Dashboard Does Not Open in SKY Analytics After Selecting

Last Modified on 01/31/2024 3:01 pm CST

A change was made in Analytics to use Tableau's Connected Apps, which gives the ability to log into Tableau without using the **Sign In** button.

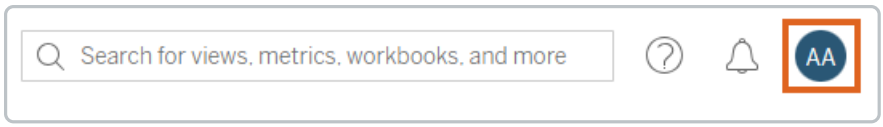
If signed into one Tableau site but signed into a different company in SKY, the spinner displays after selecting a dashboard and then displays an error message after two minutes. This affects anyone who actively logs into multiple companies and Tableau sites.

If the steps listed on the *Signing In* tab do not solve the issue, check the *Apple Settings* or *Android/Windows Settings* tab. The issue could be due to third-party cookies not being enabled.

Signing In

There are two ways to resolve this:

1. Use an incognito browser.
    - Assuming not already signed into Tableau in an incognito browser window, sign into SKY and view a dashboard in Analytics. All incognito tabs and windows open at the same time share the same session. This means that at any given time, one may only log into a maximum of 2 different Tableau sites / SKY companies - one site in a normal browser window and the second site in the incognito browser window.
    - There are three ways to open an incognito browser:
        - Right-click the **Chrome** icon and choose *New Incognito Window*.
        - Select the three dots in the top-right of a browser window and choose *New Incognito Window*.
        - With a regular Chrome browser window open, use the keyboard shortcut **Ctrl+Shift+N**.
2. Sign out of Tableau and sign out of SKY.
    a. Navigate to https://tableau.agvancesky.com, select the **Profile** icon in the upper right-hand corner of the screen.



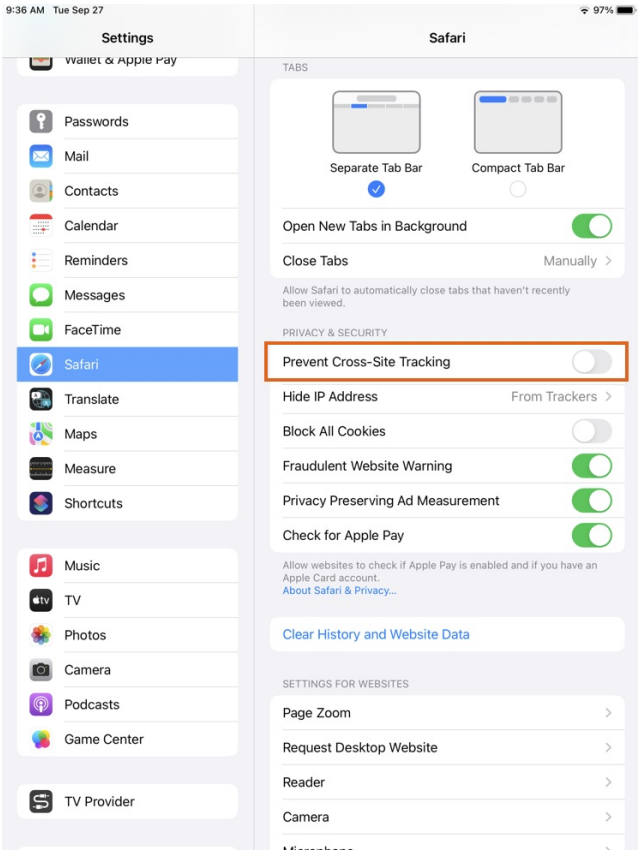
    b. Choose *Sign Out*.
    c. Next, navigate to https://sky.agvance.net.
    d. Select the **User** icon in the upper right-hand corner.
    e. Choose *Sign Out*.
    f. Proceed with signing into SKY with the user needing to view the dashboards.

Apple Settings

Safari

In Safari, the *Prevent Cross-Site Tracking* option is enabled by default and interferes with the way cookies are used to authenticate SKY access to Tableau.

