**IEPR Switchboard**

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**Login**

* **I receive an error message after I have typed the user name and password provided.**

Since the user name and password are case sensitive, first ensure that you typed both using the correct capitalization. If you did and you are a Windows 7 user on the FSA domain, use your pipeline username and exchange (computer) password. If you are not a Windows 7 user or this does not resolve the problem, please contact Imam Anerin in our office at (615) 494-8803.

* **Will the Switchboard work from my phone?**

Possibly. It works on an iPhone using the Safari browser, but not the Google app. It works on the Windows phone using Internet Explorer. It may work on other types of phones as well.

**Running Reports**

* **I ran a report and now I cannot find the Switchboard homepage.**

When a report is run, the report opens in a new tab of your browser or in a new browser window depending on the version of the browser or operating system being used. If the report opened in a new bowser tab, simply click back on the Switchboard tab. If the report opened in a new window, find the Switchboard window.

* **Why do I have to enter the user name and password for every report I run?**

If you do not close the Switchboard homepage, you should not be asked to re-enter the user name and password for each report. If you are not closing your browser window for the Switchboard homepage, please contact Imam Anerin in our office at (615) 494-8803 for further assistance.

* **I selected a year and term but no data is available in the other drop-downs for me to select.**

If this occurs, contact our office at (615) 494-8803 for assistance. Data is only available for certain term/year combinations. Ensure that you have made valid term/year selections. Data is available for the Enrollment reports beginning with the Fall 2007 census term and ending with the most current census term in which finalized data is available. Data is available for the Degrees Conferred reports beginning with the Summer 2006 degrees awarded and ending with the most current term in which finalized degrees awarded data is available.

* **My report only shows college level data but it should have data at the department or major level. How do I see this data?**

There should be “+” symbols to the left of the college description. By clicking on the “+” or “-” symbols, you can expand or collapse the report data to various levels of detail.

**Exporting Reports**

* **I exported my report to Excel and it will not let me make any modifications to the document.**

If there is a yellow bar across the top of your report with a “Protected View” message, click on the “Enable Editing” button which will allow you to expand and collapse the report rows and columns as well as save any changes to the document.

* **I exported my report to Excel and there appears to be rows/columns missing.**

There should be “+” or “-” symbols to the left of the rows or across the top of the columns. Clicking on these symbols should expand/collapse the rows/columns on your report. If there appears to be rows/columns still missing, highlight the rows or columns, perform a right click with your mouse, and select “Unhide.”

* **I exported my report to Word or a PDF file and I cannot see all of the rows showing the full detail of the report.**

When exporting as a Word or PDF file, the report must be expanded to the level of detail you wish to see. For instance, if you only want to see the report by department or by major, expand the report to this level by using the “+” symbols prior to exporting the report.

**Printing Reports**

* **I clicked the print icon and received a message stating “Unable to load client print control.” It also asked to install an add-on for SQL Server Reporting Services 2008. What do I do?**

Click “OK” on the message. Then click on the bar near the top of the browser window and choose to install the suggested add-on control. This should enable printing. If this still does not work, you can use the printing capabilities from the browser window menu rather than those from the report.

If you have further questions or feedback, please contact Imam Anerin at (615) 494-8803.