

## POWER BI: FREQUENTLY ASKED QUESTIONS

Below are some common questions and answers about Power BI.

### FAQs

**Q: Are we able to make changes to Power BI dashboards or create our own in akoyaGO?**

Yes, you can make changes to your Power BI; However, it may require some customization to your system. You can create custom views and feed them into Power BI to display the data in the view. If you would like to explore more customized options, please contact [support@akoygo.com](mailto:support@akoygo.com)

**Q: Can I use my Power BI dashboards on mobile or just desktop?**

Power BI has native apps for Android phones and tablets, iOS devices, and Windows 10 platforms; You can download one of the Power BI apps from your mobile app store.

**Q: Can these connections go two ways? How will this impact confidentiality?**

We are protecting your data by allowing you to control who does and does not have access to your Power BI dashboards and reports. Whoever holds your organization's Power BI Pro license gets to determine who else from your organization has access. Remember, Power BI is just displaying data from a source(s) and is not manipulating data. For more information about Power BI permissions and licensing please reach out to our Support Team.

**Q: What is the difference between Power BI Pro license, Power BI Free, and Power BI Premium?**

As part of the integration, every client has been given one Power BI Pro license. Power BI Free licenses are unlimited and have been assigned to all organization users. akoyaGO admin (AKA our support team's user) has Power BI Premium license. You are more than welcome to buy additional Power BI Pro licenses for your team. This can be done from your Office 365 Admin portal.

**Q: Where do my Power BI reports live?**

Your Power BI reports live in the Power BI service. Go to [app.powerbi.com](http://app.powerbi.com) or click Open in Power BI from your dashboard in akoyaGO. In there you will have the option to edit and print/export the report.

**Q: Does Power BI only work with akoyaGO data?**

No. The connections that Power BI can make are almost limitless. Most areas that your organization stores data can probably connect with Power BI, like Mailchimp, for example.

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**Q: Does the data that we input generally have to be dynamic? Or can it be static data sheets alongside dynamic data?**

*If you're connecting to a data source outside of Dynamics, you're subject to how often that data is updated but once you have the Power BI connection established you can set the refresh schedule. This tells the dashboard how often to look for new data from that source. You can see the last time your Power BI dashboard refreshed in the top left corner of the dashboard. Please note, this metric comes from the data source. This is not determined by the Refresh button in akoyaGO.*

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**Q: How often does the data on the Power BI dashboard refresh?**

*Data refreshes once per hour. The 'Refresh All' button does not refresh the data seen on the Power BI dashboard. You can go into the Power BI workspace and manually update the data set.*