Coordinator	TIME NEEDED About 6 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: You need **Can view client charts** to open the **Charts** tab, **Can view chart entries** to open an entry, and **Can manage chart entries** to edit or deactivate one. Owners, Admins, Managers and Coordinators have all three by default. If **Edit** and **Deactivate** are missing from an entry's menu, ask an Owner or Admin to check your role. A manager limited to certain sites sees only the clients at their own sites.

Before you begin

- You are signed in to BondiByte on a computer.
- The entry already exists. Chart entries are recorded by staff on the Staff App, when they write a report for a shift. You cannot add a new entry from a computer. See Client Charts history to find an entry.
- You know what the correct answer is. Check it against the shift notes or with the staff member before you change a client's record.



Steps

1 Go to **Clients** > the client's record

- 1 In the left menu, choose **Clients**. The **Client Records** list opens.
- 2 Choose the name of the client the entry belongs to. Their record opens.

The screenshot shows the BondiByte interface. On the left, the 'Clients' menu item is highlighted with a blue circle and a '1' icon. The main area displays a table of client records. The 'Mason Ibrahim' row is highlighted with a blue circle and a '2' icon.

NAME	STATUS	ACTIVE	ACTIONS
Noah Bennett Noah	Active	Active	Deactivate
Ruby Chen Ruby	Active	Active	Deactivate
Chloe Davis Chloe	Active	Active	Deactivate
Mason Ibrahim Mason	Active	Active	Deactivate
Ethan Kaur Ethan	Active	Active	Deactivate
Daniel Mensah Dan	Active	Active	Deactivate
Lucas Miller Luke	Active	Active	Deactivate
Grace O'Connor Grace	Active	Active	Deactivate
Henry Roberts Henry	Active	Active	Deactivate
Avery Sample -	Active	Active	Deactivate
Isla Taylor Isla	Active	Active	Deactivate
Amelia Watson			

Choose **Clients** in the left menu (1), then the client's name (2).



2 Open the Charts tab

- 1 On the client's record, choose the **Charts** tab. It opens on **Client Chart setup**, which lists the Charts assigned to this client.

Scroll down to the **Chart entries** section. It lists what staff have recorded, newest first. Use the **Chart** and **Range** lists above the table to find the entry. Client Charts history explains each one.

Client Chart setup

Charts assigned to Mason Ibrahim, with their client-specific choices and effective-dated versions.

NAME	STATUS	EFFECTIVE FROM
Sample Fluid Chart	Active	02/10/2026 (version 2)

Rows 50

Back 1-1 of 1 charts Next

Choose the Charts tab (1). The Chart entries section is further down.

3 Open the entry's menu and choose Edit

- 1 On the row of the entry, choose the actions button (three dots).
- 2 In the menu, choose **Edit**.

The menu has three choices. **View** opens the entry to read only. **Edit** opens it so you can change its answers. **Deactivate** removes it from the client's record, and is covered at the end of this guide. **Edit** and **Deactivate** appear only for people who can manage chart entries.

Chart entries

Every entry recorded against this client's charts.

Chart: All charts Range: Last 30 days

DATE	CHART	SHIFT	RECORDED BY
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Sleepover - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Morning shift short - 02/10/2026	Demo User

Rows 50

Back 1-5 of 5 chart entries Next

Choose the actions button on the entry's row (1), then Edit (2).



4 Find the answer to correct

The entry opens in a window on the right of the screen, headed with the Chart's name, with its questions ready to change.

- 1 Check the line under the heading. It gives the date and time the entry was recorded and who recorded it, for example **02/10/2026 07:37 pm – Recorded by** and the person's name. You cannot change these.
- 2 Find the question with the answer to correct. The questions are shown in the order of the Chart, grouped under the Chart's section headings such as **Details**, and they start with the answers that were recorded. A question the Chart marks as required cannot be left empty.

Text questions: A box with the recorded answer. Type the correct answer over it. A longer question has a larger box.

Number questions: A box that holds the recorded number, for example an amount.

Date and time questions: Choose or type the correct day, time, or day and time. Time questions use the time field of your browser.

Yes / No questions: A list that starts with **Select**. Choose **Yes** or **No**.

Choice questions: A list that starts with **Select**. Choose the correct option. The list holds the options the Chart had when the entry was recorded, so an option added to the client's Chart later is not in it.

Multiple choice questions: A list where more than one option can be chosen. The options already chosen are marked.

Table questions: A row for each line that was recorded. Change a cell, choose **Remove row** to delete a line, or choose **+ Add row** to add one.

People questions: A search box for a staff member or a client. Type a name and choose the right person from the results.

Headings and information text: Words shown for reading only, such as a heading above a group of questions or a short note. There is nothing to fill in, and you cannot change them here.

Note: Only the answers can be changed. The day and time of the entry, the person who recorded it, the shift it belongs to and the client stay as they were recorded.

The date, time and person cannot be changed (1). The questions hold the recorded answers and can be changed (2).



5 Change the answer

- 1 Change the answer in the field. In this example the **Drink** is changed to **Diluted cordial**.

Change any other answer that needs correcting in the same way, then continue to the next step. Nothing is saved until you choose **Save changes**.

Sample Fluid Chart ×

02/10/2026 07:37 pm - Recorded by Demo User

Details

Time: 05:30 PM 🕒 Drink: Diluted cordial 1 ▼ Amount (mL): 180

Choose the correct answer in the field (1).

6 Choose Save changes

- 1 At the bottom of the window, choose **Save changes**. The button reads **Saving...** while the change is saved.

Choose **Close** instead to leave without saving. The entry stays as it was.

Close 1 **Save changes**

Choose **Save changes** (1), or **Close** to leave without saving.



