



Task card - how to view, create and update session reports in the Provider Entry Point

How to view, create and update session reports in the Provider Entry Point

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Overview

This task card outlines how to:

- create a new session report
- report absences
- vary or withdraw a session report.

This task card is for providers that use the Provider Entry Point (PEP). If you use third-party software, contact your software provider for help.

Find more [task cards](#) for the PEP on our website.

If you need further assistance, contact the Child Care Subsidy Provider Helpdesk on 1300 667 276 9am to 5pm AEST or [via email](#) anytime.

Note: Only certain special characters can be used in the PEP:

- full stop (.)
- comma (,)
- hyphen (-)
- slashes (/, \)
- apostrophe (').

All other special characters will cause an error in the system.



Logging in

Step 1

Log in to the [Provider Entry Point \(PEP\)](#).

Creating a new session report (weekly overview)

Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.

The screenshot displays a grid of eight service tiles on a dark purple background. Each tile includes an icon, a title, a brief description, and a 'More details' button with a right-pointing arrow. The 'Sessions' tile in the top-left corner is highlighted with a yellow border, and its 'More details' button is also highlighted with a yellow border. The other tiles are: 'Enrolments' (top-right), 'Manage Details' (middle-left), 'My Inbox' (middle-right), 'Additional Child Care Subsidy' (bottom-left), 'Payments' (bottom-right), 'Events' (bottom-left, below Manage Details), and 'Feedback' (bottom-right, below Payments).

Step 2

The **Sessions of Care Reporting (weekly overview)** screen will display the following fields:

- **Weekly overview:** provides a weekly view of all enrolments and sessions per period.
- **Total enrolments for this period:** this number is based on enrolments with at least one routine session in this week.
- **Reports requiring submission:** total number of outstanding reports requiring submission.
- **View button:** select this to select the period you want to view.

Note: Session reports for each child can be submitted on the day that the last session of care for the week occurs. For example, if the last session of care for the week is on a Friday, you can submit the

session report for that week at any time on Friday once the child has attended (or is confirmed as absent for absence reporting).

Sessions of Care Reporting

Weekly Overview Child Overview

Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
06/12/2021	3	0	3	View
29/11/2021	3	0	3	View
22/11/2021	3	0	3	View
15/11/2021	3	3	0	View
08/11/2021	3	0	3	View

Show More

Step 3

From the **Weekly Overview** screen, select **View** for the **Week Beginning** that you want to create a new session report.

Sessions of Care Reporting / Overview

Weekly Overview Child Overview

Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
20/12/2021	21	0	21	View
13/12/2021	21	21	0	View
06/12/2021	21	0	21	View
29/11/2021	21	0	21	View
22/11/2021	21	0	21	View

Show More

Step 4

From the **Update Session Report** screen, you can search for the child's name via the **Name** field or locate the child's details from the list provided.

Sessions of Care Report for week of 06/12/2021

Monday 06/12/2021	Tuesday 07/12/2021	Wednesday 08/12/2021	Thursday 09/12/2021	Friday 10/12/2021	Saturday 11/12/2021	Sunday 12/12/2021
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent	
ADA	Start: 08:30 End: 17:00	In: hh:mm Out: hh:mm	Fee: 10.60 Per: Hourly	N/A	<input type="checkbox"/>	Actions
JOAN	Start: hh:mr End: hh:mr	In: hh:mm Out: hh:mm	Fee: \$\$\$.cc Per: Please select	N/A	<input type="checkbox"/>	Actions

Populate the following fields:

- **Day of the week e.g. Monday:** Review session information by day.
- **Session:** Session data pre-fills based on enrolment information. Fields can be edited if needed, for example, to add in a casual session.
- **Start and end times:** Must use 24 hour clock.
- **Is preschool:** Mandatory field for Centre-Based Day Care (children aged 3-5 inclusive). See [here](#) for further details.
- **Fee per hour or per session:** Important - you can enter fees either per session OR per hour. So that entitlement can be correctly determined, please ensure that when entering fees, you choose the correct option and do not report the session fee as the per hour fee.

Step 5

Select **Submit All** to submit completed entries.

Note: information will only be saved once you select submit. If you have not been doing anything in PEP for 30 minutes, the connection to the server will time out, which will require you to re-log in to PEP. You will lose any updates you have made if you have not submitted your updates. This is a security feature built into PEP.



