



## User Guide



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# General Information about Cause-Think

Cause-Think is an online tool for Root Cause Analysis. This tool enables you to create a visual cause and effect diagram (Event Map) of a problem, including timelines and an action list. The logic and principles of the tool assist in defining and visualising cause and effect chains in a precise and causally correct manner. And that is important and helpful with subsequent steps such as prioritization, communication and targeting actions.

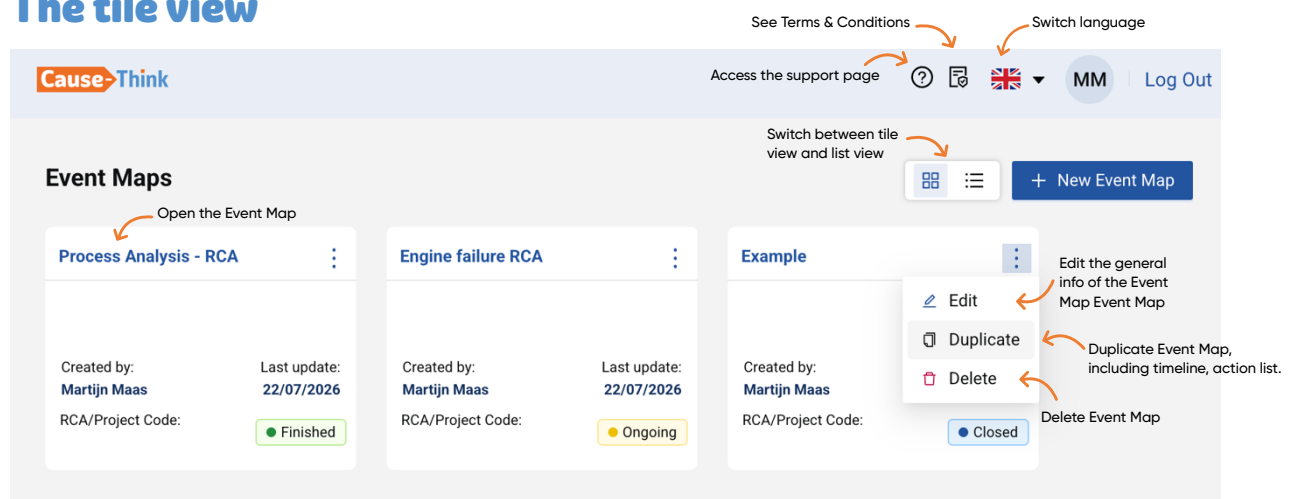
CoThink's RATIO and Problem Solving Pitstop approach are the fundament of the workings (logic) of the Cause-Think app. A good understanding of this approach and the relevant methods will help you to understand and use the app more effectively.

CoThink has several options for training available for this, including public session training, e-learning and in-company training. Please visit [www.cothink.nl](http://www.cothink.nl) for more information.

## The Cause-Think dashboard

After logging in, you enter the Dashboard view. Here you will see all the Event Maps that you have made. There are 2 views: the tile view and the list view

### The tile view



## The list view (default)

The screenshot shows the 'Cause-Think' interface for 'Event Maps'. At the top right, there are links for 'Read the terms & Access the support page', a language switcher (UK flag), and a user profile 'MM' with a 'Log Out' button. Below the header, there's a 'Filter fields' section with a dropdown menu. A 'Switch between tile view and list view' toggle is present, along with a '+ New Event Map' button. The main table lists three Event Maps:

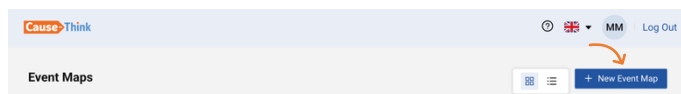
| RCA/Project code | Title                  | Problem Owner | Status   | Date Created | Last update | Actions                            |
|------------------|------------------------|---------------|----------|--------------|-------------|------------------------------------|
|                  | Process Analysis - RCA |               | Finished | 08/07/2026   | 22/07/2026  | [Edit] [Open] [Delete]             |
|                  | Engine failure RCA     |               | Ongoing  | 22/07/2026   | 22/07/2026  | [Edit] [Open] [Duplicate] [Delete] |
|                  | Example                |               | Closed   | 22/07/2026   | 22/07/2026  | [Edit] [Open] [Duplicate] [Delete] |

Annotations include: 'Open the Event Map' pointing to the 'Open' icon in the first row; 'Delete the Event Map' pointing to the 'Delete' icon in the first row; 'Duplicate the Event Map' pointing to the 'Duplicate' icon in the second row; and 'Edit the Event Map general information' pointing to the 'Edit' icon in the third row. A pagination bar at the bottom shows '1' of 10 pages.

## Event Map

### Create a New Event Map

1. After logging in, click on "New Event Map" to create a new Event Map.



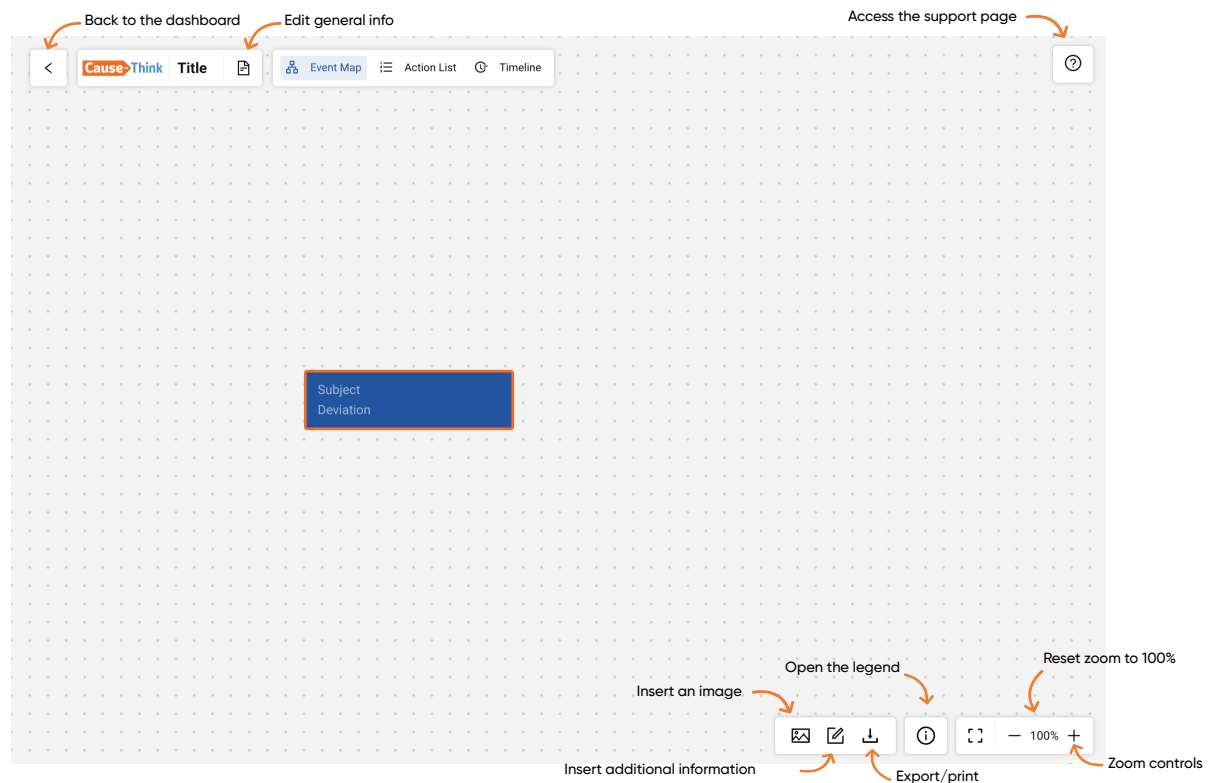
2. A pop-up screen appears where you can fill in the details concerning the Event Map. They are not mandatory fields although very helpful. Click on Create to create the Event Map.

