



## Help for Users and Answers to Questions

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## Help for Users

### ○ Before you begin

- This guide covers many topics at KnowledgeCharts™. It also contains a list of frequently asked questions. For more information or help, contact the KnowledgeCharts™ Team.
- To learn what's new at KnowledgeCharts™ click on “new at KC” on the dark gray bar at the top of any window. The most recent additions are at the top of the list.



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### ○ Access to KnowledgeCharts™

- You can use KnowledgeCharts™ with a free *associate* account or with a paid *standard* account.

**Associate accounts** give access to some charts in the Template Library and to charts that another user has shared with you. Shared charts appear in the “Shared with me” folder. Other folders of charts may also be available to associate users because they subscribe to services that use KnowledgeCharts™. Associate users can make temporary changes to any chart that is available to them and they can copy these charts to many kinds of documents.

**Standard accounts** give access to all charts in the Template Library and to many other features of KnowledgeCharts™. These features include saving changes to the “My favorites” folder, building a personal library of custom charts, sharing and discussing charts with anyone, accessing favorite charts from mobile devices, and inserting and updating charts directly in Microsoft® PowerPoint® slides.

Users with associate or standard accounts may have access to other features. Users may have access to a company account in which colleagues maintain a library of charts. These may be based on charts from the Template Library, they may include charts to which the company has added its private data, or they may be based on unique charts that the KnowledgeCharts™ Team has created for them and that do not appear in the Template Library.



- There are several ways to obtain an account.

1 - Visit the login page and click “join now”. Use a credit card to receive a 60-day free trial. When the trial ends, KnowledgeCharts™ will offer a one-month (\$100) or



**Click here to join!**

one-year (\$1,000) subscription. KnowledgeCharts™ never will charge your credit card without your approval at each renewal. If you do not subscribe, your account will change from a standard account to an associate account (see above) at the end of your trial. You still will be able to reach some charts.

2 - Receive a chart shared with you by someone who subscribes to KnowledgeCharts™. KnowledgeCharts™ will create for you a free associate account.

3 - Subscribe to a service, such as the CRA Cocoa Advisory Service, that uses KnowledgeCharts™ for its data management and charting support. KnowledgeCharts™ will create for you a free associate account with access to the folders that support that service.

4 - If your company maintains a company account at KnowledgeCharts™, contact one of the administrators of your company’s account.

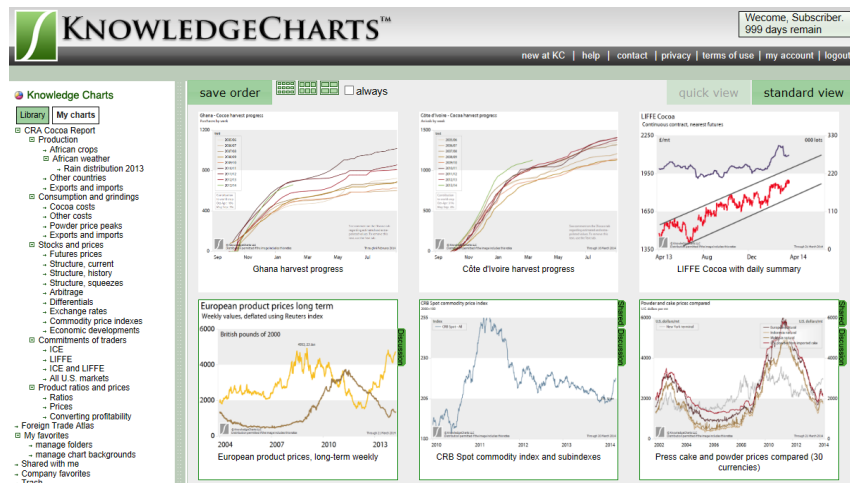
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## ○ What is KnowledgeCharts™?

KnowledgeCharts™ is a website created by Commodities Risk Analysis LC to support the delivery of expert help to commodity buyers, commodity price analysts, commodity traders, and others involved in the commodities markets. Because CRA has specialized in cocoa

with its CRA Cocoa Advisory Service, KnowledgeCharts™ contains a wealth of information about cocoa supply, demand and prices.



Although the origins of KnowledgeCharts™ are in cocoa, it covers many other commodities and regularly adds data for other commodities. It displays futures prices for more than 80 commodities, reports from the U.S. CFTC and Euronext-LIFFE regarding positions of traders in all heavily traded commodities markets, and weather from many countries besides those that grow cocoa. KnowledgeCharts™ is able today to show rainfall, temperature and other key weather information for any country of the world that distributes weather information to international agencies. It offers unique tools for comparing sources, seasons, and distribution of rainfall and temperature.

The staff of the KnowledgeCharts™ Team also offers data that is not available elsewhere. KnowledgeCharts™ provides to users the specific information that users need for their jobs. Instead of duplicating from one company to the next the same work of assembling data and keeping it current, users can turn to KnowledgeCharts™ to save hundreds of hours of tedious work, to find answers immediately, and to find interesting analyses and comments from experts and other users within the KnowledgeCharts™ community.

KnowledgeCharts™ maintains a library of diverse data that updates continuously and presents the data as charts. Every chart can easily be customized to specific needs. Users can select related data series, periods, titles and subtitles, and other features to customize a chart. Every chart stays current and ready for use.

Additional information appears in sidebar notes such as this.

KnowledgeCharts™ enables collaboration among users. Its



collaborative tools give users more information about the data. The experts who have designed the charts have added to each original chart or “template” a description of the data that the chart can display. This includes sources, characteristics, methods of calculation, and frequency of updating. Users can share charts with each other and use a discussion board attached to each chart to send questions to the expert who designed the chart or to the user who customized the chart. Every chart is a forum around which users can discuss issues of the chart.

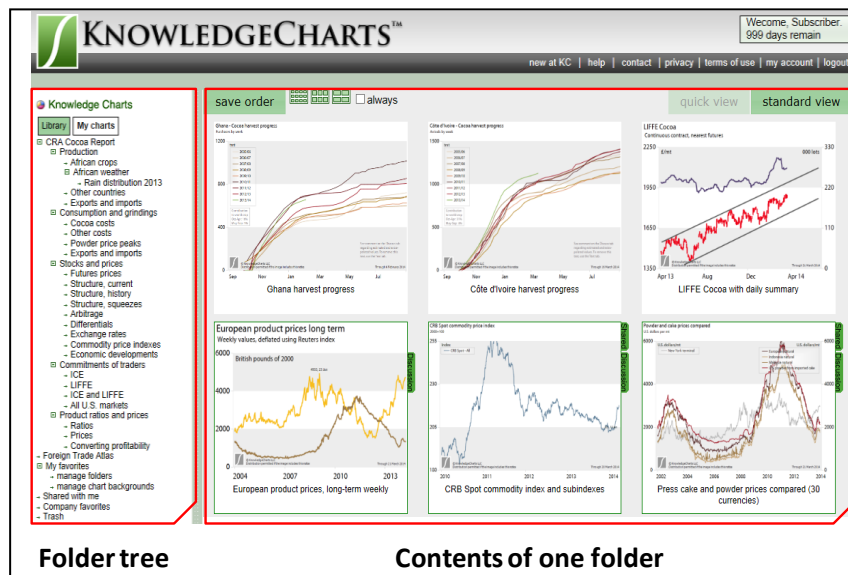
KnowledgeCharts™ speeds the work of users who need charts in documents or slides. They no longer must find, acquire and organize the data that they will use for their projects. An add-in for Microsoft® PowerPoint® inserts charts directly into slides and updates all of the charts with one click of the mouse. KnowledgeCharts™ works on tablet computers. The KnowledgeCharts™ apps for mobile devices such as the Apple® iPad®, Blackberry® and Android® allow users to check their charts, show them to others, and update their knowledge quickly.

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## ○ How is KnowledgeCharts™ organized?

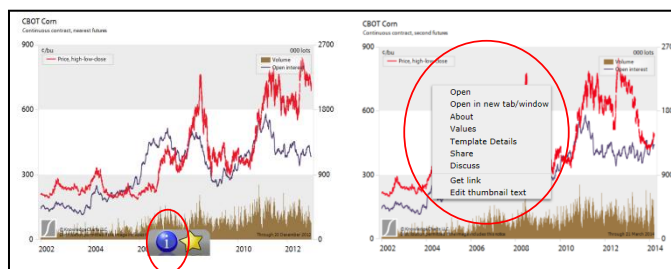
- KnowledgeCharts™ is organized like the files of a computer. Its window has a list of folders and subfolders called a “folder tree” and a display of charts in one of the folders. The charts are thumbnails or miniatures of the full charts. Once can hide or reveal the folder tree by clicking the vertical bar between the tree and contents.



- The library of charts is divided into two sections reached by tabs. On the first tab is the “Template Library”. Its folders contain “templates”, or original copies, of each type of chart that is available at KnowledgeCharts™. The folders of the Library organize the templates into related groups. All users, even associate users with free subscriptions, can modify some template charts to select different series, time periods, titles, axis values, and other features that the particular template offers. The second tab displays folders of charts made from templates. These might include favorite charts of the subscriber, charts that someone has created for many users and has organized into folders that cover special topics such as cocoa production and consumption, and charts that a subscriber has shared with the user.

*Every chart, can display data of other commodities or related information. To learn what the chart offers, check the “i” information tool.*

- Throughout KnowledgeCharts™ are tools for learning about the charts and for managing them. In some folder views, place your cursor over a chart to show the “thumbnail tools bar”. In other folder views, right click to display a menu that offers faster access to information and tools.



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## ○ KnowledgeCharts™ folders

- **Standard View** shows folders of chart thumbnails in groups of 9, three across and three down. Standard View also shows groups of four charts, two across and two down, and groups of 20, five across and four down. In any of these arrangements, the thumbnails are actual charts that stay current with new data. Options to select these groupings are at the bottom of the window. Standard View also can extend downward to show all charts in one window. If a folder contains many charts, one can use the arrows above the thumbnails to move through the pages of the folder.

To see, change or use any chart in a folder, click on the thumbnail. The chart will open. Whether it opens in the same browser window, a new window or a new tab depends on the settings of your browser.

- **Quick View** shows folders of chart thumbnails in similar groups of two, three, or five across. However, Quick View offers advantages over Standard View. In Quick View, one can move quickly between thumbnail arrangements without waiting for a web browser to load a new page. One also can drag-and-drop thumbnails to move them, and one can access more information about charts via the thumbnail than one can access in Standard View. To access information and

### Standard View, two thumbnails across

Move through the folder

Display more or fewer thumbnails

### Quick View, two thumbnails across

Display more or fewer thumbnails



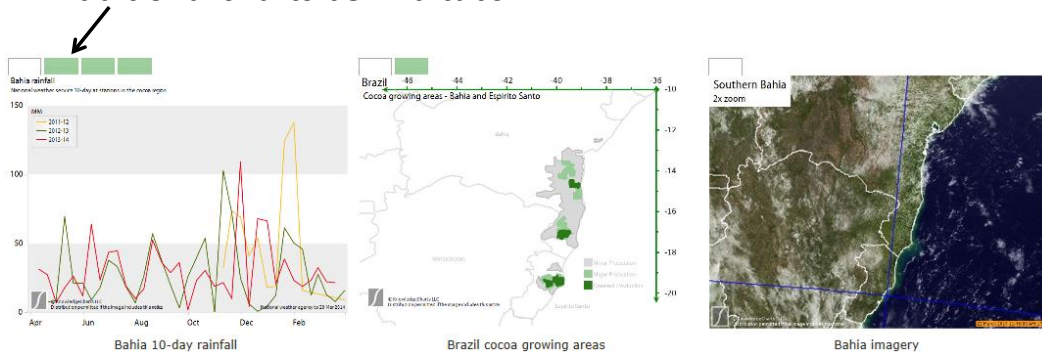


tools in Quick View, right-click on any chart thumbnail. A pop-up appears that offers a short description of the chart, the details of its template, recent values, and opportunities to share and discuss the chart.

To see, change or use any chart in a folder, click on the thumbnail. The chart will open. Whether it opens in the same browser window, a new window or a new tab depends on the settings of your browser.

