

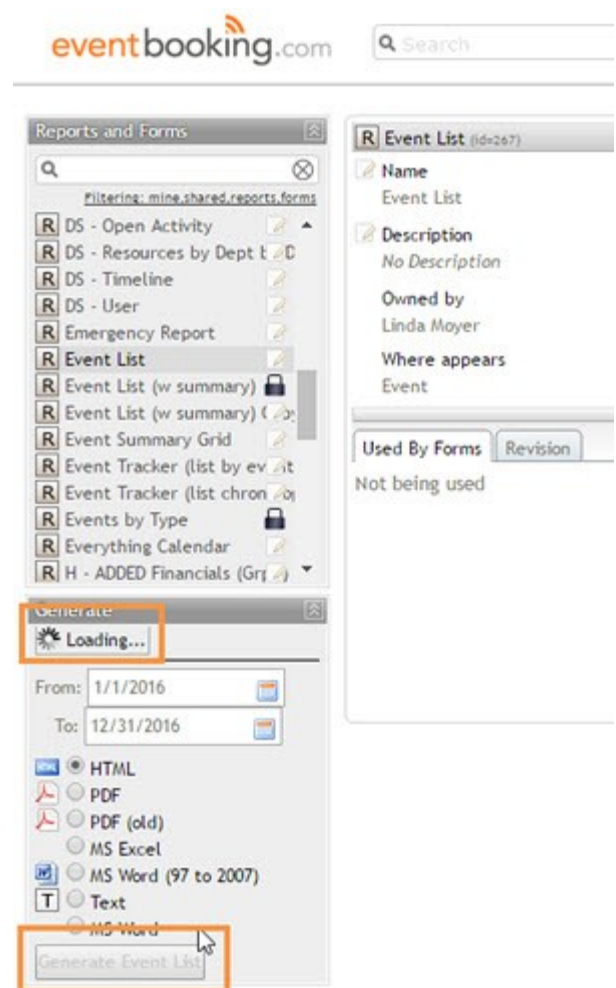
# How can I tell if my report is generating?

Updated: April 21, 2016

Depending on the amount of information in a report and the date range you are running it for, reports can take several minutes to run. How can you tell if EB is actually generating your report? That will depend on the format you have chosen for your report.

## HTML

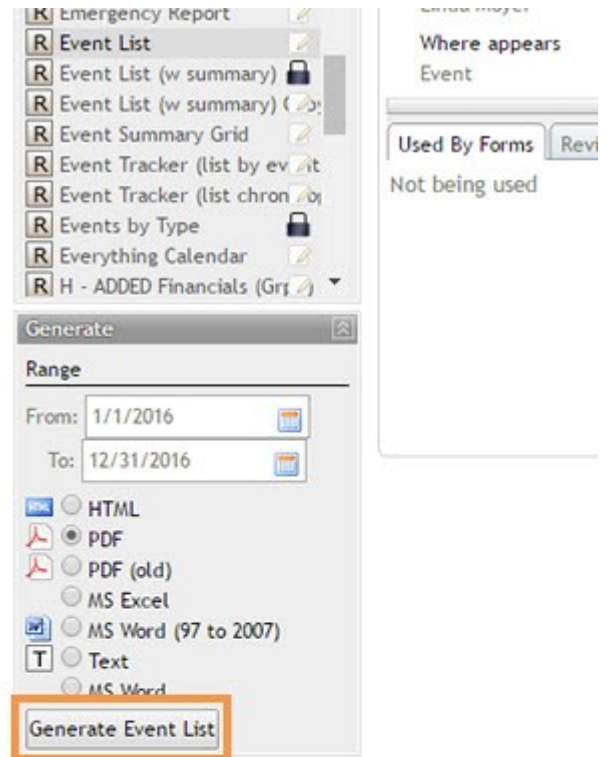
If you are generating an HTML preview, the *Generate* button will gray out and a *Loading...* pop up will appear while your report is being created.



## Other Formats

With the other formats, the *Generate* button will not gray out. In the bottom left corner of your browser, a *Waiting for...* message will appear while your report is being created.

**Important:** Because the *Generate* button is not disabled, you will have the ability to click it again. If the *Waiting for* message is at the bottom of your browser, **please do not click the *Generate* button again**. If you click the *Generate* button multiple times in a short amount of time you can overload the application and cause speed issues for other users.



Waiting for templates.eventbooking.com...

If you are having trouble getting a report to generate, please call 865-966-4900 or email [support@eventbooking.com](mailto:support@eventbooking.com) so that we can troubleshoot for you.