The 'Create Event Map' form contains the following fields:

- Title: [Add Title]
- RCA/Project Code: [Add RCA/Project Code]
- Contact: [Add Contact]
- Location: [Add Location] | Status: [Inited]
- Business Impact: [Add Business Impact]
- Date & Time Created: [ ] | Author: [ ]
- Problem Owner: [Add Problem Owner]

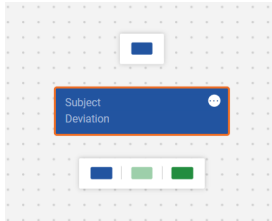
At the bottom are 'Cancel' and 'Create' buttons. An orange arrow points to the 'Create' button.

3. The Event Map is created in your dashboard. Click on the Event Map to start building it. This is what you see:

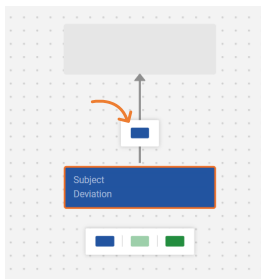


## Start building your Event Map

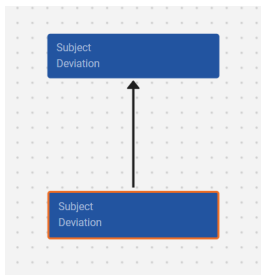
1. To start creating the Event Map, click on the Event. Options appear:



2. Hover over an option and a placeholder appears



3. Click on your choice of event map item and it appears in the Event Map



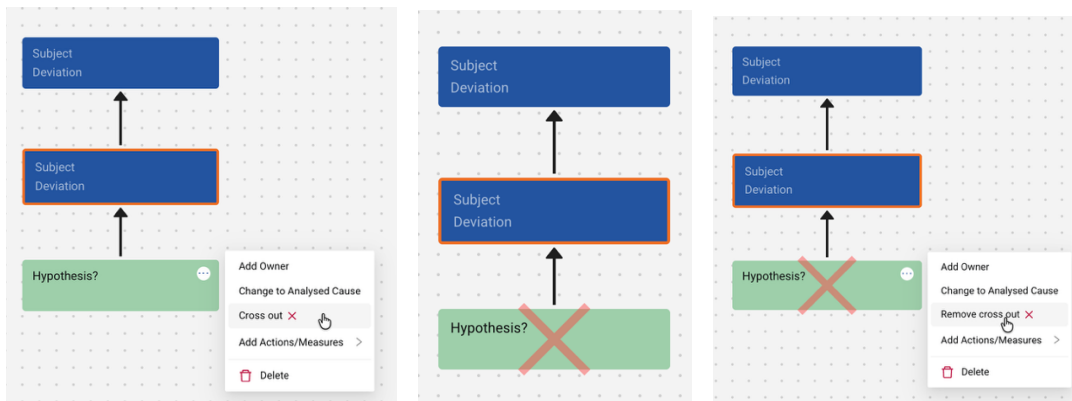
4. Repeat these steps for all effects, causes and contributing circumstances that you want to add to your Event Map.

# Unknown causes

An unknown causes (in a light green box) is generally a question that researches the cause of the known subject & deviation right above it. Some users like to put a likely hypothesis with a question mark in the unknown cause box as a reminder or to communicate.

Normally an unknown cause is analysed using RATIO's Problem Analysis or Human Factor Analysis and becomes a known cause (dark green).

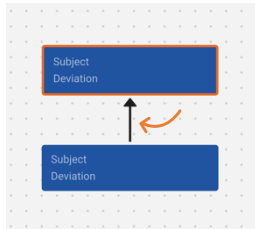
However, in some cases the filled in hypothesis is eliminated without the use of another method. In those cases, the Event Map allows to indicate this using a cross-out mark (red cross) over the unknown cause. This way the hypothesis and elimination remain visible in the Event Map for communication or future reference.



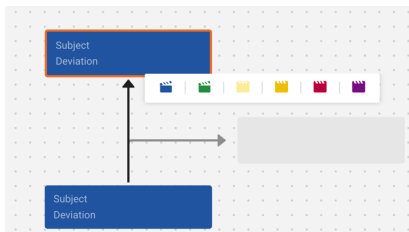
The cross-out mark can be added and removed from the context menu (three dots) on any unknown cause.

## Adding Barriers:

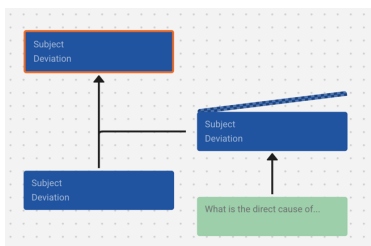
1. Click on the arrow that represents the cause & effect relation that should have been prevented by the barrier:



2. Options appear and you can now click on your choice of barrier.

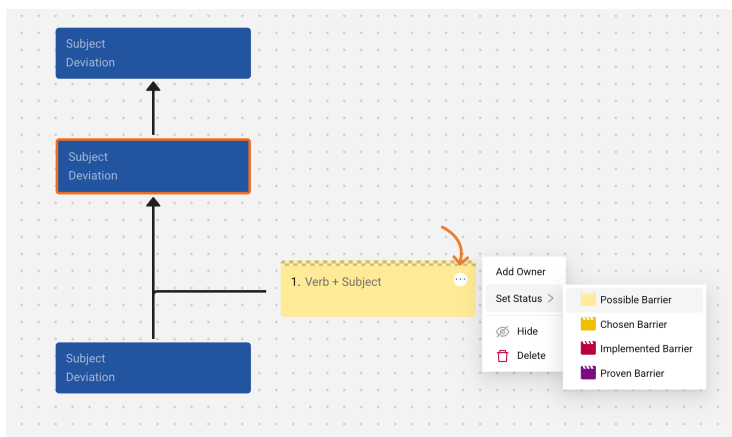


3. The barrier appears where the grey placeholder was. For breached barriers, an unknown cause is added automatically.

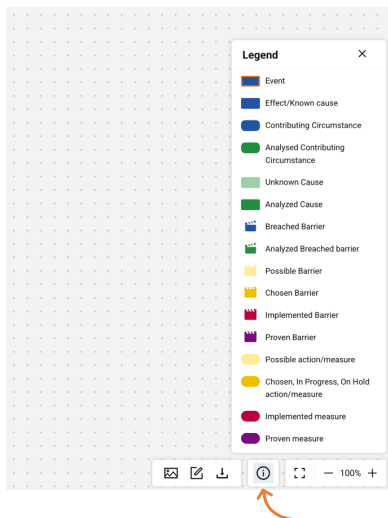


## Changing a new barrier

You can change the status of a new barrier from its context menu:



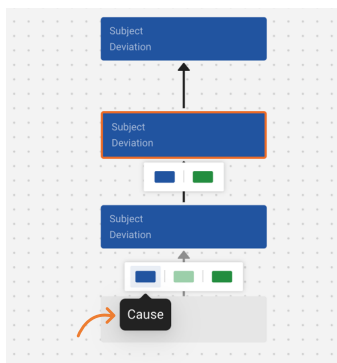
You can find a reminder of what the different colour barriers represent in the legend. The legend can be opened by clicking on the legend icon on the bottom of the screen:



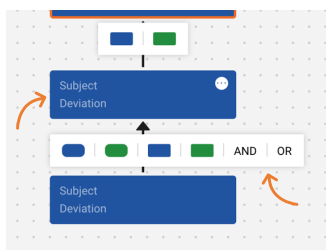
## Adding AND/OR port

To add an AND or OR port, click on the relevant cause.