- **Survey View** groups charts in tabbed collections. Whereas Standard View and Quick View show individual charts, Survey View displays stacked decks of up to 9 charts. Tabs above the charts allow one to step back and forth among charts

Additional charts behind tabs



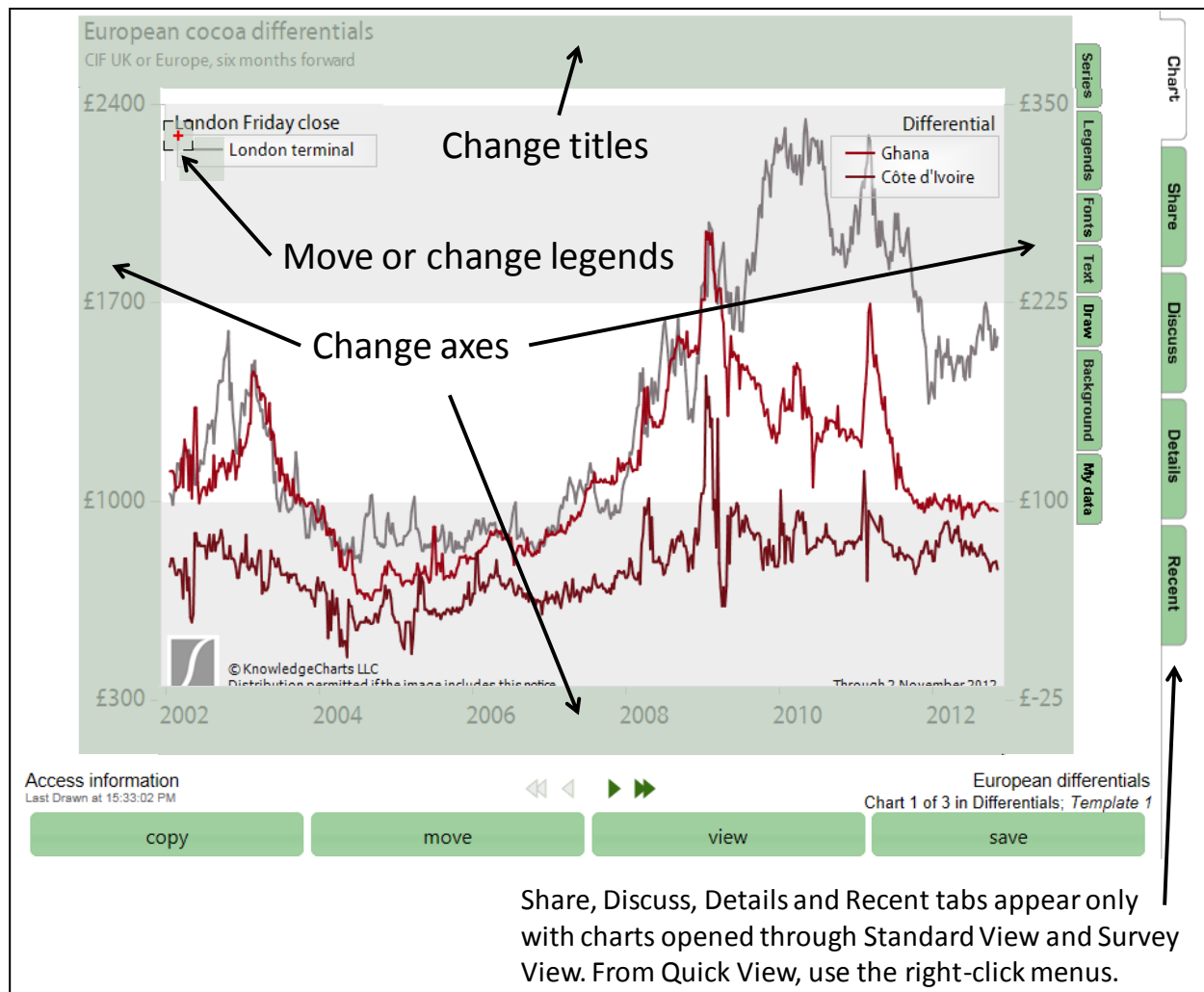
quickly. To reach any full-size chart, click on its thumbnail to open it in a new browser window or tab. Survey View offers the same options and information for any chart as Standard View.

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- **Tools for customizing charts**

- To open any chart, click on a thumbnail.
- Customize charts by clicking on areas around the chart and on tabs at the right. For example, place the cursor over one side of the chart until a gray rectangle appears. Click on the rectangle to reveal the choices for that area. For example, to change titles, click on the rectangle above the chart.

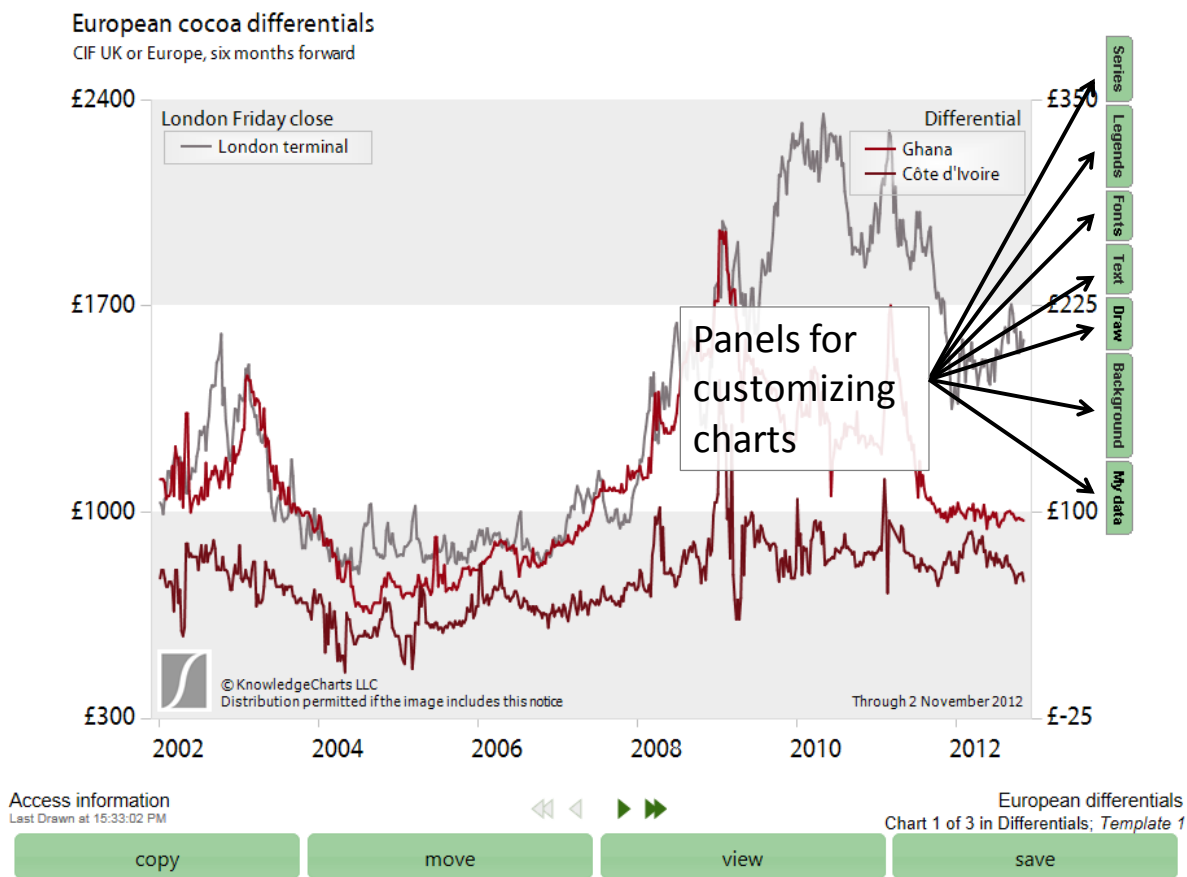


- Legends and text boxes also can be changed from their areas on the chart. To change a legend, place the cursor over the upper left corner. One or two gray squares appear. One contains a red “+”. Use this as a handle to drag the box to a new location. To use the handle, place the cursor over the center of the “+” sign; depress the left button of mouse, and drag. The other gray square opens a win-



dow for changing the legends. To open the window, place the cursor over the empty gray square and click.

- Four buttons are below the chart and seven tabs are at the chart's right side. The buttons below the chart perform these functions:
  - ✓ *Copy* – displays a list of folders to which the user can copy a chart, usually within “My favorites”. Click on a folder’s name to make the copy.
  - ✓ *Move* – displays a list of folders to which the user can move a chart, usually within “My favorites”. Click on a folder’s name to move the chart.
  - ✓ *View* – displays the chart with any changes that have been made. One can make changes, view the changes, make more changes, view again, and repeat. The changes accumulate as long as one does not navigate away from the chart or close the browser window.
  - ✓ *Save* – saves all changes. When one navigates away from the chart or closes the browser window, the chart stays as it was last saved.
- Seven tabs in the inner column at the right side of the chart open panels that





change the chart. The panels appear over the chart. To move the panels to reveal the chart, click on the open space at the right of each panel and drag it. Later sections explain each panel.

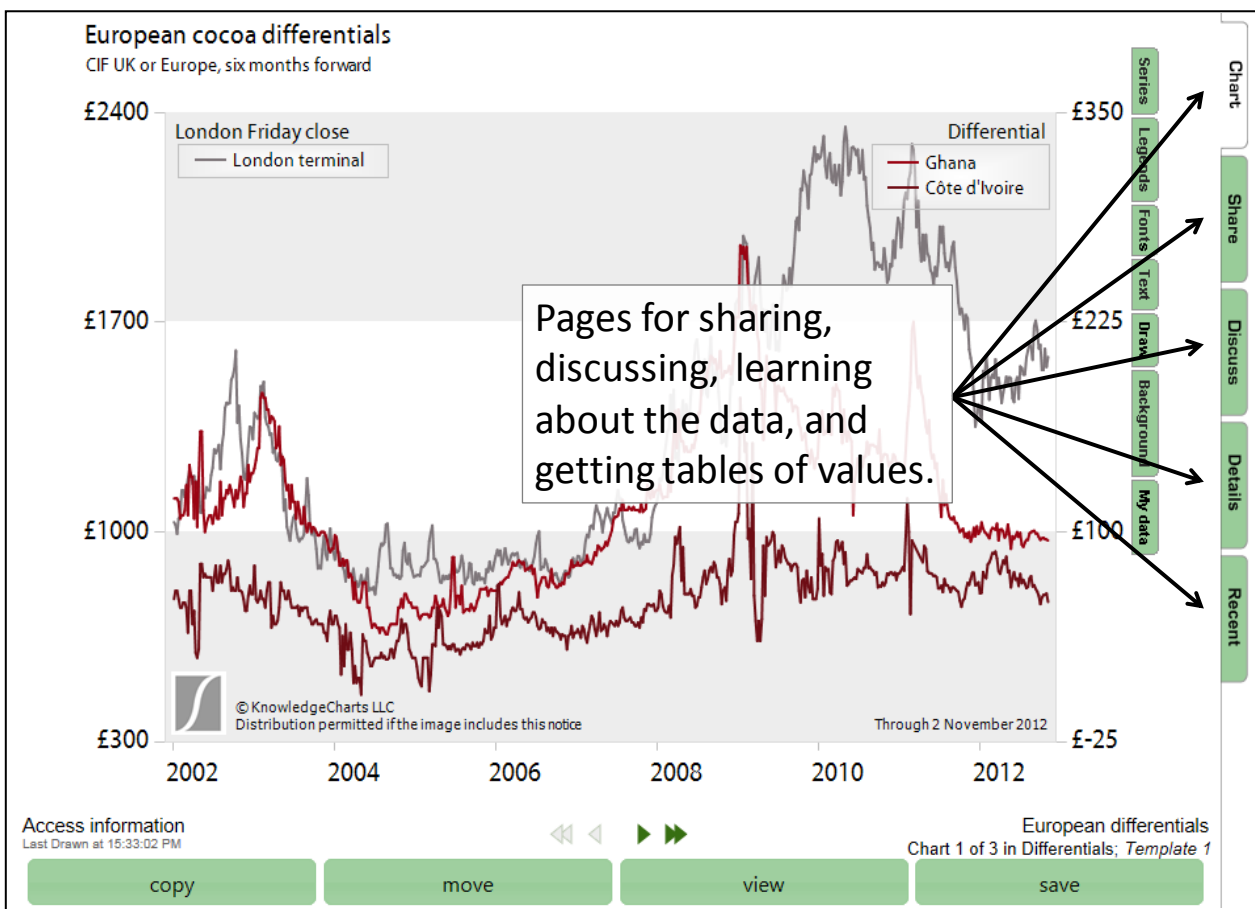
- ✓ *Series* – sets the series that the chart displays and selects options for how the series appear on the chart.
- ✓ *Legends* – sets the location and size of legends.
- ✓ *Fonts* – increases or decreases the size of fonts and lines.
- ✓ *Text* – places text on charts and sets its location.
- ✓ *Draw* – places arrows, lines and shapes on charts.
- ✓ *Background* – adds background images to charts.
- ✓ *My data* – loads and displays personal data.

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## Tools for using and learning about charts

- In Standard View and Survey View, five tabs in an outer column at the right side of each chart provide tools for sharing, discussing, learning about the chart, and finding values. In Quick View, right-click over the chart thumbnail or over the chart to reach these tools.
- ✓ *Chart* – displays the chart.
- ✓ *Share* sends a copy of the chart to any e-mail address. Access to chart sharing requires a standard account. Any standard user can share a chart with any other user and with individuals who are not yet users. If one enters an e-mail address that KnowledgeCharts™ does not recognize, KnowledgeCharts™ will create a new associate account for the owner of the email address.
- ✓ *Discuss* – allows one to ask questions or create discussions about the chart, to post updates and to see replies. Standard users can post comments and replies to charts that they have shared or that have been shared with them.





Associate users can post comments and replies to charts that have been shared with them. All users can exchange comments and replies with the KnowledgeCharts™ Team.

