

Why a Chart shows for one client only

Find out why a Chart is in the Staff App for one client but missing for another, and what an Owner or Admin checks to put it right.

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

Permissions: Anyone using the Staff App can see which Charts it offers. Finding and fixing the cause on a computer needs an Owner or Admin, or a role that can manage client charts and view chart templates.

Before you begin

- A Chart reaches the Staff App only after several things have been done on a computer, by an Owner or Admin. The Chart template is published. Its **Staff mobile app** switch is on, in **Configuration > Chart Library**. The Chart is assigned to the client and **Active**, in the client's **Charts** tab. See Assign a Chart to a client and The Chart Library.
- A Chart is for one client. Setting it up for one client does not make it available for any other client. See Charts overview.
- You are looking at the **What are you recording?** list on the **Write report** screen of the Staff App, after choosing a client. See Record a Chart.

Good practice

- After you set up a Chart, ask one support worker to open a shift for that client, choose the client and check that the Chart is listed under **Charts**, before you tell the whole team.
- When two clients on one shift need the same Chart, assign it to each client. Give each one a name staff will recognise, for example with the client's first name added.
- If a Chart disappears, check the client's **Charts** tab first. A Chart that was switched off shows as **Inactive** there.



Problems and fixes

A Chart is missing and I do not know where to start.

Why it happens: A Chart appears in the Staff App only when all of these are true. The right client is chosen. The Chart template is published. Its **Staff mobile app** switch is on, in **Configuration > Chart Library**, under **Organisation templates**. The Chart is assigned to the client and **Active**, in the client's **Charts** tab. Every choice that is set for each client has at least one answer. The client is on the shift, and the shift is dated today or earlier.

What to do: Check them in that order. The Owner or Admin does the middle three on a computer. See Assign a Chart to a client and The Chart Library.

A Chart shows for one client but not for another client on the same shift.

Why it happens: A Chart is assigned to one client. Assigning it to the first client does not make it available for the second one.

What to do: Check that you chose the right client. If the second client also needs the Chart, an Owner or Admin assigns it to that client and activates it. See Assign a Chart to a client.

What are you recording? says **Choose a client first**. and no Chart is listed.

Why it happens: The list stays empty until a client is chosen, because Charts are offered for one client at a time.

What to do: Choose the client in **Client**. See Choose the client first when recording.

The client is chosen, but there is no **Charts** heading in the list at all.

Why it happens: No Chart is available for this client. Either none has been assigned, or it is not **Active**, or its template is not published, or the template's **Staff mobile app** switch is off, or a client-specific choice has no answers yet.

What to do: Tell your coordinator. An Owner or Admin checks the points in the note above, in order. The **Staff mobile app** switch for the template is in **Configuration > Chart Library**, in **Organisation templates**.

The Chart is **Active** on a computer, but support workers cannot see it in the app.

Why it happens: The template's **Staff mobile app** switch is off. Being **Active** is not enough on its own.

What to do: An Owner or Admin turns on the **Staff mobile app** switch for the template in the **Chart Library**. The assign and activate windows can also turn it on, with the **Show on the staff app** tick box.

The Chart is **Draft** or **Inactive** for the client.

Why it happens: A **Draft** Chart has not been activated yet. An **Inactive** Chart has been switched off.

What to do: An Owner or Admin opens the client's **Charts** tab and chooses **Activate** from the Chart's row menu. Entries already recorded stay in BondiByte.

The Chart cannot be activated, and a message says it cannot be activated yet.

Why it happens: A choice that is set for each client, such as a list of drinks, has no answers yet for this client.

What to do: Choose **Edit configuration** on the Chart in the client's **Charts** tab, add at least one answer to every list, save, then activate the Chart. See Fixed and client-specific choices.



The Chart is listed for the client on one shift but not on another shift.

Why it happens: The other shift does not have that client linked to it, so the client is not in the **Client** list. Or the shift is dated in the future. Charts are offered once the shift's date has arrived.

What to do: Open the right shift. Check that the client is in the **Client** list. If the client is missing, tell your coordinator.

I chose a Chart and then changed the client, and the Chart went. A message says **That chart is not set up for this client. Choose again.**

Why it happens: A Chart belongs to the client it was chosen for, so it is cleared when the client changes.

What to do: Check the client, then choose the Chart again in **What are you recording?**. If it is not listed for the new client, that client does not have the Chart.

A message says **This chart is not fully set up for this client yet.**

Why it happens: The Chart has a choice for each client, such as a list of drinks, that has no answers yet.

What to do: Tell your coordinator. An Owner or Admin adds the answers with **Edit configuration** in the client's **Charts** tab.

A message says **This chart is not active for this client. or This chart has no current configuration.**

Why it happens: The Chart was switched off for this client, or it has no current settings.

What to do: Tell your coordinator. An Owner or Admin checks the **Status** in the client's **Charts** tab and activates the Chart again if it should be in use.

A message says **That chart is not available in your staff portal.**

Why it happens: The Chart is no longer available for this client or this shift.

What to do: Go back, choose the client again and check the list. If the Chart is gone, tell your coordinator.

Two clients have the same Chart, but the lists of answers are different.

Why it happens: Some Chart questions have answers that are set for each client. The Staff App shows the answers for the client you chose.

What to do: Nothing is wrong. See Fixed and client-specific choices.

I am looking for a Chart in the list of forms.

Why it happens: Charts and forms are separate. Forms belong to the whole organisation. A Chart is set up for one client.

What to do: Look under **Charts** after choosing the client. Forms are listed under **Reports**. See Show a form on the staff mobile app.

Need more help?

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

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