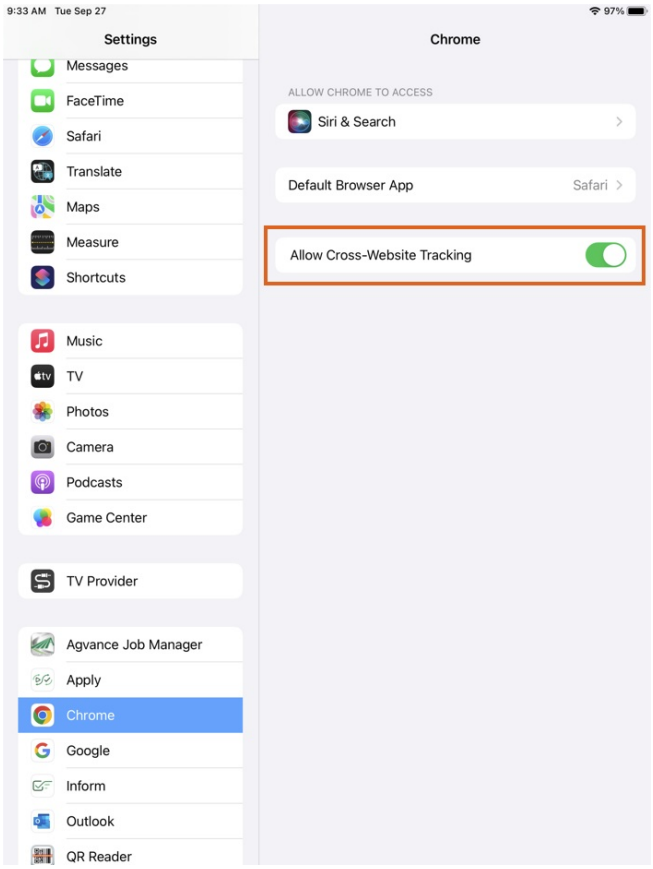
To turn off this option on a mobile device, go to Safari Settings. In the *Privacy & Security* section, turn off the *Prevent Cross-Site Tracking* option.



Chrome

In Chrome, the *Allow Cross-Website Tracking* option is disabled by default and interferes with the way cookies are used to authenticate SKY access to Tableau.

To turn on this option on a mobile device, go to Chrome Settings and turn on the A*llow Cross-Website Tracking* option.



Mac Desktop

On a web browser, access Safari Settings. On the *Privacy* tab, disable the *Prevent cross-site tracking* option.