- ✓ *Details* – explains the data that appear on the chart. The explanation includes the types of data, its sources, details of its construction, and the schedule of updates. The Details page always describes a Library template that may be the source of many charts. All charts made from one template share the same access to data and the options and features. However, one chart made from the template may differ substantially another chart made from the same template. For example, they might show futures prices for different commodities. For this reason, the Details page may not describe exactly the current chart because it was derived from the template but has been modified.
- ✓ *Recent* – shows recent values that appear on the chart. Standard users can retrieve data from earlier dates. One also can retrieve values by marking individual points. See [Customizing charts – Point labels](#).

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*KnowledgeCharts™ limits the number of shares to 25. Share one chart with 25 other users or share 25 charts with 25 individuals, or share in any combination of charts and users that accumulates to 25.*

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*To prevent loss of proprietary data, KnowledgeCharts™ limits the number of times that a user may retrieve past values each day.*

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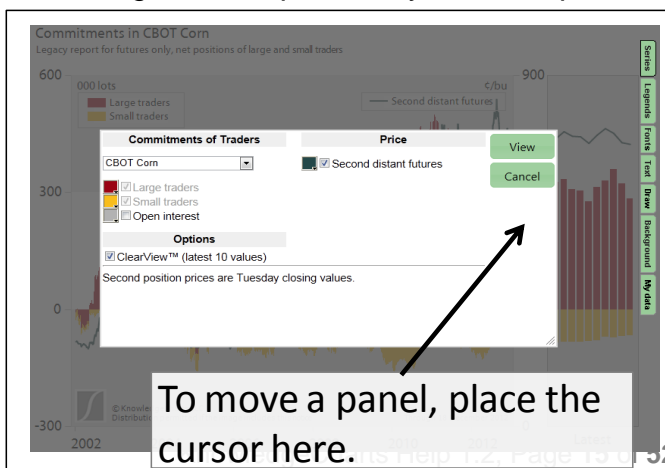
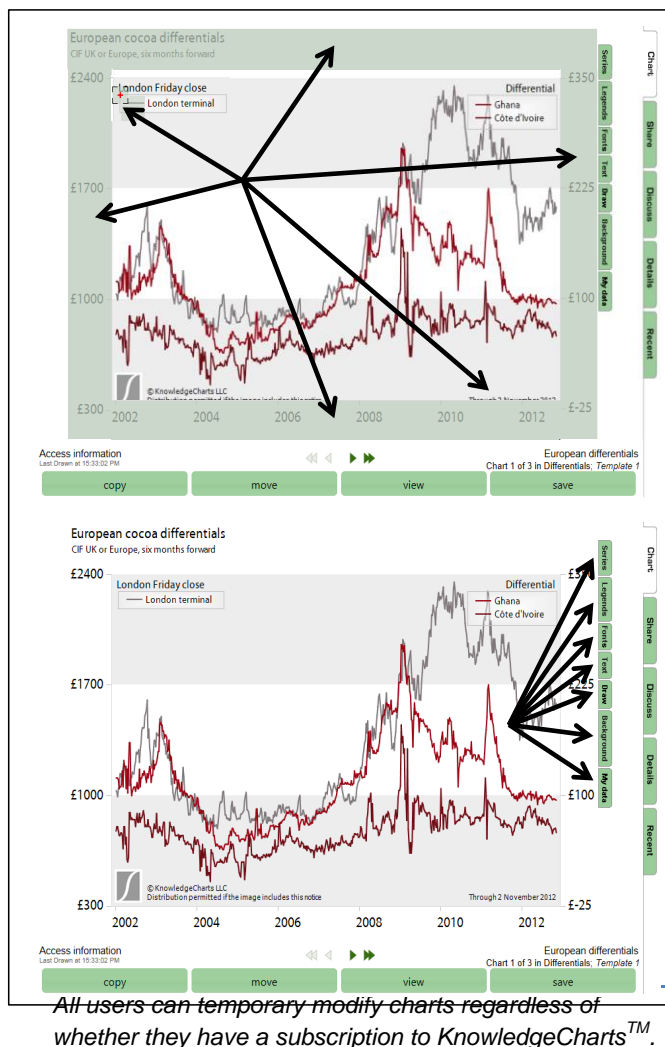
## ○ Customizing charts

- Any chart can be customized in minutes to fit the needs of the user. Every chart, regardless of its location, is derived from a chart in the Template Library. Each chart in the Template Library provides a starting point for similar charts. Every chart made from a template can be changed in the same ways that one can change the template itself.

- Charts are changed using areas around a chart and tabs at the right edge of a chart. Each area and tab opens a panel that appears over the chart.

- When needed, one can move a panel. To move a panel, place the cursor over the empty area on the right side of the panel, depress the left button of the mouse and drag the panel.

- Click “view” on any panel to redraw the chart with the latest selections. Click “Cancel” to discard changes made on this panel. Changes made previously on other panels are not lost. Click on another tab or area of the chart to make more changes without redrawing or discarding selections. Continue until finished and then click any of the “view” buttons on each panel or below the chart.







- Until one clicks the “save” button below the chart, all changes are temporary. The changes last as long as one does not close the browser window that contains the chart or navigate to a new page.

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*Saving charts requires a subscription to KnowledgeCharts™.*

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## ○ Customizing charts – Series

- Open the Series panel by clicking on the “Series” tab at the right side of the chart. Use the Series panel to select the series that the chart displays, adjust the characteristics of each series, such as the color with which it appears, and set others options for how series appear on the chart.

The screenshot shows two panels: 'Commitments of Traders' and 'Price'. The 'Commitments of Traders' panel has a dropdown menu set to 'CBOT Corn' and three checkboxes: 'Large traders' (checked), 'Small traders' (checked), and 'Open interest' (unchecked). The 'Price' panel has a checkbox for 'Second distant futures' (checked). Below these is an 'Options' section with a checkbox for 'ClearView™ (latest 10 values)' (checked). At the bottom, it says 'Second position prices are Tuesday closing values.' There are 'View' and 'Cancel' buttons on the right.

- Every chart has available to it many series in the KnowledgeCharts™ database. The series that appear on a chart are related because they are the same kind of series, such as commodities futures prices, crop harvests, or rainfall, or because they have an economic relationship, such as arbitrage between commodity exchanges and tonnes available for delivery to each exchange. One can use the check boxes, radio buttons, or list boxes to choose the series that they want to see.
- Options vary from chart to chart. Here are some examples.
  - ✓ *Select a series* – click the check box beside the name of the series
  - ✓ *Color* – click the colored box beside the series. When the color selection panel opens, click on a color.
  - ✓ *“ClearView”* – check its box to add a small chart at the right side that shows the latest 10 values of the series.
  - ✓ *Swap left and right axes* – move series that appear on the left axis to the right axis and move series that appear on right axis to the left axis
  - ✓ *Daily* – display daily values
  - ✓ *Weekly* – display weekly values or averages of daily values
  - ✓ *Monthly* – display monthly values or averages of more frequent values
- Text at the bottom of most charts provides details about the series and options of the specific Series panel.

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“View” redraws the chart with any changes that have been selected. One can make changes on one tab, click on another tab or chart area to make further changes, and click on a third tab to make still more changes before viewing the results. “View” always is temporary. Closing the browser window or navigating to a new page discards the changes. To save changes, click “save” below the chart. (Saving charts requires a subscription.)

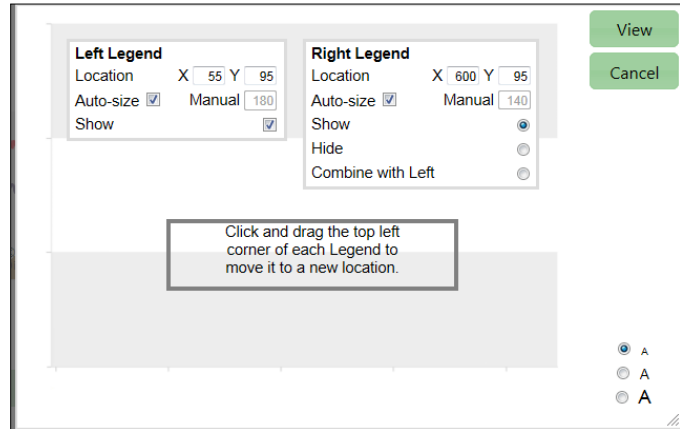
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## ○ Customizing charts – Legends

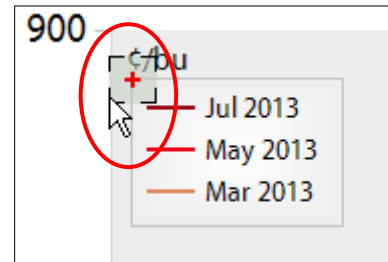
- Open the Legends panel by clicking on the “Legends” tab at the right side of the chart. The Legends panel sets the location and size of legends.



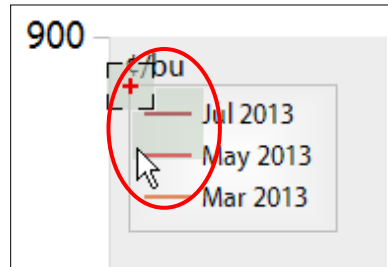
- KnowledgeCharts™ can display a separate legend for each axis. One can hide one or both legends and adjust the size of the font used for the legends.

To move a legend, type different numbers in the X and Y boxes for horizontal and vertical position in pixels from the charts upper left corner. To increase the size of legends use the radio buttons in the lower right corner.

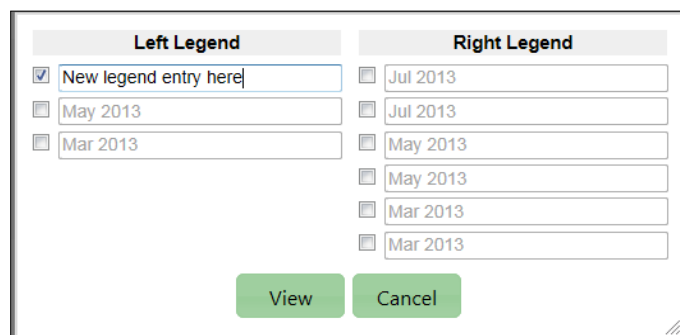
- One can use the cursor to move legends. Place the cursor over the legend’s upper left corner. A gray area containing a red cross appears. Place the cursor over the cross, depress the left mouse button, and drag the legend to its new location.



- To change the default legend entries provided by KnowledgeCharts™, place the cursor below and to the right of the drag-and-drop handle (the gray area containing the red cross). A second gray box without a cross appears. Click on the box to open a panel that lists the series names. Place a check beside any series and type the new name.



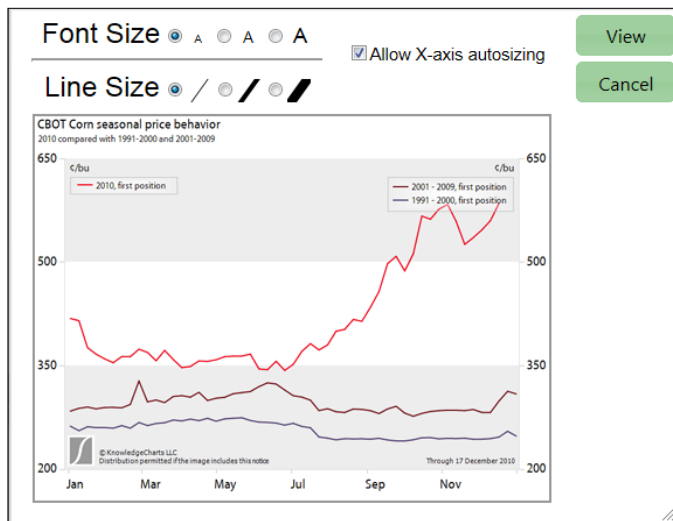
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## ○ Customizing charts – Fonts

- The Fonts panel sets the size of text and series lines. To open the Fonts panel, click on the “Fonts” tab on the right side of the chart.
- The smallest font size usually is best for charts that are displayed singly in a browser window and into slides where the chart occupies most of the area of the slide. For charts inserted into one half of the area of a slide or one half of a page of a document, the middle font and line sizes usually work well. For charts inserted into one fourth or less of the area of a slide or page, the largest font and line size usually are most comfortable for readers.
- Use “X-axis autosizing” to reduce the font size for the x-axis if the selected font size causes axis labels to overlap or to be truncated. Another solution for problems of displaying labels on the x-axis is to use the x-axis interval selection to reduce the frequency of axis labels. An introduction to the x-axis interval selection is on [p. 23](#).



