WBARS 3.0 Q&A Support session
November 13, 2026
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75 Participants

Summary of Questions and Answers:

Q: How do I delete a resident?
A: You cannot delete a record, but you can "archive" it, which means removing it from Table 1 and storing it in the archive area. On the household record you want removed, click Edit then choose Archive. The household record will then be removed from the unit. Once the unit is vacant, you can create a new household record. If you want to bring an archived record back to Table 1, access the Archive function by clicking the Settings icon in the top right corner of the screen. In Archive, you can retrieve the old record.

Q: Help, I need assistance!
A: If you need additional assistance with something happening in WBARS, please email your Funder for help.

Q: How do I figure out what level in the submission chain my reports are at?
A: Click the Report Submissions button at the top of the screen. On the reports list page, you can see the list of your projects, and for every Table, a color-coded status will show you what level each report is at. Make sure that you specify the correct year by editing the Year field in the top right part of the page. If you see the status "Not Started", that means that the report is at the lowest level your organization has specified for the property – either Onsite Manager or Property Manager – and the person at that level has not yet submitted the report to the next level. It doesn't matter if you are actively editing a report, the "Not Started" status will not go away until the report is submitted up to the next level in the chain.

Q: Okay, I've edited the reports for my property and need to submit them to the next level, how do I do that?
A: Click on Report Submissions, then in your list of properties click on the specific property to submit. Make sure you choose the correct year – you can change the year on the report list page or once you open a specific property's reports, there's a Reporting Year field at the top of the page which you can edit as well. Once you have clicked on the appropriate report tab, you'll see a "Submit to XX" button in the top right corner, clicking this button will submit the report to the next level.

Q: What do red and gold messages mean on the Table 1 card or list view?
On the left side of the screen, you'll see the phrase "Compliance Issues", along with red and gold tags. Each tag specifies the number of compliance errors that need fixing prior to

submitting the report to the next level. The red tag is for the number of hard stop errors (i.e., errors that must be fixed because they will block your submission) while the gold tag shows the number of warning errors. Warning errors should be fixed where possible, but outstanding warning errors will not prevent you from submitting your report to the next level. To fix the errors, click the "View Issues" button on the right side of the screen, the errors will be listed on the next page and you can work through each one.

Q: What is the status of the request to make the displayed reporting year a preference that remains in place until a user decides to change it?
A: IX is still working on this ticket, we'll update users once we are ready to make the update live.