This tip sheet helps you fix problems where you know you entered an animal or an animal should be in your list but for some reason it does not appear.

!! IMPORTANT NOTE !!
If you added an animal without getting an error message and now you cannot find it, do NOT add it again, it has not been lost we just have to figure out why it is not showing up.

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A LOT OF ANIMALS JUST DISAPPEARED

This section deals with when you have had animals disappear from your animal list, you have used them previously but you just cannot find them now.

STEP 1 – CHECK WORKSHEETS AND FILTERS

Make sure there are no worksheets or filters selected in the animal list, these must be clear to see all your animals.

In the top example I can only see two animals because my worksheet is selected.

In the bottom example we can see no worksheet or filter is selected and a LOT more animals appear.
STEP 2 – CHECK SHOW INACTIVE AND SHOW OFFSITE CHECKBOXES

These checkboxes are located at the bottom left of the animal details window.

These are useful to include animals that have been assigned as sold or dead or just moved to another location. So if you accidentally moved a mob of cattle to another property you could hit the Show Offsite checkbox and see them again, if you accidentally recorded animals as being dead then you can hit the Show Inactive checkbox and see them again.

You may have to use a combination of the two to see animals that were sold for slaughter where the animal is both off site and inactive.

SHOW OFFSITE

Sometimes if you’ve moved cattle or created them in another location or property they will not show up unless the “Show Offsite” checkbox is checked.

In the first screen below we can see the top of a list with the checkbox Show Offsite being unchecked or off

In the next screen below you will notice a few more animals as the Show Offsite checkbox is now checked. FR602-FR605 now appear.

!! IMPORTANT NOTE !!

If you do not have access to a property within HerdMASTER then having this checkbox marked will still not display animals at that location.
SHOW INACTIVE

The checkbox here works in the same way as in the Show Offsite checkbox in the previous section.

In this case it looks at the active status of any animal.

So if the checkbox has a tick it will show all animals regardless of the active status, so dead animals will show up.

ALL MY ANIMALS HAVE DISAPPEARED

1. Check you do not have any worksheets or filters selected in the list

2. Click into the Search Term area of the animal list and make sure there are no spaces in there.

3. Hit the Change Property button on the right hand side of your main HerdMASTER 4 screen. (see image to the right) and see if the animals are located on a different property.
I KNOW I ADDED AN ANIMAL, BUT NOW I CANNOT FIND IT

This problem usually occurs when an animal tag has been entered incorrectly.

Try the below methods to find it. Make sure both Show Offsite and Show Inactives are both checked.

When entering data it is very easy to make an error and not notice, this then causes problem when you go to use the animal as you cannot find it or the results you get may be incorrect.

!! IMPORTANT NOTE !!
If you added an animal without getting an error message and now you cannot find it, do NOT add it again.

It has not been lost, we just have to figure out why it is not showing up.

If you have tried all the below methods and still cannot find it, give us a call before adding it again.

METHOD 1. – TRY LIKELY COMBINATIONS OF THE TAG

Try the start of the tag number without the last character or two.

Try the above with a space in front of it

Try just a tag number with no letters in front of it.

EXAMPLE

If the Animal we are looking for should be called A0123,

1. Try looking for A012 or A01.
2. Try A0123, A012 and A01 all with spaces in front of them.
3. Try looking for 0123 or 123 or 012 and maybe try these with spaces in front.

METHOD 2. – TRY THE SOCIETY ID AS A TAG

If you know the society ID of the animal you are looking for, try putting that into the search field for Animal Tag and try Method 1 on it as well.

If you do not know the Society ID or the above fails, try searching the animal tag for anything beginning with your Herd Ident or the beginning of your Society IDs.

Also try the tag in the society ID field as well.

EXAMPLE

Let’s say your SOCID always begins with SAL.

First we enter the full (or first part of the) Society ID in the search term and see if the animal is present, in this case we’ll use the opening term SAL as my current Society ID begins with my HerdID.
Enter the first three characters of your usual society ID into the search field for Animal Tag and see if any animal tags start with this. In this manner not only may you find the particular animal you are after but you may also find other animals that have been mis-tagged.
**METHOD 3. – TRY THE SUFFIX AS A TAG**

As in the previous method, try searching for the suffix in the tag column.

You can also try the reverse of this, try searching for the tag in the suffix field.

**EXAMPLE**

Assuming your animal has a suffix or name of SAL MR TINKLE 738

1. Try “MR TINKLE”
2. Try “MR”
3. Try “SAL”
4. Try “738”

**METHOD 4. – TRY ANY OTHER KNOWN PROPERTY OF THE ANIMAL**

My favourite to use here is the Birth Date and Birth Year column in Animal List, if I know when the animal was born I can just hit the filter function on the animal list column (or make a filter) and tell it either a range of dates to allow or one particular date, the idea is to limit our list to all the possible results it could be, then look through the list and see if anything jumps out as incorrect.

Other properties you could search are numerous, I will list a couple of my favourites:

- National ID
- Electronic ID
- Default ID
- Suffix

**HOW TO LIMIT DATA ENTRY ERRORS**

Data entry errors (errors when you are putting the details into the computer) are easy to make, a simple slip of the finger or typing data into the wrong field can end up causing you no end of problems, here are a couple of tips to avoid or limit these errors.

**TIP 1.**

Write up a step-by-step process for entering the data, this works especially well when multiple