Reporting an absence (weekly overview)

Step 1

From the **Weekly Overview** screen, select **View** for the **Week Beginning** that you want to notify of an absence.

 Sessions of Care Reporting / **Overview**

Weekly Overview	Child Overview			
Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
20/12/2021	21	0	21	View
13/12/2021	21	21	0	View
06/12/2021	21	0	21	View
29/11/2021	21	0	21	View
22/11/2021	21	0	21	View

[Show More](#)

Step 2

You can search for the child's name via the **Name** field or locate the child's details from the list provided.

 Sessions of Care Reporting / **Update Session Report**

Sessions of Care Report for week of 20/12/2021

Monday 20/12/2021	Tuesday 21/12/2021	Wednesday 22/12/2021	Thursday 23/12/2021	Friday 24/12/2021	Saturday 25/12/2021	Sunday 26/12/2021
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent
<input type="text"/>					
KELLY	Start: 08:30 End: 17:00	In: hh:mm Out: hh:mm	Fee: 10.60 Per: Hourly	N/A	<input type="checkbox"/>

[Actions](#)

Step 3

Check the **Absent** check box to report an absence. This will produce other mandatory fields for you to complete.

Step 4

Select the **Absence Reason** from the drop-down menu.

The absence reason is needed to determine if additional absences can be paid (when a child has already reached 42 absence days for the year).

Please note that 'Prescribed' absences reasons are only valid for absences in the 6 days before the child's first attendance or the 6 days after the last attendance. These are not additional absences and will only be paid if the child has not reached their 42 absences for the year.

If the absence meets the criteria for both a 'prescribed' absence and an additional absence, select the additional absence reason to ensure the absence can be paid.

Record Absence

Absence Reason:

Please select... ▾

Subsidy Information

Has this fee been reduced as a result of any subsidy other than CCS or ACCS?

Yes No

Record Absence

Absence Reason:

Prescribed - Service has changed ownership ▾

- Please select...
- Child ill
- Individual caring for child is ill
- Partner of individual caring for child is ill
- Individual who lives with child is ill
- Child attending pre-school
- Pupil free day
- Court order or parenting order in place
- Local emergency – service closed
- Local emergency – unable to attend
- Local emergency – child's carer does not wish child to attend
- Not immunised against particular infectious disease and absence during grace per
- Prescribed - Service has changed ownership**
- Prescribed - Usual service closed and child attending different service under the same provider
- Prescribed - Enrolment ceased incorrectly
- Prescribed – Family tragedy

The **Educator**, **Subsidy Information**, **Update location/Transport Only** and **Session Address** sections will be pre-filled and can be edited if needed.

Step 5

Continue to make any necessary updates for the other children in care for the week.

Step 6

Select **Submit All** to submit completed entries.

Note: information will only be saved once you select submit.

Step 7

Confirm the information is correct.



Confirm

Please ensure you have correctly completed the session report for the entire week. Do you wish to proceed with the submission?

Step 8

A **receipt** will be generated when a new record has been submitted.

If a report has not been successfully submitted, the status will display as **Failed** and a reason provided. This will need to be rectified before resubmitting the session report again.

 Sessions of Care Reporting / **Update Session Report**

Receipt

Sessions of Care Reports have been batch submitted for the reporting week of **23/05/2022** for the following children:

Result	Enrolment ID	Child Name	Failure reason
Success			
Success			

Additional information (weekly overview)

Step 1

From the **Update Session Report** for the week, select one of the following from the **Actions** drop-down menu:

- **Advanced:** to view or change information.
- **Add Another Session:** to record another session of care for a child for the day. See Creating Session Report – Step 4 for details.
- **Subsidy information:** These fields will show when 'Advanced' is selected. You are required to indicate 'Yes' where the fee for the session of care has been reduced because of a payment you have received from a third party (e.g. the parent's employer) specifically to reduce the fee the parent is required to pay.
- **Update location/Transport only, Session Address:** Information in this section will be pre-filled and can be edited if needed.