7 Check the corrected entry

- 1 A message confirms **Chart entry updated**.
- 2 The window shows the entry again to read, now with the corrected answer. The **Edit entry** button at the bottom lets you change it again. Choose **Close** when you have checked it. The table behind the window shows the same entry in the same place.

The screenshot shows a window titled "Sample Fluid Chart" with a date and time "02/10/2026 07:37 pm". A confirmation message "Chart entry updated." with a green checkmark is displayed at the top. Below it, the entry details are shown: "TIME 17:30", "AMOUNT (ML) 180", and "DRINK Diluted cordial". A blue arrow labeled "1" points to the confirmation message, and another blue arrow labeled "2" points to the "DRINK" field.

The confirmation message (1) and the corrected answer (2).

8 Deactivate an entry that should not be there

Use this when an entry was recorded in error, for example against the wrong client.

On the row of the entry, choose the actions button (three dots), then choose **Deactivate**. A window asks **Deactivate this chart entry?** and explains that the entry will no longer appear on the register or count toward the client's Chart history.

- 1 Choose **Deactivate** to confirm.
- 2 Choose **Cancel** instead to keep the entry.

Warning: A deactivated entry no longer appears in the **Chart entries** table, in the **Charts** list under **Registers** or in a Chart PDF, and it cannot be brought back from the screen. If you deactivated the wrong entry, ask the staff member to record it again on the Staff App.

The screenshot shows a dialog box titled "Deactivate this chart entry?" with a red warning icon. The text inside says "This entry will no longer appear on the register or count toward this client's chart history." At the bottom, there are two buttons: "Deactivate" (labeled 1) and "Cancel" (labeled 2). A "Close" button is in the top right corner.

Choose **Deactivate** (1) to confirm, or **Cancel** (2) to keep the entry.



9 Check that the entry has gone

- 1 A message confirms **Chart entry deactivated**.
- 2 The entry is no longer in the table, and the count under the table has gone down by one.

Mason Ibrahim

Charts assigned to Mason Ibrahim, with their client-specific choices and effective-dated versions.

NAME	STATUS	EFFECTIVE FROM
Sample Fluid Chart	Active	02/10/2026 (version 2)

Rows: 50 Back 1-1 of 1 charts Next

Chart entries

Every entry recorded against this client's charts.

Chart: All charts Range: Last 30 days

DATE	CHART	SHIFT	RECORDED BY
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Afternoon Shift - 02/10/2026	Demo User
02/10/2026	Sample Fluid Chart	Morning shift short - 02/10/2026	Demo User

Rows: 50 Back 1-4 of 4 chart entries Next

The confirmation message (1) and the table without the entry (2).

What happens next

A corrected entry replaces the old answers straight away. Everyone who opens the entry, and every Chart PDF you export afterwards, shows the corrected answers.

Editing changes the answers only. The day and time, the person who recorded the entry, the shift and the client are not changed, and the entry stays with the version of the Chart it was recorded on. See Client Chart versions.

A deactivated entry is removed from the table and from every Chart PDF. The Chart itself, its other entries and the client's other Charts are not affected.

To keep a record of the corrected entries for a period, see Export a Chart as PDF.

Important notes

Important: Check before you change a client's record. Look at the shift notes or ask the staff member who recorded the entry, and correct only what is clearly wrong. Your organisation's own record-keeping policy still applies.



Good practice

- Open the entry with **View** first and read it. Only choose **Edit** when you are sure which answer is wrong, so you never overwrite a correct answer by accident.
- Check the time in the line under the entry's heading before you change anything. Several entries can show the same date, Chart and shift in the table, so the recorded time is how you tell them apart.
- Agree a correction with the staff member who recorded the entry. The entry keeps showing them as the person who recorded it after you change an answer, so note why you made the correction, in line with your organisation's record-keeping policy.
- An entry cannot be moved to another client. If it was recorded against the wrong client, deactivate it and ask the staff member to record it again for the right client on the Staff App.
- Deactivate an entry only when it should not exist. If an answer is wrong, edit it, so the history keeps one entry for what happened.
- Do not use **Edit** to add something that was missed on the shift. Ask the staff member to record a new entry on the Staff App, so the history shows what was recorded and when.
- Export a new Chart PDF after you correct or remove entries, and replace any copy you gave out earlier, so the documents you hold match the table on the screen.

Troubleshooting

Edit and Deactivate are not in the entry's menu, and only View is.

Why it happens: Your role does not include permission to manage chart entries.

What to do: Ask an Owner or Admin to check your role, or to make the correction for you.

My browser asks me to fill in a question, or a message at the top of the window says Complete required fields, when I choose Save changes.

Why it happens: A question the Chart marks as required has no answer.

What to do: Answer the question that is named or highlighted, then choose **Save changes** again. If the answer was never recorded, ask the staff member what it should be.

The list for a choice question does not have the option I want.

Why it happens: The list shows the options the Chart had when the entry was recorded. An option added to the client's Chart later is not offered on older entries.

What to do: Choose the closest option that was available, or deactivate the entry and ask the staff member to record it again, so the new entry uses the current options.

A message says A deactivated chart entry cannot be edited.

Why it happens: Someone deactivated the entry while your window was open.

What to do: Choose **Close**. The entry is no longer in the table. If it should be there, ask the staff member to record it again on the Staff App.



I deactivated the wrong entry.

Why it happens: A deactivated entry no longer appears in the table, and there is no button to bring it back.

What to do: Ask the staff member to record the entry again on the Staff App. Check the entry's row before you choose **Deactivate** next time.

I cannot find the entry.

Why it happens: The **Range** list shows the last 30 days to begin with, and the **Chart** list may be set to another Chart. An entry that has already been deactivated is not listed.

What to do: Choose **All charts**, widen the **Range**, and see Client Charts history.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
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