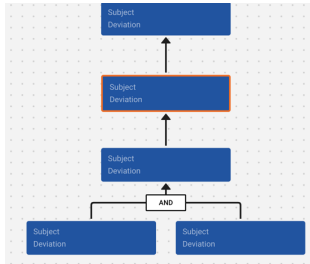
1. First add 1 cause below it



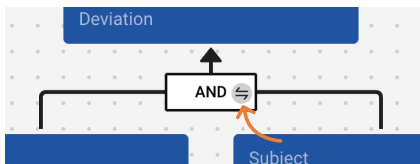
2. Click on the first Cause again. Now extra options appear



3. Choose AND or OR, and click on the item you want



4. To add more items on the same split, redo step 2 and 3.
5. If needed you can change causal relation from AND to OR and back. Hover over the AND/OR port. You will see a "switch" - icon appear

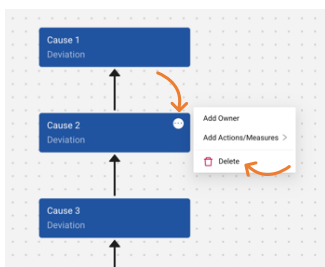


Click on the icon and the port changes from AND to OR and the other way around.

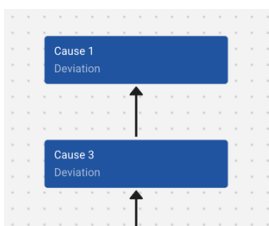
## Delete Event Map items

It is possible to delete Event Map items from anywhere in the Event Map. To delete an item:

1. Hover over the event map item. Click on the white circle with 3 black dots that appears. A context menu appears, choose Delete.

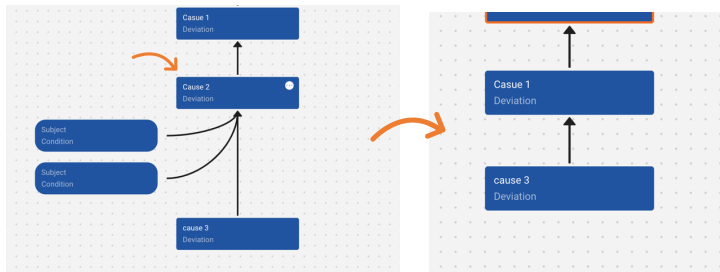


2. After confirmation the Event Map item is deleted. If the deleted item had an Event Map item above it and below it, they will be connected.

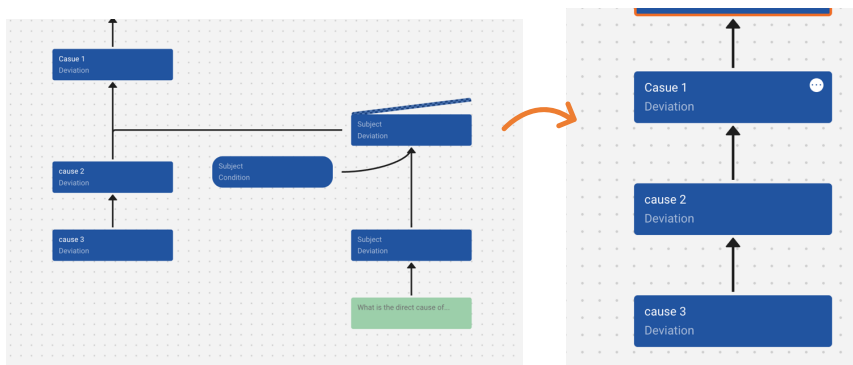


### Some things to be aware of:

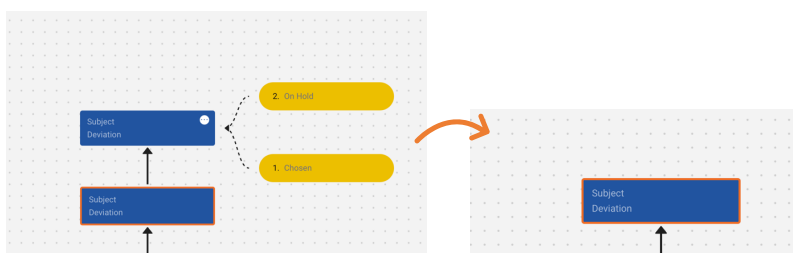
When you delete a cause or consequence that has contributing circumstance attached, they will all be deleted



When you delete a broken barrier, everything under the broken barrier is deleted



When you delete an Event map item with actions attached, those actions will be deleted as well



It is impossible to delete the Event itself since this is the starting point of your Event Map.

## Move Event Map / Zoom in

### Moving:

You can move the entire Event Map to reposition it in your screen by placing your mouse on a blank spot on the Event Map canvas. Click and hold. Now move your mouse.

### Zoom in

- Use the + and - icons



- Or use the scroll function of your mouse to zoom in or out
- The square brackets give you 100% zoom instantly



## Adding pictures/visuals

You can add pictures and visuals to the Event map.

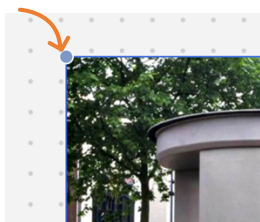
1. Click the icon to add



2. Choose an image to upload from your computer (max size 5 mb, .jpeg or .png only)
3. The image appears in your Event Map



4. Click on the image to resize by using the blue dots in the corners of the image.



5. To delete the image, click on the image and use the garbage icon



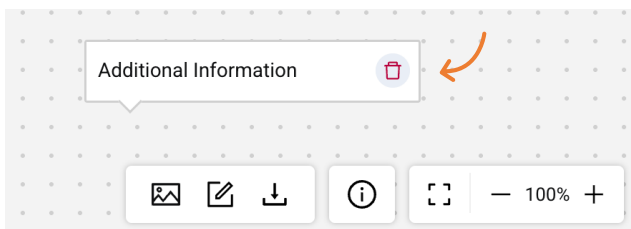
## Adding additional information

You can add additional text information to an Event Map. The additional information items are not part of the auto layout function in Cause-Think. You can place them anywhere on the canvas and they will remain there.