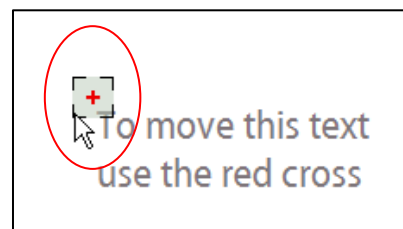
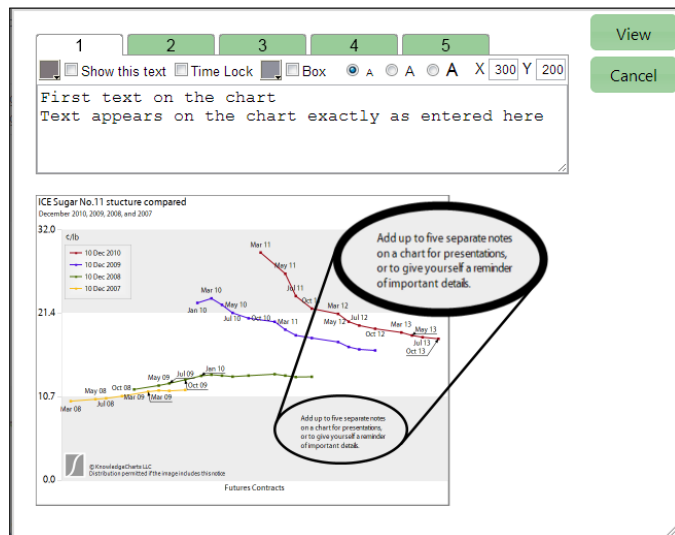
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## ○ Customizing charts – Text

- The Text panel places text on the chart and sets its location, size and color. To open the Text panel, click on the “Text” tab on the right side of the chart.
- Type text into the text box below the tabs. Each tab accommodates text that is independent of other text elements.
- Check “Show” to display the text on the chart. Text in the boxes on the text tab will be saved, even if it is not displayed on the chart, as long as one saves the chart.
- To lock the text to a date, check “Lock”. Locking text to a date keeps the upper left corner of the text box aligned with the date on the horizontal or time axis. Changing the start date of the time axis can remove a locked text box from the visible area. Text entries that are not locked stay in the same location when the time axis changes.
- To draw a box around the text, check “Box”. The other options set the colors of the text and box, the size of the font, and the location. Measure the location in pixels from upper left corner of the chart to the upper left corner of the text box.
- Text can be moved by dragging and dropping. Place the cursor over the upper left corner of the text. A gray area and a red cross appear. Place the cursor over the cross, depress the left mouse button, and move the text to its new location.

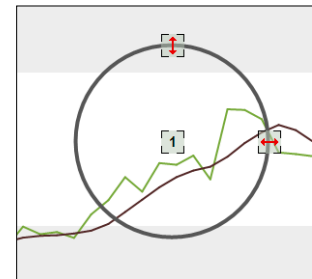
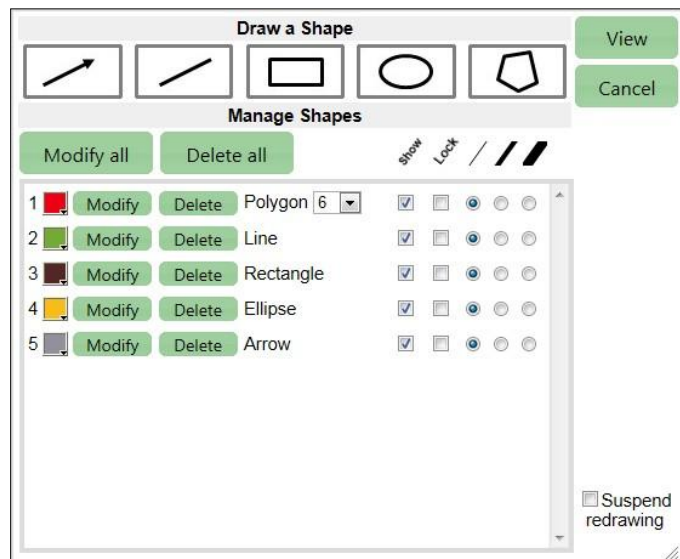
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## ○ Customizing charts – Draw

- The Draw panel places arrows, lines and shapes on the chart and sets their color, location and other characteristics. To open the Draw panel, click on the “Draw” tab on the right side of the chart.
- One can draw any number of the five shapes: arrows, lines, rectangles (including squares), ovals (including circles), and polygons with up to 20 sides. To start drawing, click on one of the shapes, wait for a line to appear in the lower box, and then click “Modify” or “View”. A shape will appear on the chart with handles for moving and resizing. To clear the handles, return to the Draw panel and click “View”.
- After each movement KnowledgeCharts™ will redraw the chart. To stop frequent redrawings, return to the Draw panel and click “Suspend redrawing”. This allows one to move several drag handles before redrawing the chart. To redraw the chart, clear the “Suspend redrawing” checkbox.
- To hide a drawing, return to the Draw panel and clear its “Show” checkbox. To lock the drawing to a specific date, click its “Lock” checkbox. Locking a drawing to a date keeps the center of the drawing aligned with the date on the horizontal or time axis. Changing the start date of the time axis can remove a locked drawing from the visible area. Drawings that are not locked stay in the same location on the chart when the time axis changes.
- Use the radio buttons to select the thickness of lines.



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One can modify drawings without returning to the Draw menu. Place the cursor over the chart and click the right mouse button. A menu of options appears that includes “Modify drawings” and “Modify drawings, no redraw.” To view changes, click “View” on the menu of options or elsewhere. To preserve the changes, always click “save” before moving to another chart.

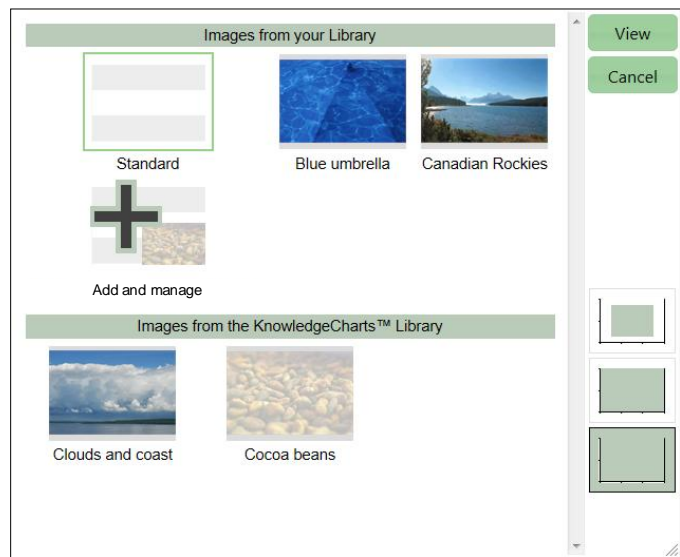
---

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## ○ Customizing charts – Background

- The Background panel places images behind charts and sets their characteristics. To open the Background panel, click on the “Background” tab on the right side of the chart.
- The background can come from the KnowledgeCharts™ library, or it can be a personal background.
- To load personal images, use the “Add and manage” icon in the panel, or through the “manage chart backgrounds”.



- To position the image, use the icons in the lower right corner of the Backgrounds panel.
  - The first icon aligns the center of the image with the center of the chart without any adjustment for size. The image may not fit the chart’s standard size (800x600).
  - The second icon compresses or stretches the image to fit the plotting area of the chart.
  - The third icon compresses or stretches the image to fit the chart and the areas used for axes and titles.
- When downloading high resolution versions of the charts, images positioned with the second and third options will automatically follow the chart’s size. Images positioned with the first option will not scale.
- Use the controls for titles, legends, axes and series to change the backgrounds of titles and the colors of lines.

*KnowledgeCharts™ subscribers also can load images through “manage chart backgrounds” link in the folder tree below “My favorites”. Before using the link, save any changes made to the current chart.*

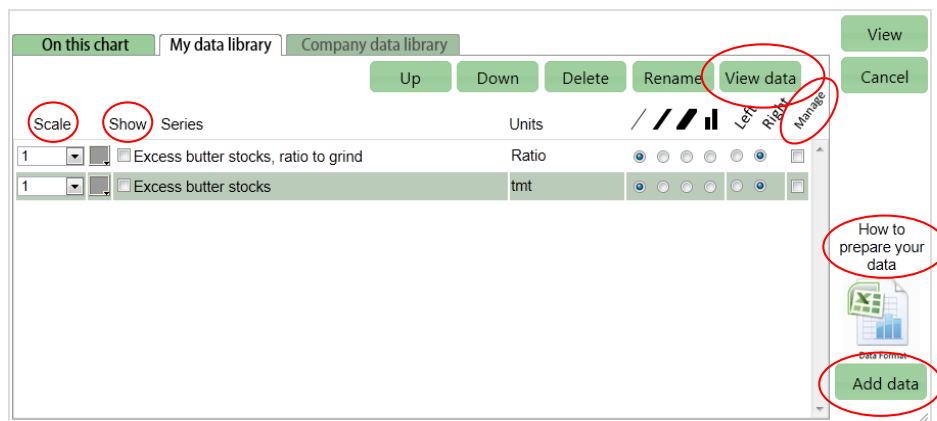
[Table of contents](#)





## ○ Customizing charts – My data

- Use the “My data” tab to add personal series. *The My data tools are in development and are a beta version. For help, contact the KnowledgeCharts™ Team.*



- The steps to add personal data are (1) add data series to a personal data library, (2) select the series to display on a chart.
- Click “How to prepare your data” to download a Microsoft® Excel® file that shows the organization of the import file.
- Click on “Add data” to import the file. Choose one of these options:
  - New Series – Adds a new series to “My data library”. Series are identified by their names in the import file. While duplicate series names are possible, avoid confusion by unique names.
  - Replace Series – Reads the name of each series in the import file and replaces the data of a series of the same name in “My data library”.
  - Append Only – Reads the name of each series in the import file and adds values for dates that do not already exist for a series of the same name in “My data library”. Does not replace values that already exist in the library.
  - Update – Reads the name of each series in the import file, adds values for data that do not already exist for a series of the same name in “My data library”, and replaces values that already exist in the library. Adds any new values and replaces changed values according to the series names that appear in the import file.

*KnowledgeCharts™ places values on the time axis (usually the horizontal or X axis) according to the date of the data.*



- To use a series in a chart, click “Show”. If the units of the new series differ from the units of the series provided by KnowledgeCharts™, use the “Scale” boxes to make them compatible. For example, if the chart displays “tmt” for thousands of metric tonnes, but the personal data are metric tonnes, select “0.001” to convert metric tonnes to tmt.
- Select the line width, whether to use columns instead of lines, and whether to use the scale of the left axis or right axis to place the series.
- To move a series up or down in the list of personal series and to control which series overlay other series, to rename series or delete series, check the “Manage” checkbox for one or several series and use the buttons above the series list. To view a table of all series stored in “My data library”, click “View data”.

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*KnowledgeCharts™ protects personal series with the same industry-standard security that it uses for credit card information. The KnowledgeCharts™ Team cannot see personal series.*

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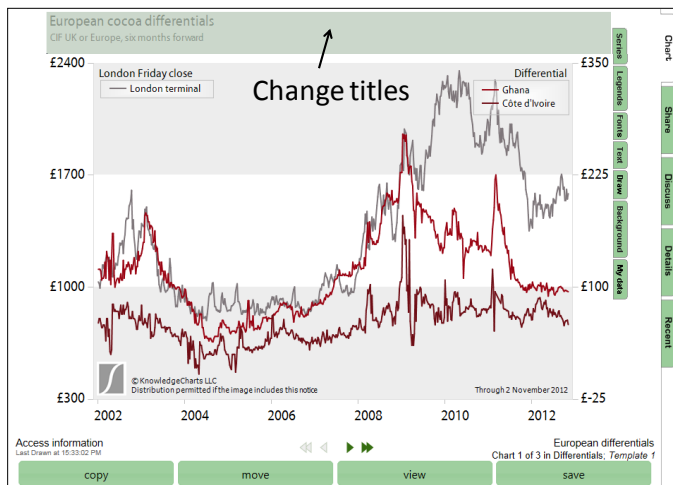
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## ○ Customizing charts – Titles

- To modify titles, place the cursor over the title area and click when a gray bar appears.
- Use the title panel to change the title, the subtitle and the thumbnail text. The thumbnail text appears below the chart's thumbnails and in the lower right corner of the chart page.
- Use the color boxes to change the color of chart text and text background.

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Title

German grindings and sales

Sub-title

☐ Text background

000 metric tonnes per quarter, 4-quarter/12-month running a

Thumbnail text

German cocoa grindings and consumption

View

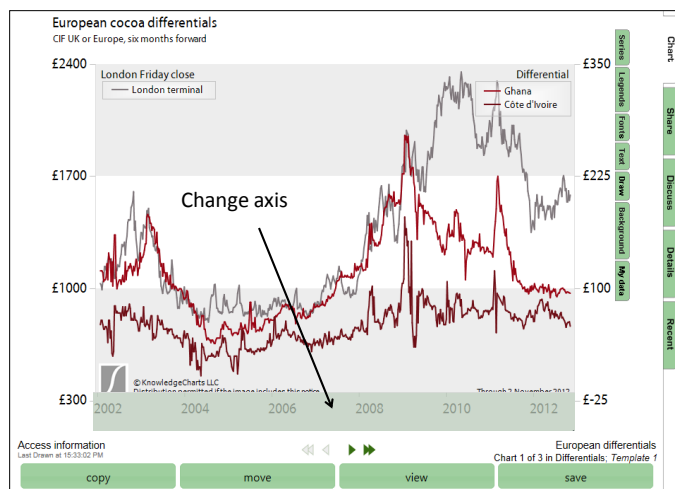
Cancel

*Changing series, time periods or other chart features often requires changes to titles and subtitles. KnowledgeCharts™ does not change titles automatically. To change titles, use the title window.*



- **Customizing charts – Horizontal axis**

- To modify the horizontal axis, place the cursor over the axis and click when a gray bar appears.
- The horizontal axis usually displays dates. Here are examples of the three most common windows for dates or time.
- **Ordinary time.** This panel appears when the horizontal axis shows ordinary time, such as when the values of a series start in January 2002 and continue until the present. Each successive point on the axis marks a day. Select the month and year when the chart should start, the month and year when the chart should end, and the number of months or years between axis markers.



