

# HISTORY STOPPED RECORDING

Make sure your time and date in Footprints is correct and matches your computer's time and date, as this can affect history being recorded.

Check your history exports to make sure the data is still recording correctly. To do this, go to Footprints > Export.

If the exported data seems correct, then the issue is not with the database. The issue is with the data-display. This can be corrected by performing a "Reset Totals to Zero." This function can be found under "Advanced" at the top of the Footprints Dashboard page. Resetting totals to zero will not affect your history, but it will reset the totals displayed on your live Dashboard.

After you perform the reset please let the system run for a couple of hours then see if the history is being recorded.

Unfortunately there is no way to edit the data shown on Footprints, but you can export the data to an excel spreadsheet and edit the data there. This would serve as a record for you and could not be uploaded back into the system.

If you have any questions or need further assistance, please click [this link to submit a Support Ticket](#). We have found this to be the most expedient way to provide assistance.