 Sessions of Care Reporting / **Update Session Report**

Sessions of Care Report for week of **20/12/2021**

Monday 20/12/2021	Tuesday 21/12/2021	Wednesday 22/12/2021	Thursday 23/12/2021	Friday 24/12/2021	Saturday 25/12/2021	Sunday 26/12/2021
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent
<input type="text"/>					
KELLY	Start: 08:30 End: 17:00	In: hh:mm Out: hh:mm	Fee: 10.60 Per: Hourly	N/A	<input type="checkbox"/>
BERNARDO	Start: 08:30	In: hh:mm	Fee: 10.60	N/A	<input type="checkbox"/>

Actions dropdown menu options:

- Show Advanced
- Add Another Session

Step 2

Select **Submit All** to submit completed entries.

Note: information will only be saved once you select submit.

Step 3

Confirm the information is correct.



Confirm

Please ensure you have correctly completed the session report for the entire week. Do you wish to proceed with the submission?

Yes

No

Step 4

A **receipt** is generated when a new record is submitted.

If a report has not been successfully submitted, the status will display as **Failed** and a reason provided. This will need to be rectified before resubmitting the session report again.



Sessions of Care Reporting / **Update Session Report**

Receipt

Sessions of Care Reports have been batch submitted for the reporting week of **23/05/2022** for the following children:

Result	Enrolment ID	Child Name	Failure reason
Success			
Success			

[Return to Overview](#)

[Return Home](#)

Creating a new session report (child overview)

Step 1

From the **Sessions of Care Reporting** page, the **Child overview** can be used to view and search for a reporting period per child.

Use the **Child name** to manually search for a child individually.

Select **Create report** from the **Actions** drop-down menu to create a new report.

Note: session reports can only be submitted after the sessions of care have occurred.

The screenshot shows the 'Sessions of Care Reporting' interface. At the top, there are two tabs: 'Weekly Overview' and 'Child Overview', with the latter highlighted. Below the tabs, there is a 'Reporting period' field set to '20/12/2021' and a 'Reset to Current Period' button. A table lists children with columns for 'Child Name', 'Enrolment ID', 'Age', 'Claimant Name', 'Status', and 'Actions'. The 'Child Name' field is highlighted. The 'Actions' menu for the first child, KELLY, is open, showing options for 'Show History' and 'Create Report'.

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
<input type="text"/>	<input type="text"/>	All Ages	<input type="text"/>	All Status	
KELLY	E80009	8 years	ELOY	Not Submitted	Actions
BERNARDO	E80009	8 years	BERRY	Not Submitted	Show History Create Report

Step 2

Create a new session report (child overview)

The screenshot shows the 'Create Session Report' interface for a child named KELLY. The 'New Session Report for:' field is set to 'KELLY' and the 'Period commencing:' field is set to '20/12/2021'. The 'Enrolment ID:' field is set to 'E80009'. A 'No sessions to report:' checkbox is checked. A light blue box contains the text: 'For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.' Below this, there is a table for sessions with columns for 'Session', 'Attendance', 'Fee Details', 'Is Preschool', and 'Absent'. The 'Session' column has 'Start' and 'End' time fields. The 'Attendance' column has 'In' and 'Out' time fields. The 'Fee Details' column has 'Fee' and 'Per' fields. The 'Is Preschool' column has a dropdown menu. The 'Absent' column has a checkbox and an 'Actions' menu. The 'Add Session' option is highlighted in the 'Actions' menu.

	Session	Attendance	Fee Details	Is Preschool	Absent
Monday 20/12/2021	Start: HH:mm End: HH:mm	In: HH:mm Out: HH:mm	Fee: \$\$\$\$.cc Per: Please se	N/A	<input type="checkbox"/> Actions
Tuesday 21/12/2021	Start: 08:30 End: 17:00	In: HH:mm Out: HH:mm	Fee: 10.60 Per: Hourly	N/A	<input type="checkbox"/> Actions

Step 3

Check the **No sessions to report** box if there are no sessions of care to report for the week – this includes attendances and absences.

Step 4

Actions drop down menu

Step 5

Add Session

Step 6

Start and end times: when entering start and end times, you must use 24 hour clock.

Step 7

Select **Add Another Session** to record another session for a child. Select **Advanced** to add/change additional session details.

Step 8

Select **Submit** when you are ready to submit the session report.

Note that the information will only be saved once you select submit.

Step 9

A **receipt** will be generated when a new record has been submitted.