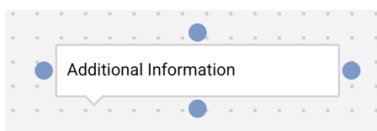
1. To add additional information, click on this icon:



2. An additional information element will be placed above it

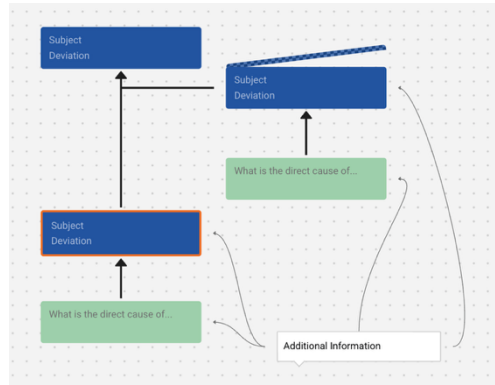
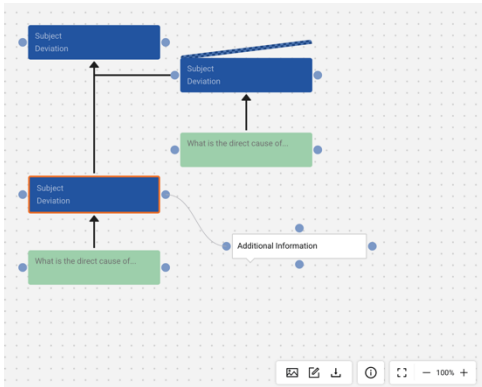


3. You can now move the item to the desired location on the canvas by hovering over it, clicking on it and dragging it to where you want it
4. You can link the additional information to another Event Map item. When you click on the additional information item, 4 blue dots will appear around the item.



5. If you click & hold on one of the blue dots, blue dots will appear around all the Event Map items that you can link it to.
6. Drag the cursor towards the desired other blue dot, you will see a line follows the cursor and you can link it by dragging it onto a blue dot of another Event Map item.
7. Release the mouse click once the desired relation is made.

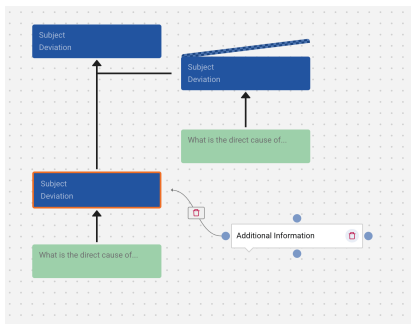
**Note:** From one additional information box, you can create multiple relations to all Event Map items.



## Deleting additional information or its relation

When you click on an existing additional information box, a garbage can icon appears inside the box that allows you to delete the additional information box **and** all relations (arrows) to Event Map items will be deleted with it.

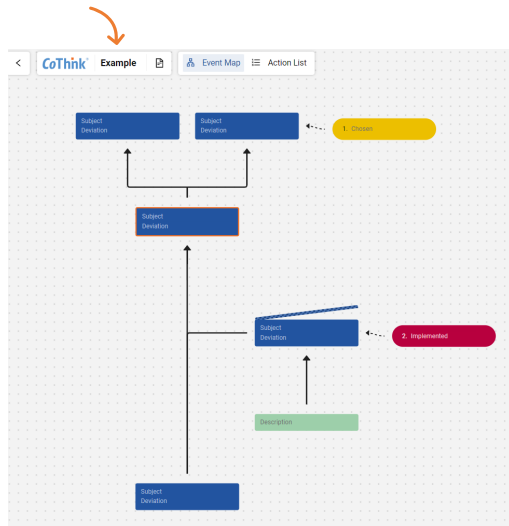
When you click on an additional information box that has one or more relations to Event Map items, a garbage can icon appears on all the relations (arrows) that it has. Clicking on the garbage icon on an arrow allows you to delete only that relationship with the Event Map item. But this will not affect the additional information box itself.



## Export/print Event Map

You can export the Event Map to a pdf form (and then print). The PDF is vector based (with the exception of the images), which means that the pdf remains readable and sharp even if you zoom in a lot.

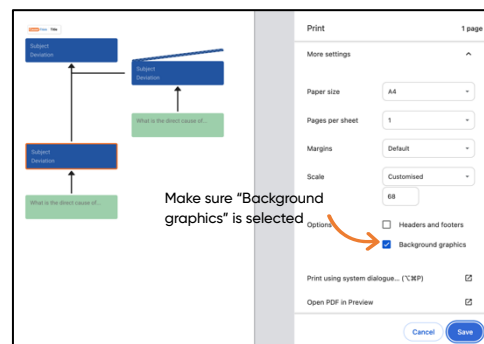
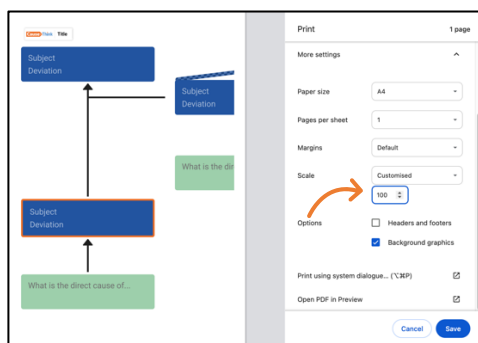
1. Place the Event Map directly under the title and make sure all EM items are visible and not overlapped.



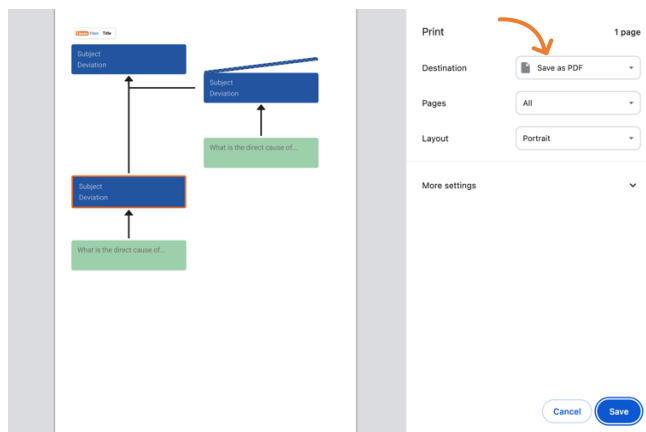
2. Click on the icon



3. A pop-up appears. This is the pop-up of your browser and may look different depending on which browser you use. The images for this explanation are from the Chrome browser.
4. If the print preview does not show your Event Map completely (see image at the previous point), you can change the scale of the export using the browser print functionalities. Look for Scale, choose custom and then readjust the percentage.



5. To save as pdf: choose "Save as pdf" then click Save

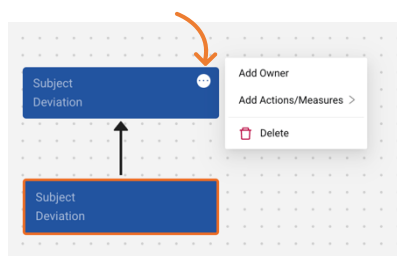


6. To print directly: choose your printer from the list in the Destination field and click print

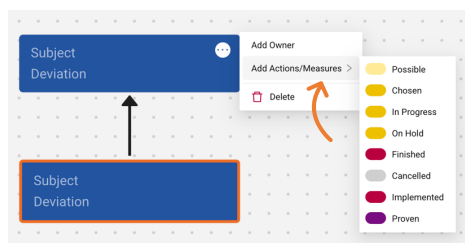
## Actions/measures

You can add actions/measures and the owner to an Event Map item. The actions and measures also appear in the action list. We'll first explain how to add them in the Event map and then cover the Action list itself.

