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 Allow Cross-Website Tracking option.

9:33 AM T	ue Sep 27		? 97% ■
	Settings	Chrome	
	Messages		
	FaceTime	ALLOW CHROME TO ACCESS	
Ø	Safari	Sin & Search	2
	Translate	Default Browser App	Safari)
0	Maps		ourun y
	Measure	Allow Cross-Website Tracking	
۲	Shortcuts		
5	Music		
stv	тv		
٠	Photos		
Ø	Camera		
P	Podcasts		
98	Game Center		
5	TV Provider		
A.	Agvance Job Manager		
699	Apply		
0			
G	Google		
	Inform		
•	Outlook		
901 281	QR Reader		

Mac Desktop

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

							Privac	У						
8	× +	1		Q				~ ~	SC)}				
General	Tabs	AutoFill	Passwords	Search	Security	Privacy	Websites	Extensions	Advar	nced				
	Website tracking: Prevent cross-site tracking													
Hobbito traditing Horbit cross and traditing														
Cookies and website data: 🗌 Block all cookies														
						N	lanage W	ebsite Data	a					
Apple Day and Apple Card: 🌄 Allow websites to sheek for Apple Day and Apple Card														
			Apple I	ay ana /		i u. 🔽	Safari allow	s vou to mak		hases on the w		nnle Pa	a V	
							and Apple (Card using ye	our iPh	one or Apple W	atch to c	onfirm y	your	
						I	payment.							?

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.

9	Settings	Q Search settings							
•	You and Google	General settings							
Ê	Autofill		O Allow all cookies						
0	Privacy and security		Block third-party cookies in Incognito						
æ	Appearance		Sites can use cookies to improve your browsing experience, for example, to keep you sig	gned in or					
۹	Search engine		 to remember items in your shopping cart 						
▣	Default browser		 While in Incognito, sites can't use your cookies to see your browsing activity across difference for example, to personalize ads. Features on some sites may not work. 	erent sites,					
	On startup								
æ			Block third-party cookies						
•	Downloads		Block all cookies (not recommended)						
÷	Accessibility	Clea	r cookies and site data when you close all windows	••					
	Svstem	Send a "Do Not Track" request with your browsing traffic							
ب	Reset and clean up	Preload pages for faster browsing and searching							
		Prelo	Preloads pages that chrome thinks you might visit. To do this, Chrome may use cookies, if you allow						
*	Extensions	COOP	ies, and may encrypt and send pages through boogle to nide your identity from sites.						
9	About Chrome	See all cookies and site data							
		Cust	Customized behaviors						
		Sites	Sites that can always use cookies						
		l.	sky.agvance.net Including third-party cookies on this site	ŧ					
		Alwa	ys clear cookies when windows are closed	Add					

Android Mobile

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

						÷	Settings	0	÷	Site settings	?
۵	→	☆		()	G	Passv	voras		: =	All sites	
	Ð	New tab				Paym	ent methods		\$	Cookies	
G	.	New Incog	gnito tab			Addre	esses and more			Allowed	
	Ð	History				Priva	cy and security		•	Location Ask first	
Search or type web a	≤	Download	ds			Safet	y check		•	Camera Blocked	
	*	Bookmark	ks			Notifi	cations		Ŷ	Microphone Blocked	
	ᄃ	Recent ta	bs			Them	e		()	Motion sensors	
	Ţ	Desktop s	ite			Advan	iced		6-9	Allowed	
	\$	Settings	1			Home On	epage		۰	Notifications Ask first	
	0	Help & fee	edback			Toolb	ar shortcut		Ð	JavaScript Allowed	
						Acce	ssibility		ß	Pop-ups and redirects Blocked	
						Site s	ettings			Ads Blocked on some sites	
						Lang	uages		~	Rockaround surc	
						Down	loads		¢	Allowed	
						Abou	t Chrome		<u>+</u>	Automatic downloads Ask first	

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.