Sessions of Care Reporting / Create Session Report / **Child**

Receipt

A Sessions of Care Report has been successfully submitted

Report Details

Reporting Week: 2021-12-13

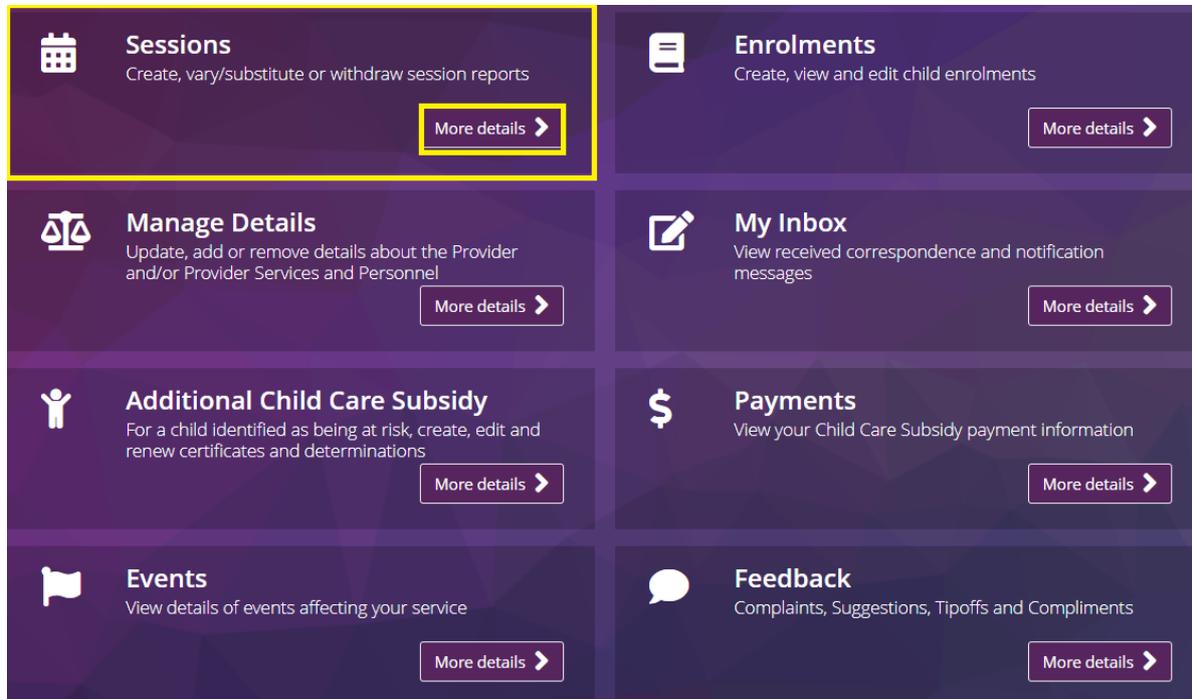
Child Name: LYNNE

Enrolment ID: E80009

Varying a session report

Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.



Step 2

The **Sessions of Care Reporting** page will display.

The **Weekly overview** screen provides a weekly view of all enrolments and sessions per period.

Total enrolments for this period is based on enrolments with at least one routine session in this week.

Reports submitted is the total number of submitted session reports.

Weekly Overview		Child Overview		
Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
20/12/2021	5	0	5	View
13/12/2021	5	1	4	View
06/12/2021	4	0	4	View
29/11/2021	6	0	6	View
22/11/2021	6	0	6	View

[Show More](#)

Step 3

Select **View** from the Actions drop-down menu for the period you want to view.

Step 4

Select **Vary Report** from the **Actions** drop-down menu to vary a report that has already been submitted.

Only use **Vary Report** where a session report requires an update. If no sessions should have been reported, use **Withdraw Report** instead.