1. To add actions or the owner of an Event Map item, hover over the EM item and click on the circle with the 3 dots that appears. A contex menu will appear.



2. Click Add Actions/Measures. A sub-menu will appear that allows you to choose what status Action/Measure you want to add.

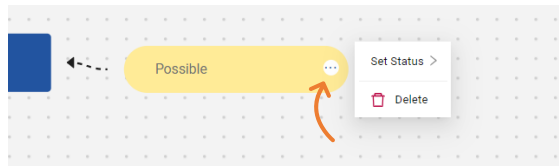


3. Click on any of the status icon to add an Actions/Measures (for example: Possible). The Action/Measure will be added to the Event Map:

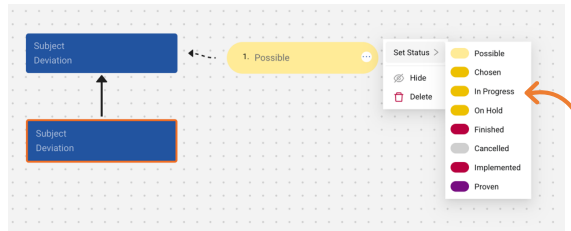


### Change the status of an Action/Measure:

1. Hover over the Actions/Measures and click on the circle with 3 dots that appears.
2. Hover over "set status"



3. Choose your status, for example In Progress:



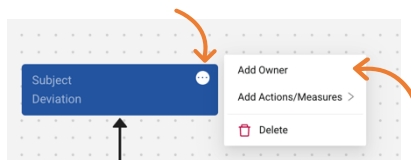
4. The Actions/Measures will change color and status. This will be represented similarly in the Action List.



## Owners

Causes, effects, contributing circumstances and barriers can have an owner assigned and visible in the Event Map. Actions/Measures can also have an owner, but that will only be visible in the Action List.

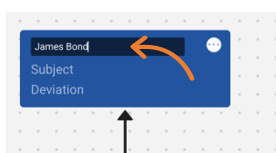
1. Hover over the Event Map item and click on the circle with the 3 dots. A context menu appears



2. Select Add Owner. The owner field is shown in the Event Map item.

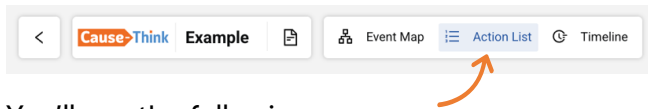


3. Click on the Owner here field and enter the owner



# Action list

To go to the Action list, click on the icon near the title of your Event Map



You'll see the following

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description         | Long Description                                            | Reference | Type           | Owner      | Planned End Date | Status      | Results & Remarks | Operation |
|---|---------------------------|-------------------------------------------------------------|-----------|----------------|------------|------------------|-------------|-------------------|-----------|
| 3 | Short description example | Describe in more detail what the action or measure entails. | EM        | Action/Measure | James Bond | 31/03/2025       | In Progress |                   |           |

The Action list displays all actions, measures and new barriers. It does not distinguish between an action or a measure.

## Adding Actions/Measures

You can add actions/measures using the New Action button (top right corner), or you can add them directly in the Event Map. Regardless of where you created an action/measure, it will appear in the Action List.

**Note:** new barriers can only be added in the Event Map. They can subsequently be managed in the Action List.

**Note:** Actions/measures that are created in the Action List are not visible in the Event Map.

## Changing an action

To change the information of your actions and measures

1. Click on the pencil



2. You can now change the different information items.
3. To save the changes, click on the green icon

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description                    | Long Description                                                                 | Reference | Type           | Owner                             | Planned End Date                        | Status      | Results & Remarks                                           | Operation |
|---|--------------------------------------|----------------------------------------------------------------------------------|-----------|----------------|-----------------------------------|-----------------------------------------|-------------|-------------------------------------------------------------|-----------|
| 1 | <input type="text" value="Example"/> | <input type="text" value="Description of the action or measure in more detail"/> | EM        | Action/Measure | <input type="text" value="Name"/> | <input type="text" value="27/03/2025"/> | In Progress | <input type="text" value="Notes about results or remarks"/> |           |

4. To cancel the changes, click on the red icon

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description | Long Description                                    | Reference | Type           | Owner | Planned End Date | Status      | Results & Remarks              | Operation                                                                                                                                                               |
|---|-------------------|-----------------------------------------------------|-----------|----------------|-------|------------------|-------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Example           | Description of the action or measure in more detail | EM        | Action/Measure | Name  | 27/03/2025       | In Progress | Notes about results or remarks |   |

5. Your changes are saved and synched with your Event Map

## Deleting an action/measure

1. Click the garbage bin

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description         | Long Description                                            | Reference | Type           | Owner      | Planned End Date | Status      | Results & Remarks | Operation                                                                                                                                                                                                                                                   |
|---|---------------------------|-------------------------------------------------------------|-----------|----------------|------------|------------------|-------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Short description example | Describe in more detail what the action or measure entails. | EM        | Action/Measure | James Bond | 31/03/2025       | In Progress |                   |    |

2. You will be asked to confirm the deletion:

 Are you sure you want to delete this element?

This action cannot be undone.

No Yes

3. After confirmation your action/measure is deleted from the Action List and from the Event map

## Changing the visibility of an Action List item

You can choose to make Action List items invisible on the Event Map. This only works for items that were created in the Event Map, because other items only exist in the Action List.

1. Click on the eye icon

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description | Long Description                                    | Reference | Type           | Owner | Planned End Date | Status      | Results & Remarks              | Operation                                                                                                                                                                                                                                                         |
|---|-------------------|-----------------------------------------------------|-----------|----------------|-------|------------------|-------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Example           | Description of the action or measure in more detail | EM        | Action/Measure | Name  | 27/03/2025       | In Progress | Notes about results or remarks |    |

2. The Action List item will remain visible in the Action List, but not on the Event Map. The eye icon will change to indicate this:

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description | Long Description                                    | Reference | Type           | Owner | Planned End Date | Status      | Results & Remarks              | Operation                                                                                                                                                                                                                                                   |
|---|-------------------|-----------------------------------------------------|-----------|----------------|-------|------------------|-------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Example           | Description of the action or measure in more detail | EM        | Action/Measure | Name  | 27/03/2025       | In Progress | Notes about results or remarks |    |

- To undo this, click on the eye icon again.

## Hiding Action List columns

If you want more room for certain fields in the Action list, it possible to temporarily hide Action List columns.

