Other Report Formats

To view report in another format:

- Run the report you would like to view
- Select the down arrow next to the “View in HTML” icon
- Select what format you would like to view
- Select the format (for Excel, select the “2007 Format” option)

You must have your browser security options set correctly for output to Excel to work properly. You may need to go to your browser downloads folder to see your output.

Organizing Cognos—My Folders

Folders: Create customized folders within My Folders.

- Select Folder icon from the Toolbar
- Specify folder name; description and screen tip are optional

Contacts and Help

Administration and Training:
IRP-InfoMgmt@cofc.edu
Mary Person, Director of Information Management

Cognos Functionality Problems:
CognosHelp@cofc.edu
Distribution list to groups of people who can assist end users with problems.

Reporting Information—Information Management:
http://irp.cofc.edu/infomgmt/index.php
Includes general information, links, published policies and procedures related to the College’s reporting environment

Requests for Additional Data Areas in Cognos:
http://irp.cofc.edu/submit-a-request/index.php
Select License Requests

Report Requests:
http://irp.cofc.edu/submit-a-request/index.php
Select Data or Report Requests

Cognos Consumer SharePoint site:
society.cougars.int/departments/infomgmt/consumers/default.aspx
Includes a Consumer Navigation guide and other helpful resources/documentation
Includes a calendar for upcoming Consumer training sessions

Data Issues:
Data Owners:
- Student—Julie Dahl (DahlJ)
- Finance—Matt Nichols (NicholsMD1)

System Related Issues, Log-In Issues: x3375,
HelpDesk@cofc.edu
What is Cognos?
Cognos is a suite of programs that enables users to build and run on demand their own business specific reports.

Signing in to Cognos
Link: reporting.battery.cofc.edu
Sign in: (same used to log in to your computer)
User ID: Cougars log-in name
Password: Cougars password

Cognos Connection Basics
Portal Tabs: Public Folders and My Folders options available so that a user can build and navigate by clicking on the tab. Users can create their own folder structure on the My Folders tab. Authors create reports and store them in Public Folders so other users can access them.
Packages: Not visible to Consumers. They are used by authors to create reports
Report Folders: A collection of reports regardless of package assignment. Users with approved access to a particular area will see reports available to them on the Public Folders tab.
Search Function: Search bar allows searching for a specific report.
Home: The blue house icon takes user to their designated home page (click drop-down and set any location as home)
My Preferences: small person icon takes user to page to make personal decisions on the look of their Cognos Connection; use the general tab to update credentials when Cougars password changes.
Toolbar: top right toolbar contains useful icons to automate work

Running Report Basics
Run a Report: single click on the report to view results
More Report Actions:
• select More…. (right column across from the requested report) and select:
  - Run with options (blue “play” icon) to change report format (i.e. Excel), delivery method
  - Create a report view of this report to create a copy of the report for which the user can save on his My Folders tab and set values for the prompts, create multiple copies with different responses to the prompts, and schedule the report view to run as needed

Common Errors/Problems
<table>
<thead>
<tr>
<th>Error/Problem</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t find a folder to which I should have access.</td>
<td>There are 2 possible problems and solutions. Security is set such that you do not have access to that folder. Send a license request for that type of data if you do not see the main subject folder (Student, Finance, etc.) If you see the main folder, but not a subfolder, contact <a href="mailto:IRP-InfoMgmt@cofc.edu">IRP-InfoMgmt@cofc.edu</a></td>
</tr>
<tr>
<td>When running a report, a SQL – 9 error is returned</td>
<td>Contact <a href="mailto:CognosHelp@cofc.edu">CognosHelp@cofc.edu</a></td>
</tr>
<tr>
<td>When running a report, I don’t have any data in the prompts</td>
<td>Contact <a href="mailto:CognosHelp@cofc.edu">CognosHelp@cofc.edu</a></td>
</tr>
<tr>
<td>I scheduled a report to run or requested it to be e-mailed and I didn’t get it.</td>
<td>I likely, you need to “renew your credentials” on the Personal tab in My Preferences.</td>
</tr>
<tr>
<td>When trying to kick a report out to Excel, the screen just blips.</td>
<td>Make sure the pop-up blocker is turned off and your security settings are set properly. You can find the proper settings on the IRP/IM website.</td>
</tr>
<tr>
<td>I get an Access Denied error</td>
<td>Could be a number of things, but you must be on campus to access Cognos or the SharePoint site; Contact <a href="mailto:CognosHelp@cofc.edu">CognosHelp@cofc.edu</a></td>
</tr>
<tr>
<td>When logging in, I get a failed Cognos session error</td>
<td>Try closing all browser windows and opening a new window. If that does not work, contact <a href="mailto:CognosHelp@cofc.edu">CognosHelp@cofc.edu</a></td>
</tr>
<tr>
<td>Other problems</td>
<td>See page 6 of this brochure for contact information</td>
</tr>
</tbody>
</table>