Sessions of Care Report for week of 13/12/2021

Monday 13/12/2021	Tuesday 14/12/2021	Wednesday 15/12/2021	Thursday 16/12/2021	Friday 17/12/2021	Saturday 18/12/2021	Sunday 19/12/2021
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent	Actions
LYNNE	Start: 08:30 End: 17:00	In: --- Out: ---	Fee: 10.60 Per: Hourly	No	No	View Report
LELIA	Start: 08:30 End: 17:00	In: hh:mm Out: hh:mm	Fee: 10.60 Per: Hourly	No		Vary Report



Step 5

Sessions of Care Reporting / Vary Session Report / Child

Vary Session Report for: **LYNNE** Period commencing: **13/12/2021**
Enrolment ID: E80009

Reason for variation: Please select...
Please select...
Administrative error
Responding to carer's dispute
General amendment
Responding to 204C

For Reporting Session Start time, Session End time, Fee, Fee Unit (Per) and
Preschool, if Applicable

	Session	Attendance	Fee Details	Is Preschool	Absent	Actions
Monday 13/12/2021	Start 08:30 End 17:00	In HH:mm Out HH:mm	Fee 10.60 Per Hourly	N/A	<input type="checkbox"/>	Actions

Select one of the following options from the **Reason for variation** drop-down menu and follow the relevant prompts:

- **Administrative error:** use where there was a mistake made in the original session report e.g. incorrect session start time
- **Responding to carer's dispute:** use where a parent has disputed a session report
- **General amendment:** use where changes are being made before Sunday night of the session report week – before report has been processed and CCS paid (e.g. child attends another session after report submitted)
- **Responding to 204C:** only use if a 204C (compliance) notice has been issued requiring you to make a change to a session report

Step 6

From the **Actions** drop-down menu:

- select **Add Another Session** to record another session for a child on the same day
- select **Advanced** to change other details for the session.

Actions

- Add Session
- Show Advance

Step 7

Select **Submit** to proceed. Note that information will only be saved once you select submit.

Step 8

A **receipt** will be generated when a new record has been submitted.



Sessions of Care Reporting / Vary Session Report / **Child**

Receipt

A Sessions of Care Report has been successfully varied

Report Details

Reporting Week: 2021-12-13

Child Name: LYNNE

Enrolment ID: E80009

Withdrawing an existing session report (weekly overview)

Step 1

Select **View** for the **Week Beginning** session of care report that you want to withdraw.

Home Sessions of Care Reporting

Weekly Overview Child Overview

Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
20/12/2021	5	0	5	View
13/12/2021	5	1	4	View
06/12/2021	4	0	4	View
29/11/2021	6	0	6	View
22/11/2021	6	0	6	View

Show More

Step 2

Use the **Name Search Bar** or locate the Child's details using the list provided.

Select **Withdraw Report** from the **Actions** drop-down menu to withdraw an existing report.

Only use **Withdraw Report** where a session report was not required to be submitted in the first place. If there are still sessions to be reported in the week, use **Vary Report** instead.

Sessions of Care Reporting / **Update Session Report**

Sessions of Care Report for week of **13/12/2021**

Monday 13/12/2021	Tuesday 14/12/2021	Wednesday 15/12/2021	Thursday 16/12/2021	Friday 17/12/2021	Saturday 18/12/2021	Sunday 19/12/2021
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent	
Type Child's name here						
	Start: 08:30 End: 17:00	In: --- Out: ---	Fee: 10.60 Per: Hourly	No	No	Actions ▾
	Start: 08:30 End: 17:00	In: --- Out: ---	Fee: 10.60 Per: Hourly	No	N	View Report Vary Report Withdraw Report
	Start: 08:30 End: 17:00	In: --- Out: ---	Fee: 10.60 Per: Hourly	No	No	Actions ▾

Step 3

Select the **Reason for withdrawal** from the drop-down menu.

Sessions of Care Reporting / **Withdraw Session Report**

Withdraw Session Report for: **ADA** Period commencing: **13/12/2021**

Enrolment ID: E80009 No sessions to report:

Reason for withdrawal: Please select... ▾

Please select...

Administrative error

Responding to carer's dispute

Responding to 204C

Step 4

Select **Submit** to proceed. Note that information will only be saved once you select submit.

Step 5

A **receipt** will be generated upon submission.



Receipt

A Sessions of Care Report has been successfully withdrawn

Report Details

Reporting Week: 2021-12-13

Child Name: ADA

Enrolment ID: E80009

If you have withdrawn this Session of Care Report due to No sessions to report, Please Create New Report with No sessions to report Indicator.



Varying an existing session report (child overview)

Step 1

Select **Child Overview** from the **Sessions of Care Reporting** page.

