## **Accessing IT Support Requests Report**

Created by Beth A. Martin

Open Jeff-Net Report Runner, application that runs Giles reports (running man icon).

In left pane below, browse to g:\secured\Co\_reports\Dist\_Crystal\_reports\CSR\_Reports, if does not open there. In right pane below, select GCPITSupRptUsrStatus.rpt. Verify check is in box for No Security on

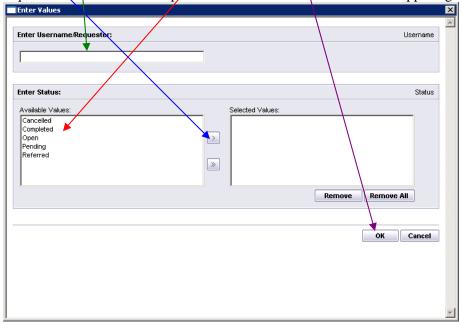
far right side of window below. Click the View button to generate report. 😽 Jeff-Net Report Runner Viewer: GCPITSupRptUsrStatus.rpl View Saved View View Report Info No Security (ID/Password Not Needed) **□** e: GCPITSupRptUsrStatus.i SumCustUnitTonSalesUAP.rpt 🦪 à: / secured crystal a Co Reports Dist\_Crystal\_report CSR Reports Override DSN Override Database Source Reports Directory Saved Reports/Work Directory > Default Report Extension is .RPT Record Selection Criteria

The following window will open to for search criteria to be entered.

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Enter the username (first initial last name with no space). Select which ever type of ticket status for report. Hold CTRL and click to select in left pane one or more types of ticket status and use right arrow button to move over to right pane. Click OK. The IT Support for User by Status Report with requested criteria will now open in another window. Click the X in upper right corner of window to close.

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Retrieve for Current Report

Use THIS Record
Selection

jnreportrunner.ini