*Horizontal axis for ordinary time*

To see the earliest available data for a series on the chart, check “Earliest” and click “View”.

To display the latest available data and to allow KnowledgeCharts™ to add new values as these are received, check “Latest”.

To place space between the end of a series and the end of the horizontal axis, select an amount of time from the “Advance” list box.

- **Overlapping time.** This panel appears when the horizontal axis shows *overlapping time*, such as when the values of a series are compared with values during a preceding year. Each successive point shows a date from a typical 12 month period such of Jan-Dec. Series of the same day from different years appear at the same horizontal

*Horizontal axis for overlapping time*



point of the chart. Charts with overlapping time create comparisons of different years, such as rainfall this year with rainfall last year.

- Select the month when the axis should end and the number of months, from 1 to 12, that the axis should display. To select series, use the Series panel. For overlapping time charts, the Series panel lists series by calendar year such as 2009, 2010 and 2011. Select the required years.
- **Scatter charts.** This window appears when the chart is a scatter chart. The horizontal axis shows values of a series instead of the dates of a series, and the vertical axis or axes show values of one or several related series.
- On the left side of the panel, select the lowest value of the series that will use the horizontal axis. On the right side of the panel, select the highest value. Use the list box in the middle of the panel to chose the number of divisions.

The image shows a configuration window for a scatter chart. At the top, there is a horizontal axis with tick marks at 800, 1400, 2000, and 2600. Below the axis, on the left, is a text input field containing '800' and a checkbox labeled 'Auto-size'. In the center, there is a dropdown menu labeled 'Divisions' with the value '3' selected. On the right, there is another text input field containing '2600' and a checkbox labeled 'Auto-size'. Below these fields are two green buttons labeled 'View' and 'Cancel'. A slider bar is visible at the bottom right of the window.

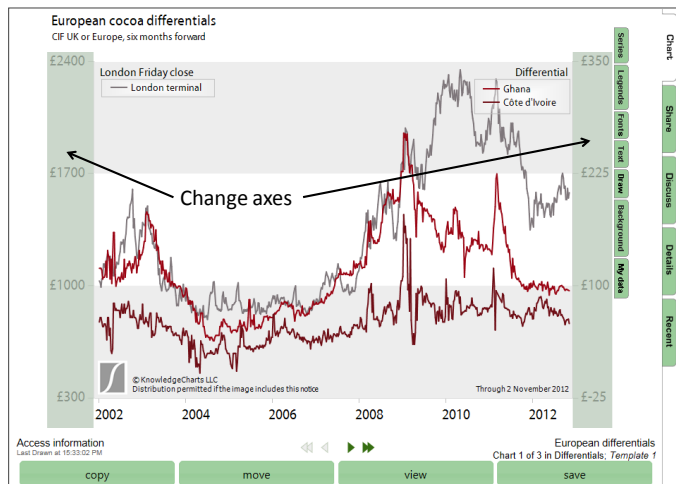
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## ○ Customizing charts – Vertical axes

- To modify a vertical axis, place the cursor over the axis and click when a gray bar appears. If a chart has two vertical axes, there are separate bars and windows for each axis.
- Use options in the left vertical axis window to modify the left axis. These include the maximum and minimum values of the axis, the number of tick marks, the axis label, tick mark labels, number of decimal places, and whether to display horizontal lines or bars on the chart.
- Use the options in the right vertical axis window to set similar options for the right axis. The options are the same except that the right axis omits choices for horizon lines or bars. Set these on the left axis.
- The series panel of some charts includes an option for exchanging the left and right axes.

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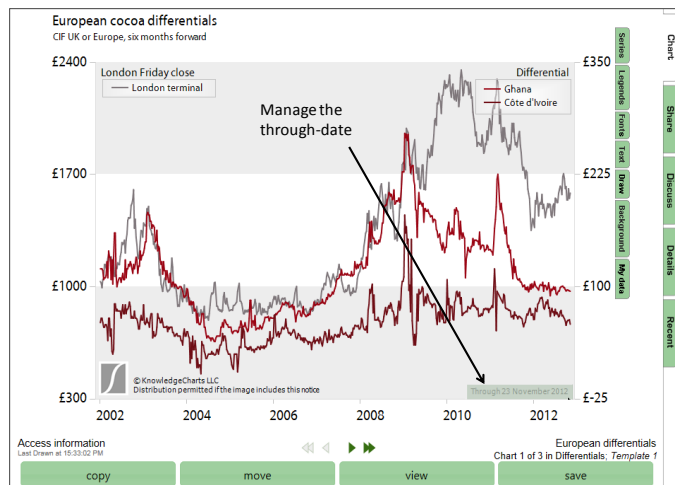


Left	Right
150	2700
<input type="checkbox"/> Auto-Size	<input type="checkbox"/> Auto-Size
<b>Decimal Places</b>	<b>Decimal Places</b>
0.	0.
MMs	000 lots
<input type="checkbox"/> 000s separator	<input type="checkbox"/> 000s separator
<input type="button" value="View"/>	<input type="button" value="View"/>
<input type="button" value="Cancel"/>	<input type="button" value="Cancel"/>
<input checked="" type="radio"/> Gridbars	<input type="checkbox"/> Change tick prefix
<input type="radio"/> Gridlines	000 lots
<input type="radio"/> None	<input type="checkbox"/> Change axis label
	000 lots
<input type="checkbox"/> Auto-Size	<input type="checkbox"/> Auto-Size
0	0



## ○ Customizing charts – Through date

- To modify the through date of a chart, place the cursor over the through date and click when a gray bar appears.
- The through date shows the date of the most recent value of any series that appears on the chart. Some situations may need a different through date, additional text, or no date. For example, foreign trade reports of countries of the European Union often do not appear at the same time. A sum of reports for the latest quarter therefore is incomplete. Because *KnowledgeCharts™* bases the through date on the most recent report of any country in the sum, the through date may not be accurate for every country and the sum may be incomplete. One can add text that alerts viewers that data of the latest quarter is not complete for all countries. Information about the problems of data can be found on the Details page and on the Discuss page.



**Through Date**

☒ Use system through date

☐ No through date

☐ Manual through date text

View

Cancel

- One can choose for the through date the system date, that is, the date determined by the KnowledgeCharts™ system, no date, or a manual date. One can insert text with the date.

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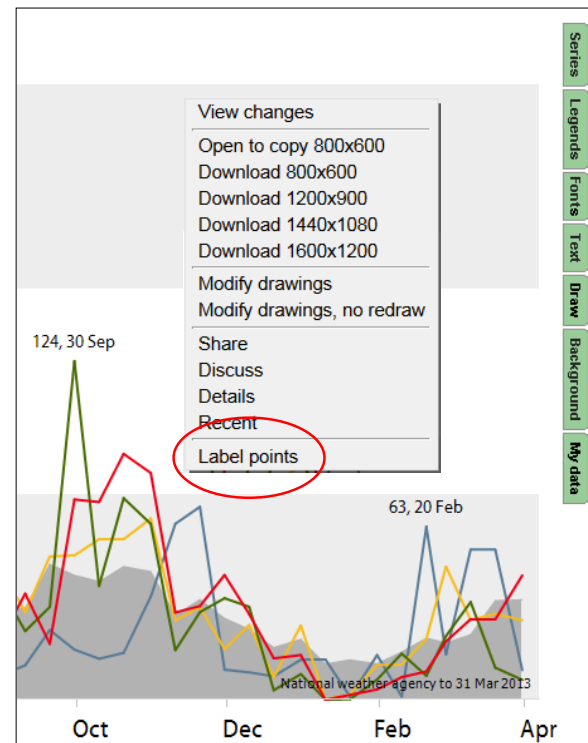
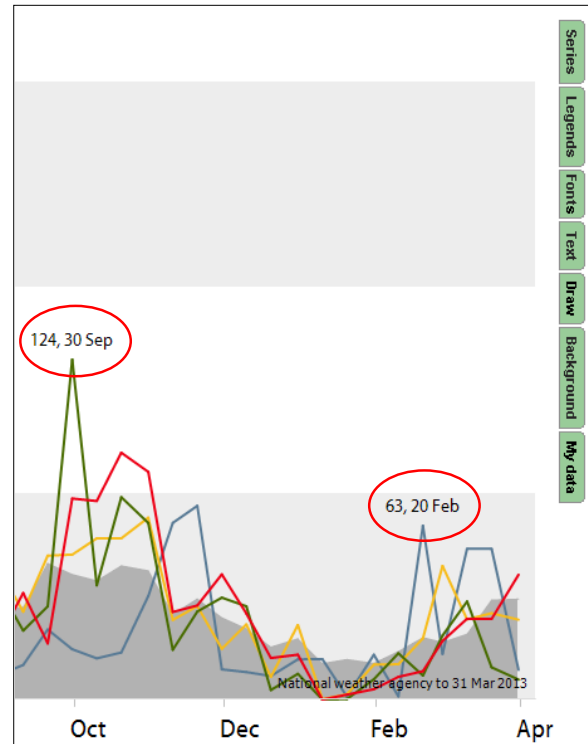




## ○ Point labels

- Point labels show the values for specific points on any series of a chart. One can label the first, last, highest, or lowest value of a series or any portion of a series. One can display the date of the value, and one can label few or many points. In the first example at right, labels show the value and date of two points.
- To label a point, use the chart tools panel. To reach the chart tools panel, place the cursor over the chart and click the right mouse button. The second example at right shows the chart tools panel. When the panel appears, click “Label points” and follow the instructions.
- One can find values, dates and information about series in other ways. For example, the Series panel of rainfall distribution charts can apply value labels to all points of a chart and it can apply labels that identify the locations of weather information. The Recent page of most charts displays a table of values for the series that appear on the chart.

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## Downloading charts

- Security restrictions of Microsoft® Office® interfere with copying charts from KnowledgeCharts™ into Office® slides and documents. To copy charts into Office® documents, use the chart tools panel. To reach the chart tools panel, place the cursor over the chart and click the right mouse button.
- The chart tools panel offers multiple methods for acquiring charts for slides and documents. The first two methods are available to all users. They give access to charts of 800x600 pixels.

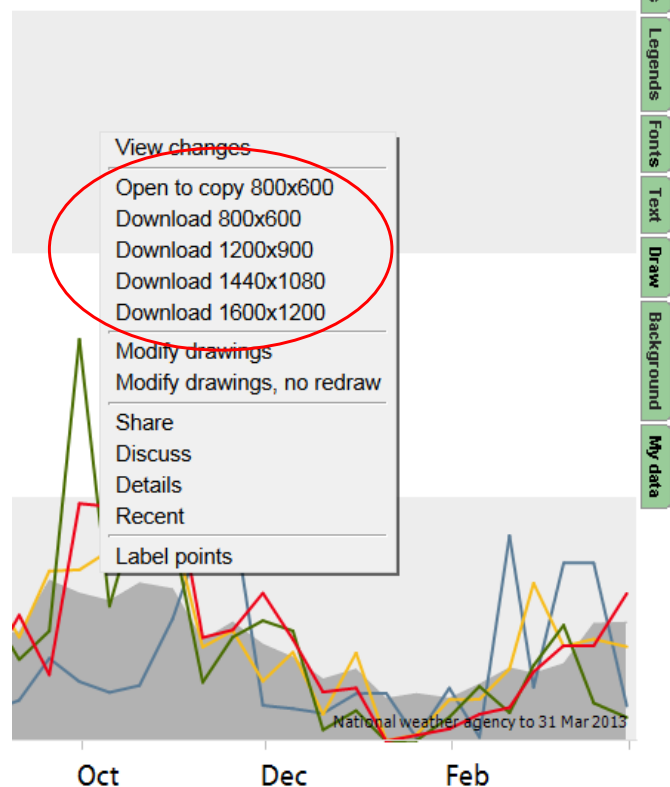
### 1 – Open and copy 800x600

opens the chart, including unsaved changes, in a new tab of the browser window. To transfer the chart, copy and paste it into the slide or document. (Internet Explorer requires that one refresh the new tab once before copying the chart.)

2 – *Download 800x600* opens the last saved version of the chart to the default picture viewer of the user's computer or stores it as a file in a folder. To copy the chart from the picture viewer, use the viewer's "copy" command from its menu bar. To insert the picture from the stored file, use the tools of the target application such as Microsoft® Word® or Microsoft® PowerPoint®.

- The additional methods are available to users with paid subscriptions. These methods repeat the second method for images of higher resolution.