Sessions of Care Reporting / Overview

Weekly Overview **Child Overview**

Reporting period: 13/12/2021 Reset to Current Period

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
		All Ages		All Status	
		7 years		Withdrawn	Actions
		7 years		Submitted	Actions
		7 years		Submitted	View Statement Show History View Report Vary Report Withdraw Report
		7 years		Submitted	
		7 years		Submitted	

Step 2

You can search for child using the Child's Name or Enrolment ID. Once you have located the child, use the **Actions** drop-down menu and select **Vary Report**.

Step 3

Select the **Reason for variation** from the drop-down menu and follow the relevant prompts:

- **Administrative error:** use where there was a mistake made in the original session report e.g. incorrect session start time
- **Responding to carer's dispute:** use where a parent has disputed a session report
- **General amendment:** use where changes are being made before Sunday night of the session report week – before report has been processed and CCS paid (e.g. child attends another session after report submitted)
- **Responding to 204C:** only use if a 204C (compliance) notice has been issued requiring you to make a change to a session report

Select **Add Another Session** to record another session for a child on the same day. Select **Advanced** to change other details for the session.

Sessions of Care Reporting / Vary Session Report / Child

Vary Session Report for: **JOAN** Period commencing: **13/12/2021**
 Enrolment ID: E80009

Reason for variation: Please select... ▾

Please select...
 Administrative error
 Responding to carer's dispute
 General amendment
 Responding to 204C

For Reporting Session Start time, Session End time, Fee, Fee Unit (Per) and
 Preschool, if Applicable

	Session	Attendance	Fee Details	Is Preschool	Absent	
Monday 13/12/2021	Start	In	Fee	N/A ▾	<input type="checkbox"/>	Actions ▾
	08:30	HH:mm	10.60			
	End	Out	Per			
	17:00	HH:mm	Hourly ▾			
Tuesday 14/12/2021	Start	In	Fee	N/A ▾	<input type="checkbox"/>	Actions ▾
	08:30	HH:mm	10.60			
	End	Out	Per			
	17:00	HH:mm	Hourly ▾			

Step 4

Select **Submit** to proceed.

Note that information will only be saved once you select submit.

Step 5

A **receipt** will be generated upon submission.

Sessions of Care Reporting / Vary Session Report / Child

Receipt

A Sessions of Care Report has been successfully varied

Report Details

Reporting Week: 2021-12-13
Child Name: JOAN
Enrolment ID: E80009



Withdrawing an existing session report (child overview)

Step 1

Select Child Overview from the **Sessions of Care Reporting** page.

Sessions of Care Reporting

Weekly Overview **Child Overview**

Reporting period: 13/12/2021

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
ADA	E80009	7 years	CHRISTA	Withdrawn	Actions
JOAN	E80009	7 years	ALISHA	Submitted	Actions
MARGARITO	E80009	7 years	AUGUST	Submitted	View Statement Show History View Report Vary Report Withdraw Report
ELSIE	E80009	7 years	JONAS	Submitted	
KRYSTAL	E80009	7 years	JESUS	Submitted	

Step 2

You can search for child using the Child's Name or Enrolment ID. Once you have located the child, use the **Actions** drop-down menu and select **Withdraw Report**.

Only use **Withdraw Report** where a session report was not required to be submitted in the first place. If there are still sessions to be reported in the week, use **Vary Report** instead.

Step 4

Sessions of Care Reporting / **Withdraw Session Report**

Withdraw Session Report for: **JOAN** Period commencing: **13/12/2021**
Enrolment ID: **E80009** No sessions to report:

Reason for withdrawal:
Please select...
Administrative error
Responding to carer's dispute
Responding to 204C

Select the **Reason for withdrawal** from the drop-down menu.

- **Administrative error:** use where there was a mistake made in the original session report e.g. incorrect session start time
- **Responding to carer's dispute:** use where a parent has disputed a session report
- **Responding to 204C:** only use if a 204C (compliance) notice has been issued requiring you to make a change to a session report

Step 3

Select **Submit** to proceed.

Note that information will only be saved once you select submit.

Step 4

A receipt will be generated upon submission.



Sessions of Care Reporting / **Withdraw Session Report**

Receipt

A Sessions of Care Report has been successfully withdrawn

Report Details

Reporting Week: 2021-12-13

Child Name: JOAN

Enrolment ID: E80009

If you have withdrawn this Session of Care Report due to No sessions to report, Please Create New Report with No sessions to report Indicator.