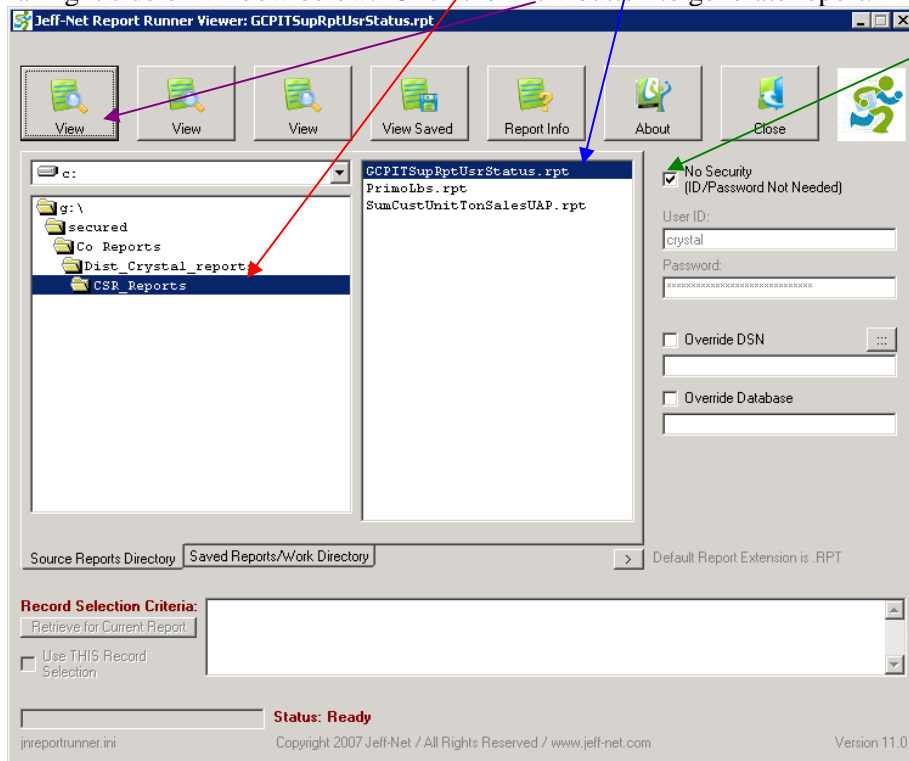


Accessing IT Support Requests Report

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.



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

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.