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*For documents and slides not created with Microsoft® Office®, the tools on the Chart tools panel often are not necessary. While they will work with any application, for many applications one can copy and paste the chart directly from the Chart page.*

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*Standard users can use the KnowledgeCharts™ add-in for Microsoft® PowerPoint® to acquire charts. The add-in also allows one to update a deck of many charts with one click.*

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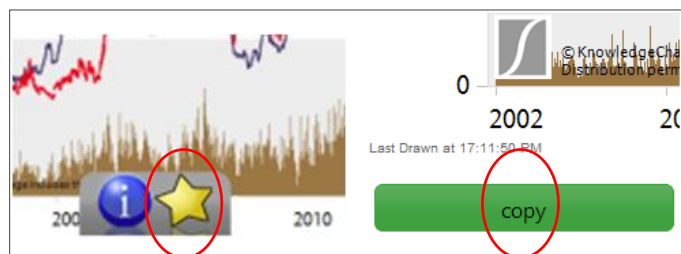


- **Building a library of favorite charts – “My favorites”** (Subscribers only)

- Subscribers to KnowledgeCharts™ can modify any chart to fit their needs and save the modified chart in a “My favorites” private folder. They can create additional private folders when their library of personal charts grows large. From “My favorites” or a subfolder, they can share charts with colleagues and others, regardless of whether their colleagues subscribe to KnowledgeCharts™. They can create collections of charts that can be moved into Microsoft PowerPoint® and updated quickly. They can access chart collections from mobile apps for the iPhone®, iPad®, and Blackberry® mobile devices.



- To add a chart from the Template Library and Standard View to “My favorites”, click on the gold star on the thumbnail tools bar that appears at the bottom of the thumbnail of any chart in the Template Library. The gold star of the chart tools bar always places a copy in “My favorites”. One also can open the chart and use the copy button below the chart. From Quick View, open the chart and use the copy button.
- To add charts from other folders to “My favorites”, open the chart and use the copy button. The copy button allows one to place the chart in “My favorites” or in a subfolder of “My favorites” such as “First subfolder” in the example on this page.
- When one has placed a chart in “My favorites”, moving the cursor over the chart thumbnail opens an expanded thumbnail tools bar that makes available tools for adding notes and labels, sharing charts and reordering charts.



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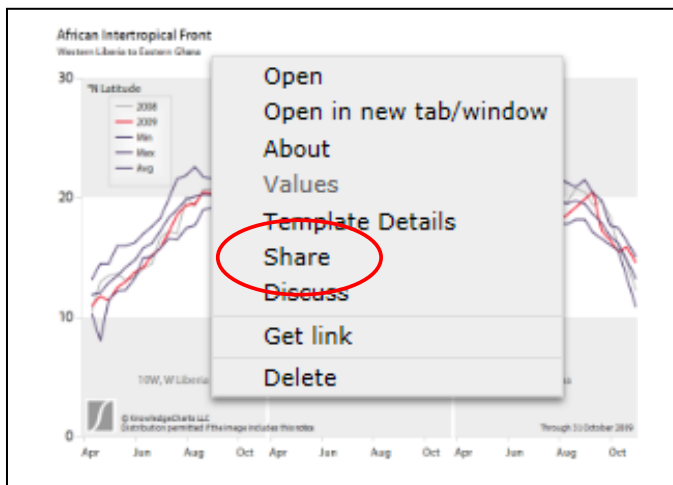
- **Sharing charts with others – “Share”** (Subscribers only)

- Subscribers to KnowledgeCharts™ can share charts with colleagues and friends regardless of whether they subscribe to KnowledgeCharts™. Charts shared with others appear in their “Shared with me” folder and stay current like other charts.



- From Standard View, share a chart by clicking on the sharing icon on the thumbnail tools bar that appears at the bottom of the thumbnail of any chart in “My favorites” or another personal folder. The chart’s sharing page opens. One also can reach the chart’s Sharing page by opening the chart and clicking on the “Share” tab that appears at the outer right side of the open chart.

- From Quick View, share a chart by right-clicking on the thumbnail of any chart in “My favorites” or another personal folder. When a pop-up window opens over the thumbnail, select “Share”. The chart’s sharing page opens. One also can reach the chart’s Sharing page by opening the chart and right-clicking on the chart to open a similar pop-up window.



- When the Share page opens, type the e-mail address of the colleague or friend in the “E-mail address” box and click “Share”. KnowledgeCharts™ will display a window where you can review the accuracy of the addresses and add a message. KnowledgeCharts™ places the chart in the “Shared with me” folder of the colleague and sends to the colleague an announcement that the chart is available. To share the chart with multiple colleagues at the same time, place all of their

Withdraw or transfer	Colleague	E-Mail	Company
<a href="#">Withdraw</a> <a href="#">Transfer</a>	My Colleague	mycolleague@mycompany.com	

[Share](#) [Transfer](#) [Delete](#)

Share this chart with someone new: (anyone with an email address)

E-mail Address:

[Share](#) [Transfer](#) [What will they see?](#)



addresses in the address box, separated by commas.

- Individuals who do not subscribe to KnowledgeCharts™ may receive shared charts, and they do not need a password to reach the chart. Although a password is optional for recipients of shared charts, it is wise to create a password. Without a password, anyone will be able to view the shared charts by knowing the recipient's e-mail address.

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*KnowledgeCharts™ checks e-mail addresses to ensure that they contain three parts separated by an @ and a period. However, it cannot determine whether the spelling of an address is correct. If someone does not receive a share, check the spelling of the address. If the address is wrong, withdraw the chart and share it again. After a chart has been shared with a correct address, KnowledgeCharts™ will remember the address and make it available for future use. KnowledgeCharts™ limits the number of shares to 25 individuals, charts, or combinations.*

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*KnowledgeCharts™ limits the number of shares to 25 individuals, charts, or combinations.*

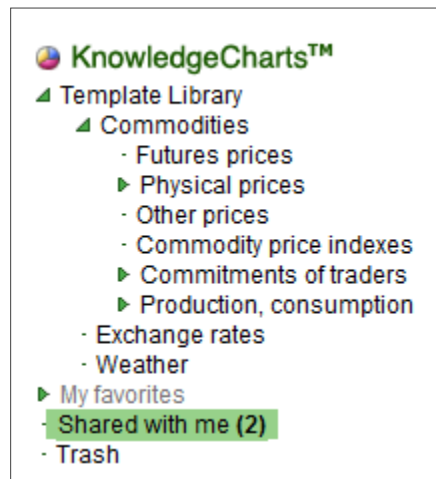
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- **Reaching charts shared by others – the “Shared with me” folder**

- Anyone with an e-mail address can receive charts from subscribers. Shared charts appear in the “Shared with me” folder. When a subscriber shares a chart, KnowledgeCharts™ creates an associate account for the recipient, and if the subscriber requests, sends an announcement to the recipient.
- The chart is available immediately. In the announcement are links that the recipient can follow to the chart. The recipient also can reach the chart by going to the KnowledgeCharts™ website and entering the e-mail address that the subscriber used to share the chart.
- The recipient’s account is free and does not require a password.

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*Although a password is optional for recipients of shared charts, it is wise to create a password. Without a password, anyone will be able to view the shared charts by using the recipient’s e-mail address. The recipient can create a password on the “my account” page.*



- **Discussing charts and posting comments – “Discuss”**

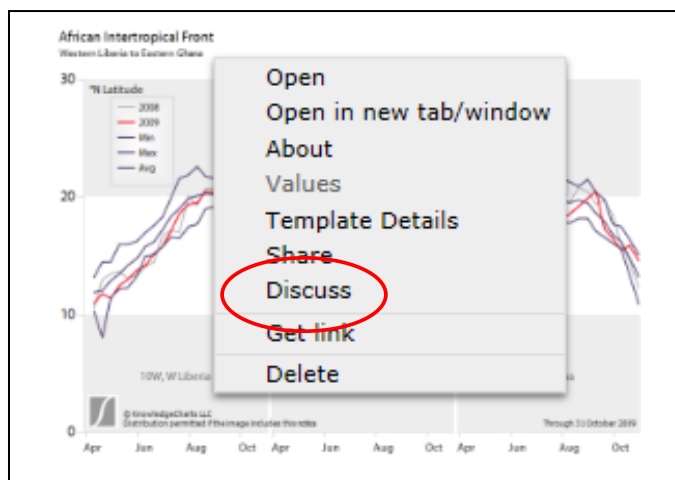
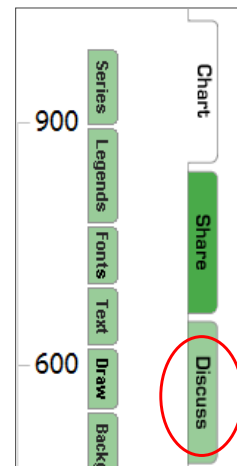
- All users can post comments or questions about charts. They can make a comment only for themselves, or they can display a comment to everyone who has received a shared chart. For charts that others have shared with the user, the user can keep a comment private, display the comment to only the person who shared the chart, or display the comment to everyone with whom the person shared the chart.

- All users can post comments or questions to the KnowledgeCharts™ Team. This includes charts for which use requires a subscription. Anyone to whom a comment has been displayed can reply to the comment.

- To start a discussion about a chart or to post a comment or question, go to the chart's Discussion page. To do this from Standard View, open the chart by clicking on the chart's thumbnail. When the chart opens, click on the “Discuss” tab at the outer right side. From Quick View, right-click on any chart's thumbnail or on the chart itself. When a pop-up window opens, select “Discuss”.

- Comments are in chronological order with replies attached to each comment. A window for new comments appears at the bottom. Each comment and each reply offer an opportunity to determine who will be able to see the comment. Typical choices are “Only me”, “Everyone with whom this chart is shared”, “Only the person who shared the chart with me”, and “The KnowledgeCharts™ Team”. The illustration at the bottom of this page shows discussion and comment area.

When others have shared comments with you, KnowledgeCharts™ will notify you by placing a red “New







Discussion” tab at the right side of the chart thumbnail and by outlining the thumbnail in red. A note such as “3 unread messages” also appears in the welcome message at the upper right corner of the KnowledgeCharts™ window. When posting comments, users can ask to be notified by e-mail when someone replies to their comments. A check box to request notification by e-mail appears below the message area when writing the comment.

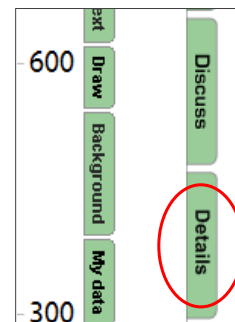
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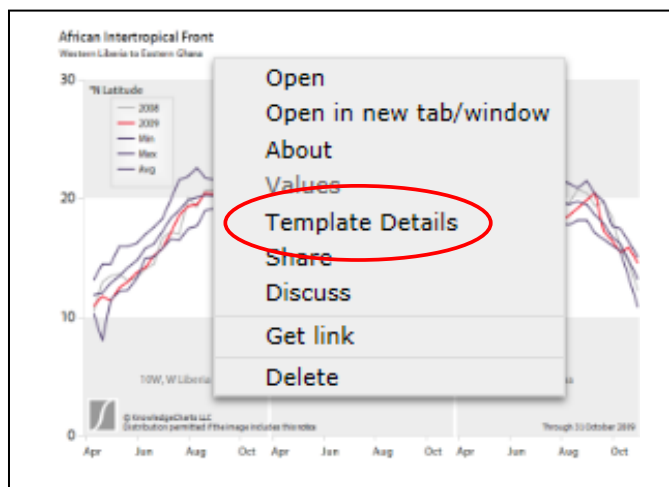


## ○ Learning about charts and data – “Template details”

- All charts in the Template Library include information about the sources, construction, background and interpretation of the data that the chart can display. The KnowledgeCharts™ Team seeks to provide the most important information that users need to interpret charts. Comments and questions that users submit about a chart often motivate the addition of additional information and charts.



- To learn about the data available on a chart, go to the chart's Details page. To do this from Standard View, open the chart by clicking on its thumbnail. When the chart opens, click on the “Discuss” tab at the outer right side. From Quick View, right-click on any chart's thumbnail or on the chart itself. When a pop-up window opens, select “Template details”.



- The Details page of any chart always shows the details that accompany the version of the chart that appears in the Template Library. The Details page may mention series and characteristics that differ from those that the specific chart shows. The Details page always describes the data that the chart is capable of showing.

- Where the information on the Details page of a chart is not sufficient, use the Discuss tab to send a comment to the KnowledgeCharts™ Team or send an inquiry by e-mail.

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**Colombian rainfall**  
10-day at Barrancabermeja and Bucaramanga

**Data available through** 10 Dec 2012

**Charts made from this template** display rainfall at ground stations of Colombia and compare rainfall with that of past seasons. A chart can display totals for the latest 10, 30, 60 or 90 days in 10-day increments, monthly rainfall, and seasonal cumulative rainfall. Whereas “latest 30 days” shows the latest 30 days in 10-day increments or three values for each month, “monthly” shows one value for each month. Seasonal cumulative rainfall displays rainfall in 10-day increments.

**Sources.** KnowledgeCharts™ acquires weather data from multiple sources. Although all sources depend primarily on the same raw weather reports, for example, a weather station at an airport or on a ship at sea, the processing of raw reports varies among the sources. Some sources appear to only redistribute the raw reports. Others attempt to aggregate raw reports, which may appear as often as every hour, into daily summaries. Others attempt to estimate missing reports, for example, to estimate rainfall from cloud-top temperatures reported by satellites. The current sources are

- National weather agencies
- Synoptic reports of the World Meteorological Organization (WMO) Global Observing System
- Global Surface Summary of the Day (GSOD) of the U.S. National Oceanic and Atmospheric Administration (NOAA)
- Commercial providers.

