

Shortcut reference guide to run your BOCES Web Reports

In Order to Run your BOCES Web Reports, you will need the following:

- Internet Explorer 5.0
- A minimum of 128MB (although 256MB would be better)
- Acrobat Reader v.4 (if v.5 a change in its Preferences is needed)

To access the Web Reports, please see our Southern Westchester BOCES homepage: www.lhric.org; click on “Help Desk”; on the right under “Accessing the Reports”, click on “Help Desk Reports”.

User ID =

Password =

Click “Log On”

“Help Desk Closed Call Report”

- Single click “Help Desk Closed Call Report”
- Insert “Start and End Dates” in the following format: MM/DD/YYYY
- Click “Finish”

“Help Desk Open Call Report”

- Single click “Help Desk Open Call Report”

“Help Desk Single Ticket Call Report”

- Single click “Help Desk Single Ticket Call Report”
- Type in ticket or SR#
- Click “Finish”

To Return to main menu or “NewsIndex” of your BOCES Web Reports once in a Report

- Single click “Return” at upper right-hand corner of screen

To Print a BOCES Web Report

- Click “Printer” icon on Cognos Impromptu Tool Bar which is third icon from left