- Click the column selection icon:

**Action List** Export CSV + New Action

Filters: Reference Type Owner Planned End Da... Status Visible in EM Apply Filters Clear Filters

| # | Short Description | Long Description                                    | Reference | Type           | Owner | Planned End Date | Status      | Results & Remarks              | Operation                                                                                                                                                                                                                                                   |
|---|-------------------|-----------------------------------------------------|-----------|----------------|-------|------------------|-------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Example           | Description of the action or measure in more detail | EM        | Action/Measure | Name  | 27/03/2025       | In Progress | Notes about results or remarks |    |

- A dialogue box will appear in which you can indicate which columns you want to hide/see:

Show/Hide Columns

- ☒ #
- ☒ Short Description
- ☒ Long Description
- ☒ Reference
- ☒ Type
- ☒ Owner
- ☒ Planned End Date
- ☒ Status
- ☒ Results & Remarks
- ☒ Operation

OK Reset

## Exporting the Action List

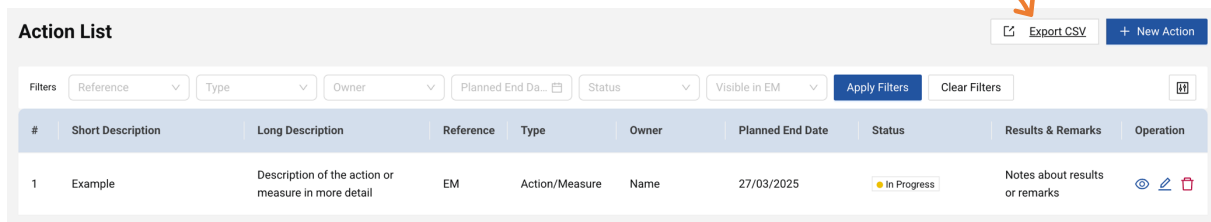
You can export the action list to a .csv (comma separated values) file for further processing in another tool (MS Excel for example).

- Define how many actions you want to see on one page

|    |           |    |                |          |                                                                                                                                                                             |
|----|-----------|----|----------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6  | Action 6  | AL | Action/Measure | Possible |   |
| 7  | Action 7  | AL | Action/Measure | Possible |   |
| 8  | Action 8  | AL | Action/Measure | Possible |   |
| 9  | Action 9  | AL | Action/Measure | Possible |   |
| 10 | Action 10 | AL | Action/Measure | Possible |   |

< 1 2 > 10 / page

## 2. Click the export button



The screenshot shows the 'Action List' interface. At the top right, there is a button labeled 'Export CSV' with a download icon, and a blue button labeled '+ New Action'. An orange arrow points to the 'Export CSV' button. Below the buttons is a filter section with dropdown menus for 'Reference', 'Type', 'Owner', 'Planned End Date', 'Status', and 'Visible in EM', along with 'Apply Filters' and 'Clear Filters' buttons. The main table has columns: '#', 'Short Description', 'Long Description', 'Reference', 'Type', 'Owner', 'Planned End Date', 'Status', 'Results & Remarks', and 'Operation'. The first row contains example data: '1', 'Example', 'Description of the action or measure in more detail', 'EM', 'Action/Measure', 'Name', '27/03/2025', 'In Progress', 'Notes about results or remarks', and icons for view, edit, and delete.

| # | Short Description | Long Description                                    | Reference | Type           | Owner | Planned End Date | Status      | Results & Remarks              | Operation        |
|---|-------------------|-----------------------------------------------------|-----------|----------------|-------|------------------|-------------|--------------------------------|------------------|
| 1 | Example           | Description of the action or measure in more detail | EM        | Action/Measure | Name  | 27/03/2025       | In Progress | Notes about results or remarks | View Edit Delete |

## 3. The action list is now automatically downloaded in .csv file to your computer.

### Note:

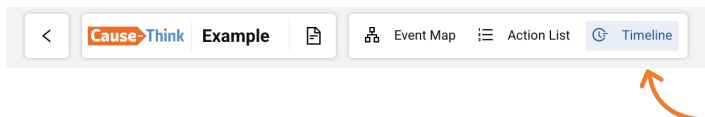
- The exported .csv file is in the folder you've chosen as the standard folder for your downloads from the browser.
- You cannot upload changed statuses in the .csv to the Action list.
- All columns will be part of the download, even if those columns were hidden.

# Timeline

## Introduction

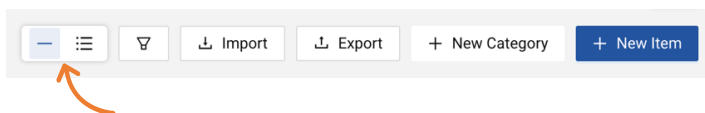
The timeline allows you to either enter or import event information, categorize it and visualize it in a list view or a graphical horizontal view. The timeline module is not linked to the Event Map. This means you can use it for any time-based event information that you like.

To go to the Action list, click on the icon near the title of your Event Map:



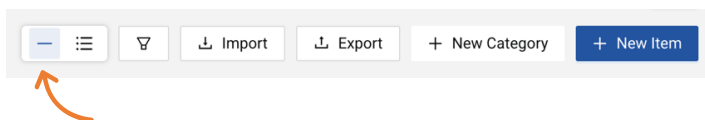
## Views

The timeline has 2 views: a list view and a horizontal graphical view. In the top right corner of the screen you see the buttons that allow you to switch between the views:

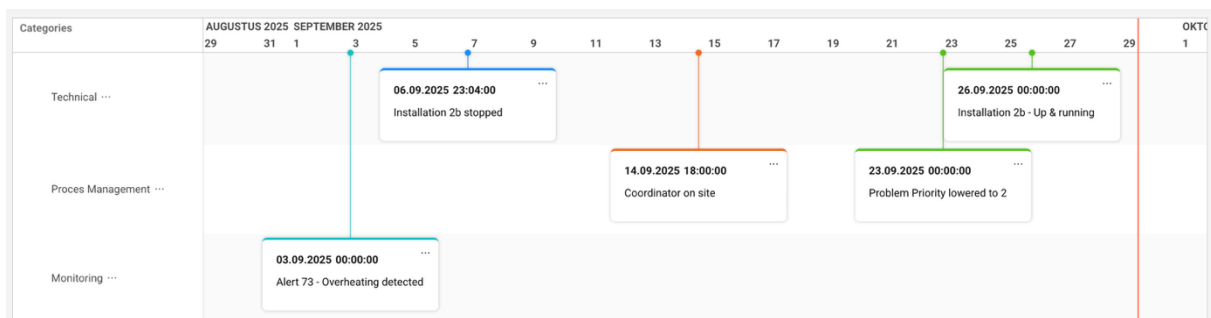


## Horizontal graphical view

Click on the most left icon on the menu to go to the horizontal graphical view.



This view will provide a visual representation of the timeline items on a horizontal timeline. This allows for visual analysis and easier overview of what happened.



In this view the timeline items are represented as rectangles that display the date & time, the short description and the color. Different category of timeline items are displayed on separate horizontal bars in the timeline.

The orange vertical line represents the current date & time.

When you hover over the event, a popup will display the Long Description of that timeline item.



You can drag the timeline item by click & hold on the upper part of the rectangle. You can then move the item left or right to change the date & time. You can also drag it to another category.

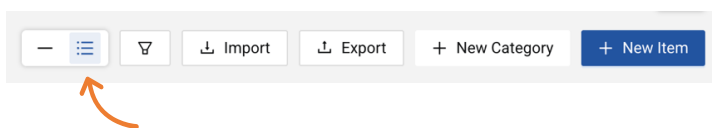
The three dots on the top right corner of each timeline item provide access to the delete and edit functions.

## Navigating the horizontal graphical timeline view

You can move the timeline to show a different timeframe by clicking anywhere on the timeline view and dragging left or right.

The visualised timeframe can be made shorter or longer using the mouse scroll wheel or touchpad (squeeze) with the cursor inside the timeline.