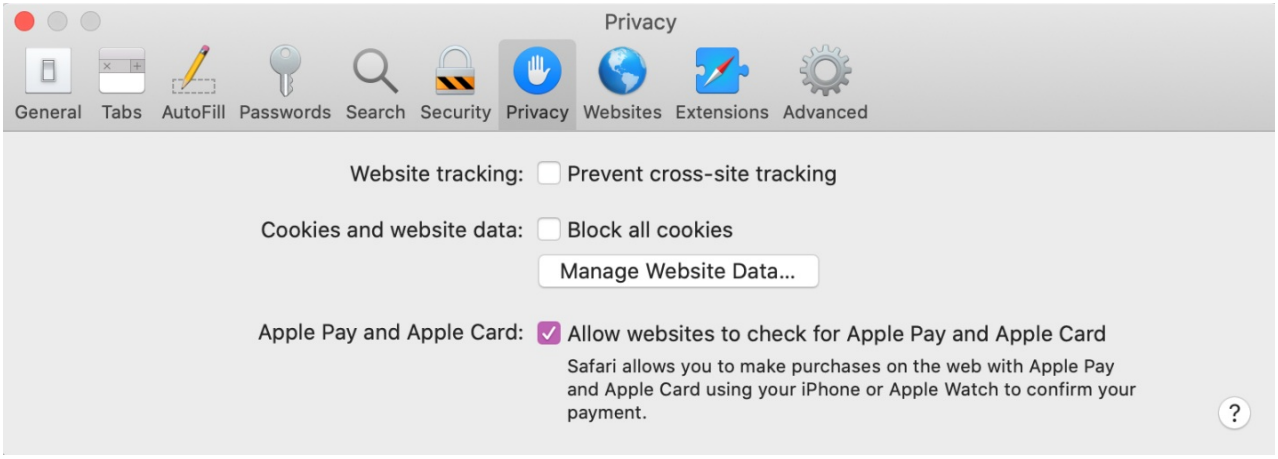


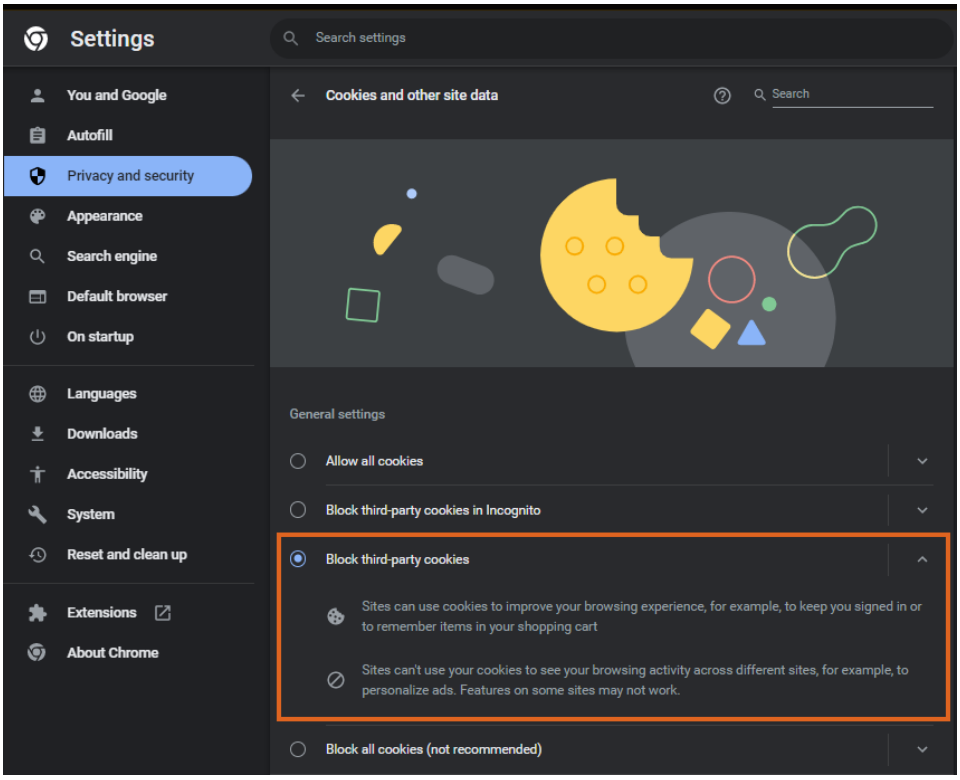
Tableau has documented this issue as well here.

Android/Windows Settings

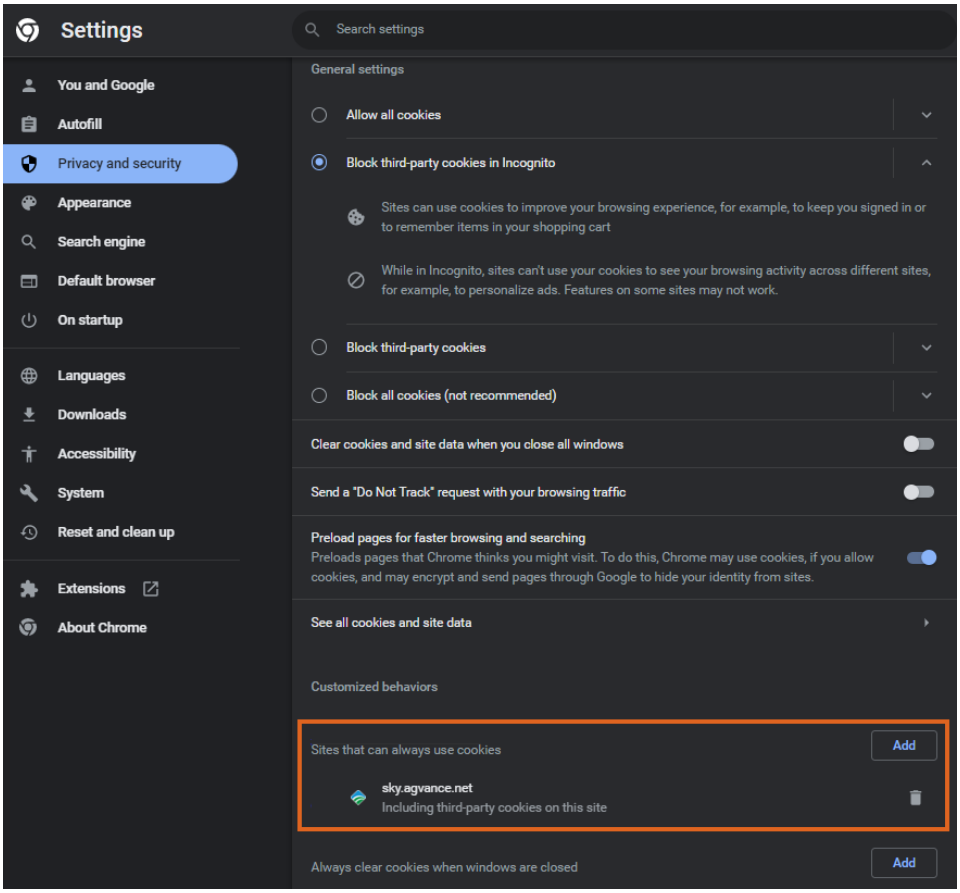
Windows Desktop

On a Chrome browser, navigate to *Settings / Privacy and Security*. If the *Block third-party cookies* option is enabled,

Tableau will be inaccessible.

