

# WEBINAR Q&A: QUESTIONS & ANSWERS

- **Q: Can we control the color, font, or format of the charts?**

A: Not currently. The system uses default automated colors and fonts.

- **Q: Are the charts exportable or printable?**

A: Not beyond printing the web page via the browser. There is no export function at this time.

- **Q: Are there any basic preset charts available in Akoya Go?**

A: Yes, several standard charts are included out-of-the-box. You can also modify or create new ones.

- **Q: What if the preview function for charts doesn't work?**

A: Some users may see a 500 error. This is a known issue and will be addressed in the next update.

- **Q: Are chart data points drillable in GOfund?**

A: No, users cannot drill down into chart data in GOfund. They can only view summary and hover details.

- **Q: Are all chart types supported?**

A: No. Donut, funnel, and tag/word bubble charts are not supported. Unsupported types will show an error.

- **Q: How do I enable GOfund Charts if I don't see the Charts tab?**

A: The Charts tab will be added in the October update for non-accounting users. Admins can access it via the accounting app as a workaround.

- **Q: Can I assign charts to specific funds?**

A: No. Charts are not assigned to funds. All users see the same charts, but the data shown is filtered to their own fund(s).

- **Q: Can I include other tables in GOfund Charts?**

A: Only fund, request, payment/requirement, gift, and gift payment tables are supported.

- **Q: Can I turn on/off the "Recommend a Grant" feature by fund type?**

A: No. Grant recommendation access is set per user/fund connection, not by fund type.

- **Q: If I add custom unmapped questions to the grant recommendation form, do they transfer to the request record or PDF?**

A: Unmapped questions do not transfer to the request record. Only mapped fields do. All submitted answers appear in the PDF, with custom fields on subsequent pages.

- **Q: Can I hide standard fields and use custom versions in the grant recommendation form?**

A: Yes, you can hide standard fields and add custom versions, except for organization name and amount, which are required.

- **Q: How do I flush the site cache if my form changes don't appear?**

A: Go to Support Diagnostics in the GOfund footer, scroll down, and click "Flush Cache."

- **Q: Who can access GOfund Charts and settings?**

A: Only users with the Akoya Go administrator role. Team users need additional permissions.

- **Q: Can I incorporate DocuSign or require two signatures for grant recommendations?**

A: No, not at this time. Grant recommendations are unique to the user. Multi-signature is a potential future enhancement.

- **Q: How do I bulk categorize existing requests (e.g., by program or constituent)?**

A: Use a view of requests, filter as needed, and perform a bulk edit. Use caution, as this updates all selected records.

- **Q: Where do I set grant recommendation permissions for a user?**

A: In fund management, under fund connections, use the "grant submission access" toggle for each user/fund.

- **Q: How do I remove custom questions from the grant recommendation form?**

A: Delete the JSON file from the internal tab in GOfund settings to revert to standard fields.

- **Q: Is there a knowledge article on coding grant types?**

A: No specific article, but you can use any field on the request record for coding and charting.

- **Q: Will the chat links and Q&A be included in the webinar recording?**

A: Yes, and a summary of the Q&A will also be provided.

- **Q: How do I back up my custom form?**

A: Download the JSON file from the internal tab in GOfund settings before making changes.

- **Q: What if I don't see GOfund Charts or settings in my menu?**

A: Check your security role. Only administrators have access. Submit a Support case if you need additional permissions.