KnowledgeCharts™ applies rules and algorithms to filter obviously incorrect and very unlikely reports. At present, these filters are few. For information about rules and algorithms for correcting weather reports, contact the KnowledgeCharts™ Team. KnowledgeCharts™ does not presently combine data from multiple sources. Any chart shows data of only one source at a time.

The national weather agency for Colombia is the Instituto de Hidrología, Meteorología y Estudios Ambientales (IDEAM), Ministerio de Ambiente, Vivienda y Desarrollo Territorial.

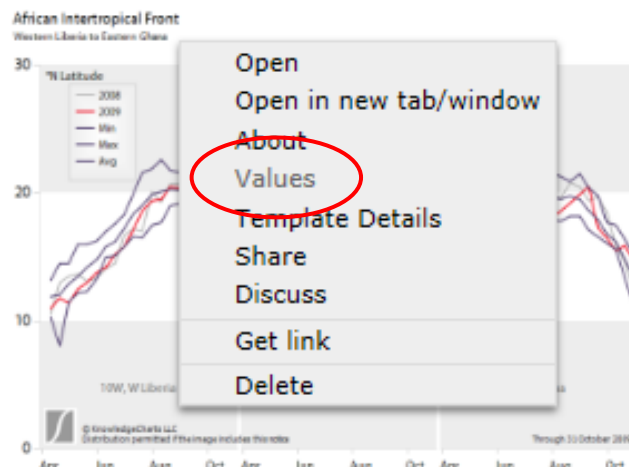
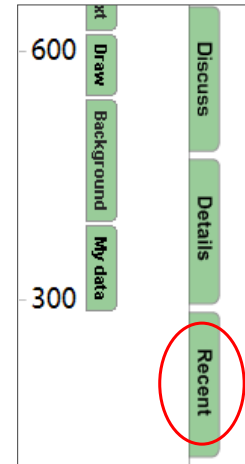
**Stations** [Interactive display of station availability and proximity to crops is coming.]

**Updating schedule.** WMO Synoptic reports appear hourly. KnowledgeCharts™ posts values from these reports on the 11th, 21st and 1st days of each month. Corrections or late reports are posted immediately on arrival. Although new values appear only after each 10 days, existing values can change at other times. NOAA Global Summary of the Day (GSOD) reports appear on most days. KnowledgeCharts™ posts values from these reports after they have arrived for each 10-day period. When GSOD reports do not arrive daily, values appear at KnowledgeCharts™ with a delay of a few days. Commercial providers generally report daily and KnowledgeCharts™ posts values from these reports on the 11th, 21st and 1st days of each month. Commercial providers do not cover all countries. The reporting schedule of national weather agencies varies from country to country. IDEAM reports generally arrive five-eight days after the end of a 10-day period.



- **Getting values from charts – “Recent” and “Values”**

- Most charts include a page that displays values on the chart. Usually the page displays the most recent values. When subscribers to KnowledgeCharts™ copy the chart to their “My favorites”, they can find values for earlier periods.
- To see values on a chart, go to the chart’s Recent page. To reach the Recent page from Standard View, open the chart by clicking on its thumbnail. When the chart opens, click on the “Recent” tab at the outer right side. From Quick View, right-click on any chart’s thumbnail or on the chart itself. When a pop-up window opens, select “Values”.
- The Recent tab always shows the same series that appear on the chart. To see different values, return to the chart and use the Series panel to select different series.
- At the right side of the table of values are settings to increase or decrease the number of decimal places. Change a number and click “set”.
- To see values from earlier dates, copy the chart to “My favorites” if it is not already there. Use the calendar below the table of values to choose a date.



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Colombian rainfall

10-day at Barrancabermeja and Bucaramanga

Series

Sep 30

Oct 10

Oct 20

Oct 31

Nov 10

Nov 20

Nov 30

Dec 10

Dec 20

Dec 31

MMs

Normal

2010

2011

2012

56.8

56.5

70.3

74.1

63.0

45.3

34.2

28.5

44.9

137.4

80.5

395.9

161.5

77.5

86.5

114.4

92.0

154.0

27.8

38.4

115.0

645.0

64.5

43.4

128.6

62.0

68.0

427.1

1.5

42.2

141.0

167.7

111.3

41.8

113.8

84.3

53.0

Decimals

1

1

1

1

set

Select other date:

12/31/2012

display data

return to latest

To see earlier values, use the calendar to select the desired ending date for the tables of values.

*that one can view earlier values to 10 instances per day.*



## ○ **Tools for KnowledgeCharts™ – PowerPoint® add-in**

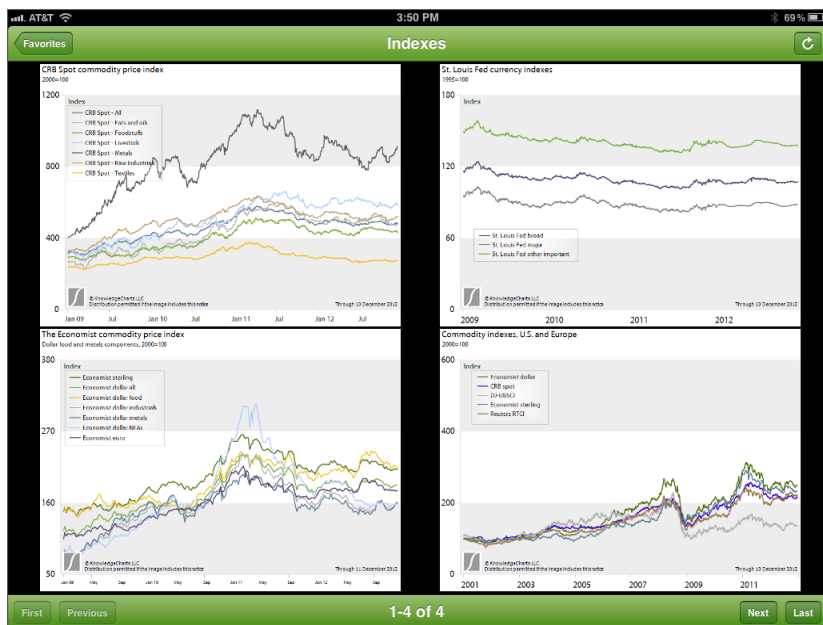
- A KnowledgeCharts™ add-in for Microsoft® PowerPoint® is available. The add-in enables one to insert charts from their “My favorites” folder into PowerPoint® slides without copying and pasting. Using the add-in, one can browse one’s personal folders at KnowledgeCharts™ and with one click insert charts into PowerPoint®. When it is time to update the charts in the presentation, one click updates all of the inserted charts.
- The add-in gives access to charts in the “My favorites”, “Company favorites”, and “Shared with me” folders. Because it works with charts in the “Shared with me” folder, users who do not subscribe to KnowledgeCharts™ can use it for charts that others have shared with them. Its full benefits require a subscription to KnowledgeCharts™. To obtain the add-in, contact the KnowledgeCharts™ Team.
- Cutting and pasting charts from one slide to another may sometimes interfere with automatic updating. Cutting and pasting slides may cause similar interference. When in doubt, insert each chart directly using the add-in.

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## ○ Tools for KnowledgeCharts™ – mobile devices

- KnowledgeCharts™ apps are available in the Apple® iTunes® Store for the iPhone®, iPod®, and iPad®. Apps also are available for Blackberry® mobile devices directly from the KnowledgeCharts™ website. With these apps, users check their favorite charts anywhere that they have a data connection.
- Users of the iPad® have access to a “PresentationView” folder that displays four charts at a time. The folder is useful for conducting discussions in small groups. A picture of the PresentationView folder appears at right.
- For Apple® devices, visit the iTunes® Store and search for “KnowledgeCharts”. For Blackberry® devices, go to “new at KC” at the KnowledgeCharts™ website or contact the KnowledgeCharts™ Team.
- The apps give access to charts in the “My favorites”, “Company favorites”, and “Shared with me” folders. Because they work with charts in the “Shared with me” folders, users who do not subscribe to KnowledgeCharts™ can use the apps for charts that others have shared with them. The full benefits require a subscription to KnowledgeCharts™.



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- **Private data at KnowledgeCharts™ – privacy**

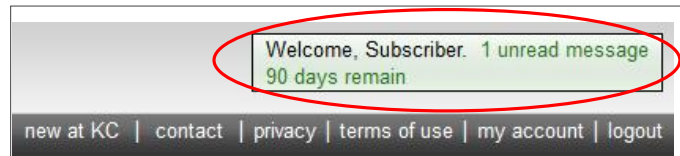
- One can place private data at KnowledgeCharts™ through the “My data” tab, and one can send data to the KnowledgeCharts™ Team to be loaded directly into the database. The user or CRA can create charts that mix the user’s data with KnowledgeCharts™ data in tables or charts.
- Data that a user places through “My data” are protected from outside intrusion and from access by the KnowledgeCharts™ Team. Only the user who has placed the data at KnowledgeCharts™ can see it.
- When a user asks that KnowledgeCharts™ maintain data for the user by placing it in the KnowledgeCharts™ database, KnowledgeCharts™ offers two approaches. If KnowledgeCharts™ can make the data available to all other users and if the data are clean, appropriately organized and likely to be useful to other users, KnowledgeCharts™ will receive and manage the data without a fee to the user except the standard subscription. If KnowledgeCharts™ cannot make the data available to all other users, KnowledgeCharts™ will maintain the data for a fee. In the course of managing data in this manner, it is normal that members of the KnowledgeCharts™ Team will see the data in the charts they have created for the user.

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- **Managing my account – getting information**

- A welcome message in the upper right corner of the KnowledgeCharts™ window tells a subscriber the number of days remaining for their subscription. It also tells any user whether he or she has received new messages.



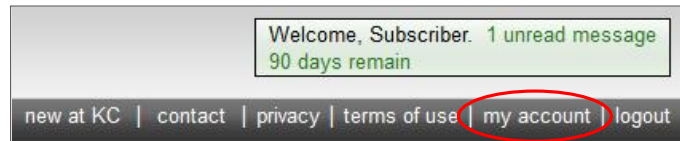
- Users who have come to KnowledgeCharts™ because they have received a shared chart, because they have subscribed to another service that uses KnowledgeCharts™ for its data management and presentation, or because they contribute data to KnowledgeCharts™ will see different information on the second line of the welcome. The information will reflect the reason for which they receive access. For example, instead of “90 days remain”, the second line might read “Data contributor”.

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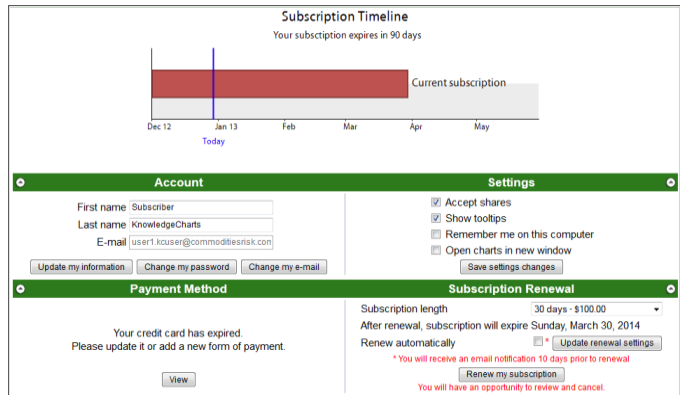


## ○ Managing my account – changing settings

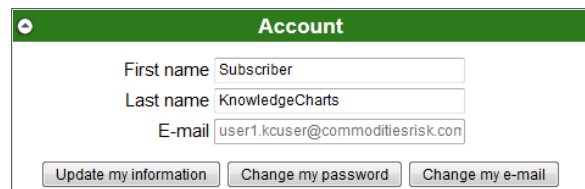
- To renew a subscription or change settings, click on “my account” in the upper left corner of the KnowledgeCharts™ window. This opens the account management page. On this page, you can change your name, e-mail address, or password, adjust global settings, and renew your subscription.



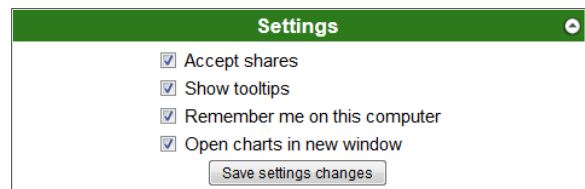
- To change your first or last name, your e-mail address, or your password, use the middle left section of the account management page. Enter your new name and click “Update my information”. KnowledgeCharts™ will ask for your password before implementing the change.



- Your username is your e-mail address. To change the e-mail address that you use as your username, click “Change my e-mail” at the bottom right corner of the account area. Because other users may try to share charts with you, avoid changing your username. Otherwise the shared charts will not reach you. If you do change your username, notify other users who may share charts with you.



- To change your password, click “Change my password”. KnowledgeCharts™ will ask for your current password before proceeding.



KnowledgeCharts™ provides a way to change how it responds to your requests. These are in the Settings area of the account management page. Global settings include whether to accept charts that others share with you, whether to show helpful text when you place your cursor over certain areas of the website, whether to be remembered on the computer to reduce the number of times that you must give your username and password, and whether to open chart





thumbnails in the same window or in a new window or tab. Whether charts open in a new window or in a new tab usually depends on settings in your browser.