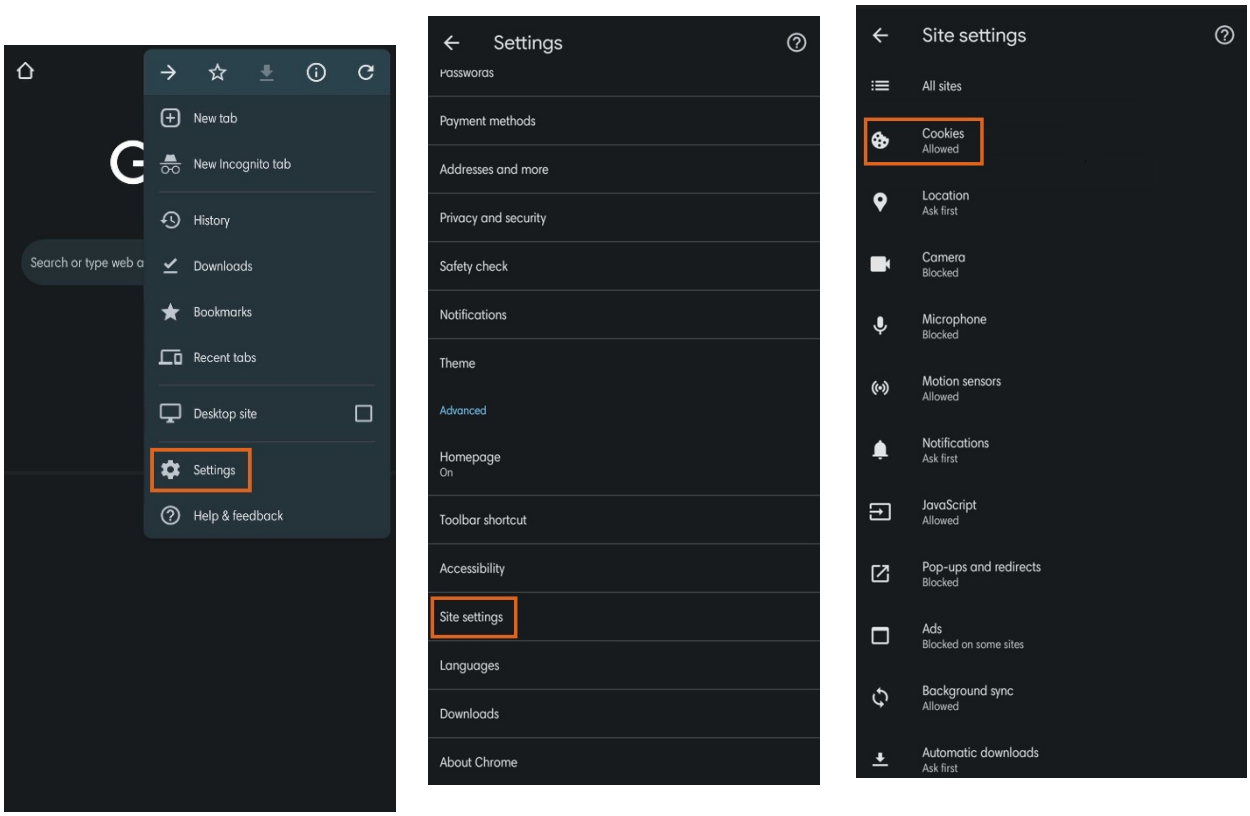


Change the option to either *Allow all cookies* or, to block third party cookies on most sites, set up sky.agvance.net as a *Site that can always use cookies*, including third-party cookies.



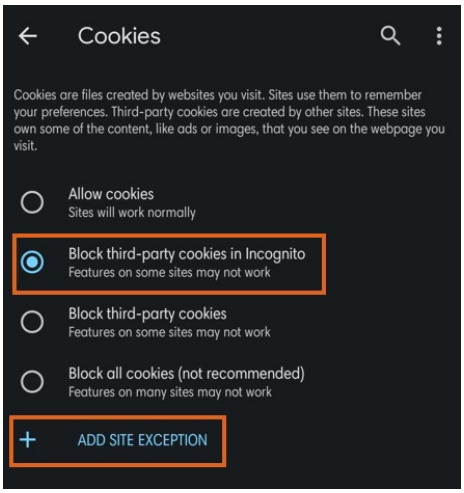
Android Mobile

Open a Chrome browser, tap the **Vertical Ellipsis**, then go to *Settings / Site settings / Cookies*.



If the *Block third-party cookies* option is enabled, Tableau will be inaccessible.

Change the option to either *Allow all cookies* or, to *Block third-party cookies in Incognito*, set up sky.agvance.net as a *Site Exception*.


Cookies
Cookies are files created by websites you visit. Sites use them to remember your preferences. Third-party cookies are created by other sites. These sites own some of the content, like ads or images, that you see on the webpage you visit.
Allow cookies
Sites will work normally
Block third-party cookies in Incognito
Features on some sites may not work
Block third-party cookies
Features on some sites may not work
Block all cookies (not recommended)
Features on many sites may not work
ADD SITE EXCEPTION