## List view

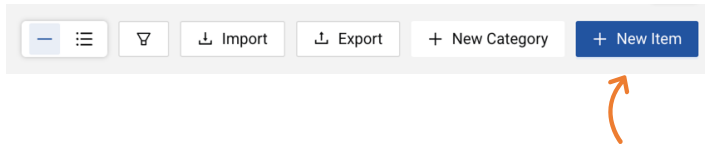


You can access the list view by clicking on the icon in the menu.

The list view shows the Date & Time, Short Description, Long Description, Category and Color. The list is automatically sorted chronologically.

## Adding events

To add a new event, click on the New Item button (top right corner).

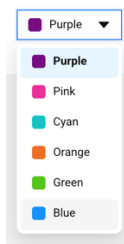


If you are in the **list view**, a new item is added at the bottom of the list on your screen. Here you can enter the details. The Date & Time and Short Description are mandatory fields.

By default there are no categories defined, and a new item will be 'Uncategorized'. If you want to use different categories, use the New Category button in the top right menu.

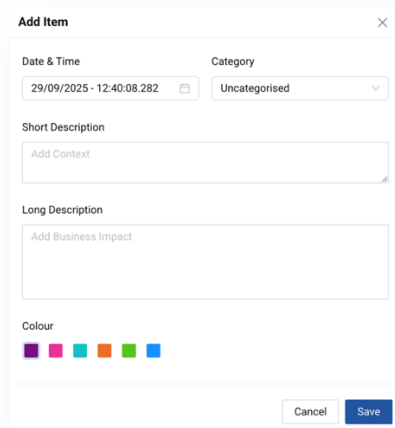
A screenshot of the event form. It has a header with labels: 'Date & Time', 'Short Description', 'Long Description', 'Category', 'Color', and 'Operation'. Below these are input fields: 'Pick date and time' with a calendar icon, 'Add short description', and 'Add long description'. There is a 'Category' dropdown menu showing 'Uncategoris...', a 'Color' dropdown menu showing 'Purple', and two 'Operation' buttons: a green checkmark and a red X.

Purple is the default color, but you can choose from a predefined list of colors that are different from the colors used in Event Mapping.



The 2 operations buttons on the right allow you to either save the new item or cancel. After you save an item the list view is updated to place the item in the correct chronological place relative to other events that you may have in your timeline.

Adding a new item from the **horizontal graphical view** works the same, but the dialogue looks a bit different:



The 'Add Item' dialog box contains the following fields and controls:

- Date & Time:** A text input field with the value '29/09/2025 - 12:40:08.282' and a calendar icon.
- Category:** A dropdown menu with 'Uncategorised' selected.
- Short Description:** A text input field with the placeholder 'Add Context'.
- Long Description:** A text input field with the placeholder 'Add Business Impact'.
- Colour:** A row of five color swatches: purple, pink, teal, orange, and blue.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

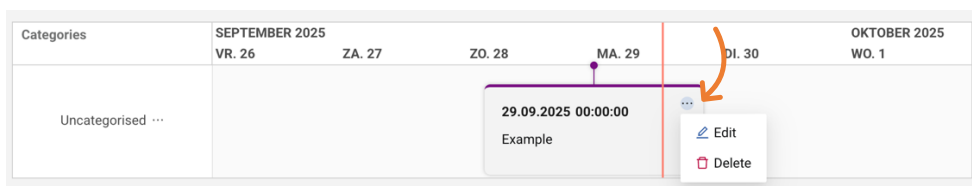
## Editing & deleting timeline items

In the list view, the operations on the right side next to the timeline item can be used to edit or delete that specific timeline item:

| Date & Time               | Short Description | Long Description | Category      | Color  | Operation                                                                                                                                                                   |
|---------------------------|-------------------|------------------|---------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29/09/2025 - 00:00:00.800 | Example           |                  | Uncategorised | Purple |   |

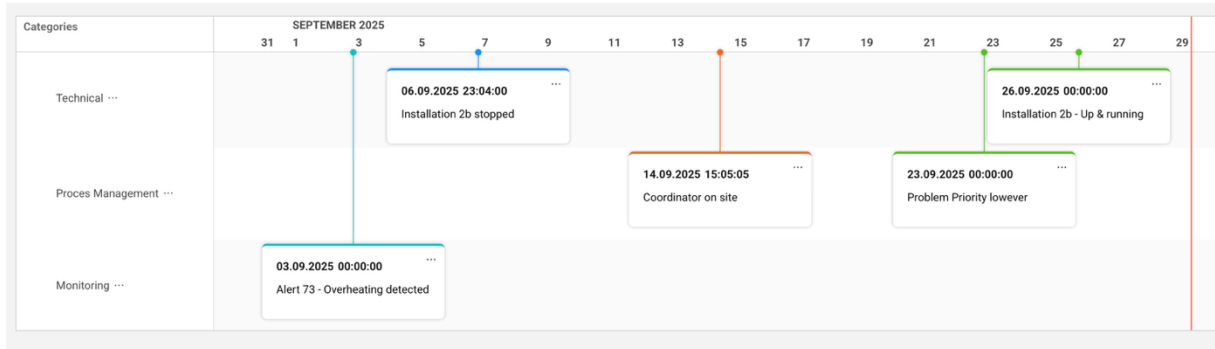


In the horizontal graphical view, click on the 3 dots on the top right side corner of the event you want to modify. A menu will pop-up that allows you to choose Edit or Delete.



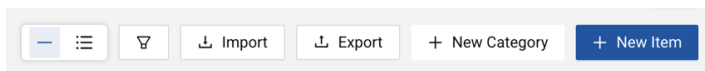
## Categories

You can group timeline items in categories. Up to 10 categories can be defined. An example of categories that could be useful is shown in the example below:



## Adding a new category

New categories can be added via the New Category button in the top right menu:



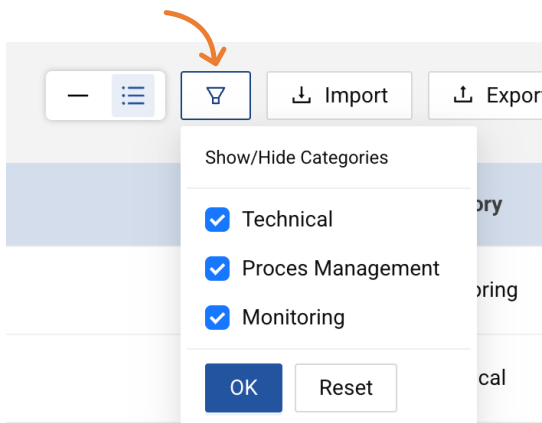
Deleting or editing (renaming) a category can only be done in the horizontal graphical view by clicking on the 3 dots next to the category label.

## Assigning an item to a category

When you edit a timeline edit, you can change the category into any other defined category. In the horizontal graphical view, you can also drag an item to a different category.

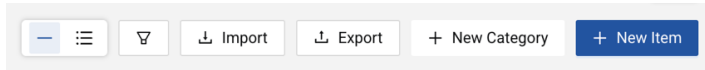
## Showing/hiding (filtering) categories

Using the show/hide in the menu you can define which categories you want to see in the views. The filter is active in both views at the same time.



## Export visual timeline

From the horizontal graphical view you can choose Export to export the timeline visual view as a pdf. 