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## ○ Managing my account – subscribing

- To subscribe to KnowledgeCharts™ or to renew or extend your subscription, use the payment and renewal areas at the bottom of the account management page.

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Payment Method

No payment information on file

Add

Subscription Renewal

Subscription length365 days - \$1000.00

After renewal, subscription will expire Sunday, Mar 30, 2014

Renew automatically☐ \*Update renewal settings

\* You will receive an email notification 10 days prior to renewal

Renew my subscription

You will have an opportunity to review and cancel.



## Frequently Asked Questions

### Q. ***What is available at KnowledgeCharts™?***

- A. As of March 2014 the KnowledgeCharts™ database contains data for more than 80 futures markets, physical prices for cocoa beans and cocoa products, arbitrage values between cocoa prices in Euronext-LIFFE (London) and ICE (New York), physical prices for some dairy, sugar, and vegetable oil products, commitments of traders from the U.S. CFTC and Euronext-LIFFE, data collected or created by Commodities Risk Analysis LC regarding cocoa production and consumption, exchange rates for more than 30 currencies, reports of rainfall, temperature and other weather features for the entire world from international and governmental sources, near-real-time weather satellite images with a 45-day history, and reports of international trade in cocoa and cocoa products for about a dozen countries. Most series are available for very long periods, some since their inception.

The KnowledgeCharts™ Team has created charts to display each type of data in ways that its experience suggests are most useful or that KnowledgeCharts™ subscribers have recommended.

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### Q. ***How do I learn more about what is available at KnowledgeCharts™?***

- A. Spend a few minutes looking through the folders of the Template Library. All thumbnails are available to all users without subscription and show much detail. To see the largest thumbnails, use the icons at the bottom of any folder window. Every chart can be changed to show related data, such as prices for different commodities or weather of different stations. For more information about what is available on a chart, click on the chart even when it is gray. When the chart opens, even if the chart opens with a warning that it is not available without a subscription, click on the Details tab to reach the Details page. The Details tab of every chart is available to all users whether or not they subscribe to KnowledgeCharts™.

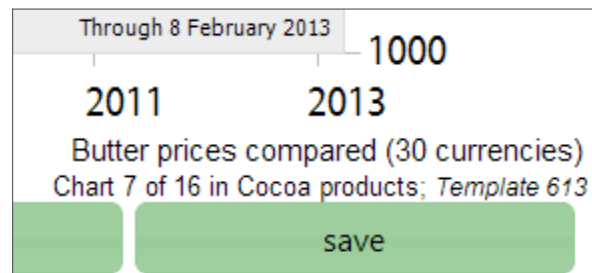


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**Q. How do I ask questions about data and chart availability?**

- A. Send an e-mail to the KnowledgeCharts™ Team. If your question concerns a specific chart, help us identify the chart by including in your inquiry the text below the lower right corner of the chart that reads “Chart <x> of <y> in <folder name>; Template <template number>”. Another effective way to ask a question about a specific chart in the Template Library is to use the Discuss page of the chart to send a question to the KnowledgeCharts™ Team. Click on the chart, and when it opens, click on the Discuss tab. The Discuss tab of every chart is available to all users whether or not they subscribe to KnowledgeCharts™.



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**Q. Can I search for keywords of charts or data?**

- A. A search feature will be available in 2014.

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**Q. Can I request new templates or data?**

- A. Yes. The KnowledgeCharts™ Team is constantly adding new data and charts. Send a request or suggestion to the KnowledgeCharts™ Team.

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**Q. How do I reach the template of a chart that has been shared with me?**

- A. Click on the chart's thumbnail in the “Shared with me” folder. When the chart opens, look for the phrase below the lower right corner of the chart that reads “Template . . .” Click on this link.

The link may lead to a chart in the Template Library that requires a subscription. Usually, it is not necessary to use the template. All of the data and features of the template are available when the chart is in any folder. One can use the shared chart in the same way as the template.

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**Q. *What is the difference between an associate account and a standard account?***

- A. An associate account gives free, limited access to KnowledgeCharts™. Associate users can use some charts in the Template Library and can make temporary changes to charts. A standard account is a paid account.

Standard accounts have full access to all charts in the Template Library, can save changes to charts, can share charts with colleagues, can use KnowledgeCharts™ tools for Microsoft® PowerPoint®, and can reach charts from many mobile devices.

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**Q. *How do I learn what other series are available to a chart besides those that I see on the template?***

- A. Open a chart and click on the Series tab at the chart's upper right corner. The selections on the Series panel show what is available. More information is on the Details page.

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**Q. *Why don't chart titles change when I change series?***

- A. In the current version of KnowledgeCharts™, it is necessary to change titles manually. After changing series, move the cursor over the titles. When a gray box appears, click to open the Titles panel. In some cases the Titles panel will alert you that you may want to change the name of a chart, but it will not rename it for you.

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**Q. *How do I learn the earliest date for which a series is available?***

- A. Open a chart and move the cursor over the area of the horizontal or x axis. When a gray box appears, click to open the horizontal axis panel. Check "Earliest" on the left side and click "View". The chart will display each series starting from its earliest available date. If the date labels are too dense, return to the horizontal axis panel and increase the interval between axis markers. To find the earliest date of series that are not on the chart but are available in the Series panel, add these series to the chart.

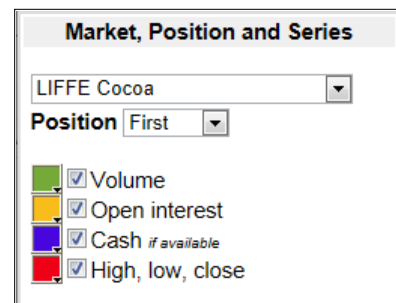
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**Q. How do I change the colors of lines or columns on charts?**

- A. Open a chart and click on the Series tab at the chart's upper right corner. Click on the colored box that is beside the series for which you want to change the color.

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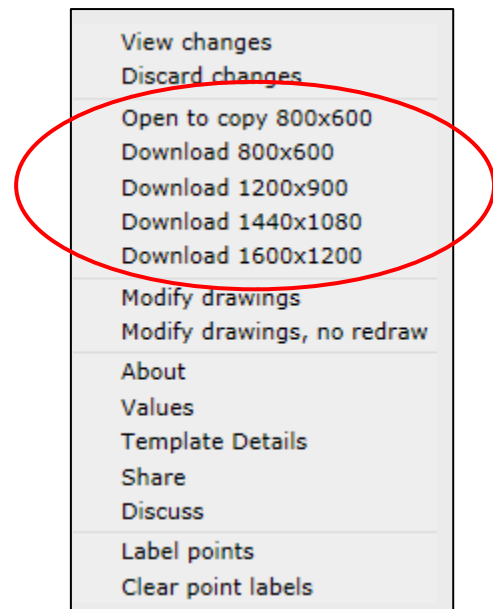
**Q. Why are some folders gray and not accessible?**

- A. Access to these charts requires a subscription to KnowledgeCharts™.

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**Q. How do I copy charts into another document such as Microsoft® Word®?**

- A. Select the chart, place the cursor over it, and press the right button of the mouse. A “chart tools panel” opens over the chart like the example at right. Click “Open to copy 800x600”. If using Microsoft® Internet Explorer®, a help message appears to remind the user to refresh the new browser tab that will appear. When the new tab appears, refresh the tab before trying to copy the image. To refresh the tab, press “F5” or “Control Key+r”. If using another browser, the message will not appear and refreshing the new tab is not necessary. Right click on the chart in the new tab and copy and paste it as needed.



Alternatively, use the “Download . . .” selections on the panel. All users, whether or not they subscribe, can download images with a resolution of 800x600 pixels. Click “Download 800x600” and follow the instructions of your browser to open or save the image. In Internet Explorer 9, instructions and choices appear at the bottom of the browser window. In Mozilla Firefox 18, a new panel appears. Subscribers can download images of high resolution. To download these images, use the other “Download . . .” selections.

Another method is to use the KnowledgeCharts™ add-in for Microsoft® PowerPoint®. One can use the add-in to insert charts directly into PowerPoint® slides. For slides inserted with the add-in, one can update with one click all of the charts in a deck of slides. To obtain the add-in, send a request to the KnowledgeCharts™ Team.

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**Q. Are apps available for accessing KnowledgeCharts™ from mobile devices?**

A. Yes. An app for viewing charts in Apple® mobile devices such as the iPhone® and iPad®, and an app for Blackberry® devices are available now. With these apps, users can check their favorite charts anywhere that they have a data connection. The app for the iPad® provides a “PresentationView” folder style that displays four charts at a time. The folder is useful for conducting discussions in small groups. The apps give access to charts in the “My favorites”, “Company favorites”, and “Shared with me” folders. Because the apps work with charts in the “Shared with me” folder, users who do not subscribe to KnowledgeCharts™ can use the apps for charts that others have shared with them. The full benefits require a subscription to KnowledgeCharts™.

For Apple® devices, visit the iTunes® Store and search for “KnowledgeCharts”. For Blackberry® devices, contact the KnowledgeCharts™ Team.

One can reach KnowledgeCharts™ from the browser of any mobile device.

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**Q. How can I see the values in a chart?**

A. There are two ways to see the values in a chart. One can label points on the chart with the values and dates of the points. One also can see a table of values on the chart’s Recent page (from Standard View) or Values window (from Quick View).

To label a point, use the chart tools panel. To reach the chart tools panel, open the chart, place the cursor over the chart and click the right mouse button. When the panel appears, click on “Label points” and follow the instructions.

To reach the Recent page, open the chart from Standard View and select the Recent tab at the bottom of the outer tab group. To reach the Values window, open the chart’s folder in Quick View. Either right click on the chart’s thumbnail or open the chart and right-click on the chart. Select “Values” from the pop-up menu.





The Recent page and Values window display a table of the latest values from each series on the chart. Subscribers can use the calendar on the Recent page to see earlier values. To activate the calendar, copy the chart to “My favorites”. The Recent page and Values window function in the same way. At the right side of the Recent page or Values window are boxes that adjust the decimal places displayed for each series. The series match those that appear on the chart. To see other series, select these on the Series panel.

Colombian rainfall  
10-day at Barrancabermeja and Bucaramanga

Series	Sep 30	Oct 10	Oct 20	Oct 31	Nov 10	Nov 20	Nov 30	Dec 10	Dec 20	Dec 31
<b>MMs</b>										
Normal	56.8	56.5	70.3	74.1	63.0	45.3		34.2	28.5	44.9
2010	137.4	80.5	395.9	161.5	77.5	86.5	114.4	92.0	154.0	27.8
2011	38.4	115.0	645.0	64.5	43.4	128.6	62.0	68.0	427.1	1.5
2012	42.2	141.0	167.7	111.3	41.8	113.8	84.3	53.0		

Select other date: 12/31/2012

To see earlier values, use the calendar to select the desired ending date for the tables of values.

Decimals: 1 1 1 1

*KnowledgeCharts™ limits the times that one can view earlier values to 10 instances per day.*

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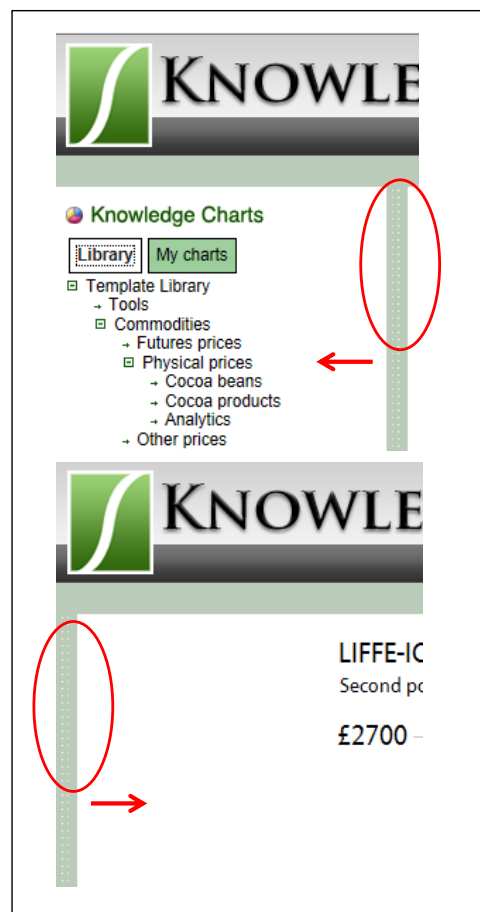
**Q. When I opened a folder, the folder tree disappeared. How do I find the folder tree?**

A. Use the dotted column between the Template Library and charts to restore or hide the folder tree.

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**Q. I want to save a chart to “My favorites”. I have a paid account but I cannot use the “save” button below the chart. How do I save a chart to “My favorites”?**

A. “Save” means to save the chart in the same place where the chart currently appears. It is not available on charts in the Template Library and some other folders that are available to other subscribers. To save a chart, use “copy” to copy the chart to “My favorites”. If you have created subfolders of “My favorites”, “Copy” also will offer





the option to copy the chart to one of the subfolders. After you have created the chart copy, use “save” to save changes to it.

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