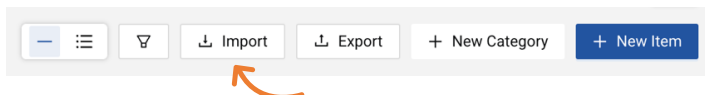


Your browser's dialogue allows you to choose for landscape or portrait mode. The browser dialogue also provides the option to turn off background images. In this timeline export (print) turning off the background images will turn off the grey background that is normally used in the timeline view. This may save ink and time. If the timeline does not fit on the paper, please adjust the scale.

## Export timeline data as csv

From the list view you can choose Export to export the timeline data as a csv. It will contain all your defined timeline events, regardless of what category filter you have set.

## Importing date into the timeline



The timeline module allows importing of timeline data in Microsoft Excel format only. The import expects data in 5 columns (another subsequent columns will be ignored). The first row is considered to contain headers (although the column names do not matter). The import expects values in the data, not formulas.

If the import fails, an error message is shown explaining the reason why it failed. When there is a failure during the import, the entire import is cancelled.

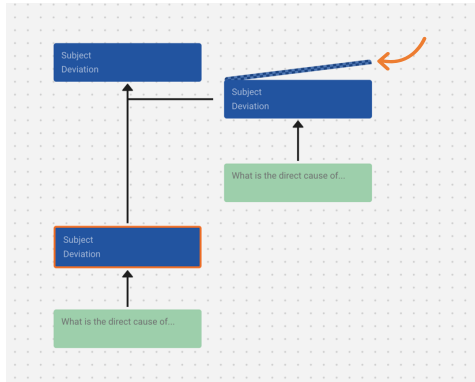
The table on the next page explains the 5 columns in detail.

| Column | Content           | Format                                                                                                                                                                                                                                                                                                                                                                                                                   | Notes                                                                                                                                                                  |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
|--------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|------|------|-------|--------|--------|-------|-------|------|-------|--------------------------------------------------------------------------------------------------|
| #1     | Date & Time       | <p>Any valid date in one of these formats is recognized:</p> <ul style="list-style-type: none"><li>• MM/dd/yyyy - HH:mm:ss</li><li>• MM/dd/yyyy HH:mm:ss</li><li>• yyyy-MM-dd HH:mm:ss</li><li>• yyyy-MM-dd 'T' HH:mm:ss</li><li>• yyyy-MM-dd 'T' HH:mm:ss.SSS</li><li>• yyyy-MM-dd 'T' HH:mm:ss.SSSZ</li><li>• yyyy-MM-dd</li><li>• MM/dd/yyyy</li><li>• dd/MM/yyyy</li><li>• dd-MM-yyyy</li><li>• dd.MM.yyyy</li></ul> | Import will fail if the date format is not recognized                                                                                                                  |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| #2     | Short Description | Free form text, 50 characters max.                                                                                                                                                                                                                                                                                                                                                                                       | Import will fail if this limit is exceeded                                                                                                                             |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| #3     | Long Description  | Free form text, 500 characters max.                                                                                                                                                                                                                                                                                                                                                                                      | Import will fail if this limit is exceeded                                                                                                                             |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| #4     | Category          | Free form text, ±250 characters max.                                                                                                                                                                                                                                                                                                                                                                                     | If left empty the timeline will be imported as uncategorized. If filled in it will be matched with an existing category, or a new category will automatically be made. |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| #5     | Color             | <p>Limited to one of the predefined colors in either English or Dutch:</p> <table><tr><td>Purple</td><td>Paars</td></tr><tr><td>Pink</td><td>Roze</td></tr><tr><td>Cyan</td><td>Cyaan</td></tr><tr><td>Orange</td><td>Oranje</td></tr><tr><td>Green</td><td>Groen</td></tr><tr><td>Blue</td><td>Blauw</td></tr></table>                                                                                                  | Purple                                                                                                                                                                 | Paars | Pink | Roze | Cyan | Cyaan | Orange | Oranje | Green | Groen | Blue | Blauw | If left empty, the import will import it as purple. The color name import is not case sensitive. |
| Purple | Paars             |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| Pink   | Roze              |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| Cyan   | Cyaan             |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| Orange | Oranje            |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| Green  | Groen             |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |
| Blue   | Blauw             |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |       |      |      |      |       |        |        |       |       |      |       |                                                                                                  |

# Troubleshooting

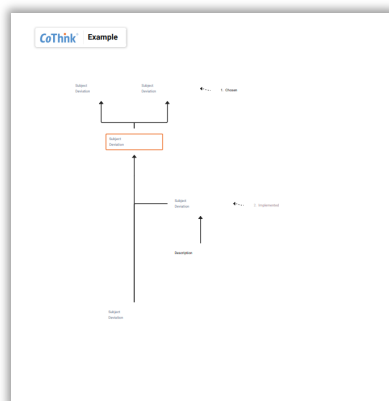
## I don't see the barrier-bars when exporting

Once you choose to export your EM, your browser gives several saving options. Please check if you see everything. For some users, when they choose the save option "Adobe pdf" the bars of the broken barriers disappear.



## I don't see my Event Map items in the exported pdf!

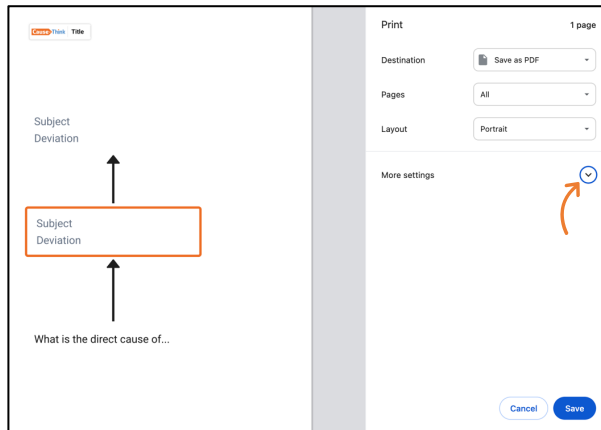
If your Event Map export does not show the Event Map items (boxes) it will look like this:



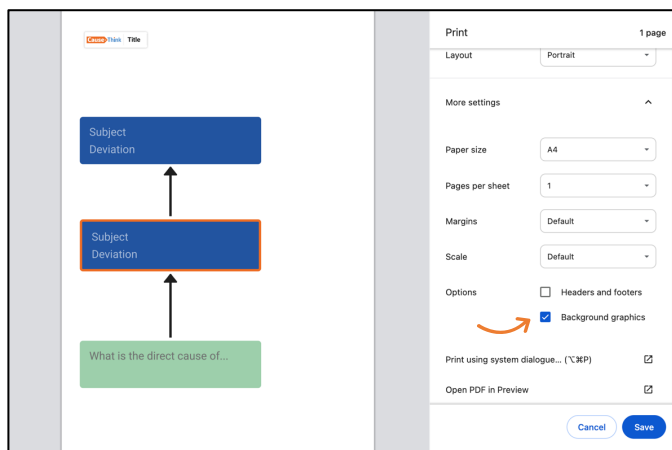
It means that if background images are turned off in the print settings.

To fix this, do the following in the print settings:

### 1. Click on more settings



### 2. Scroll down to see "Background graphics" and tick that box



### 3. Event Map items appear