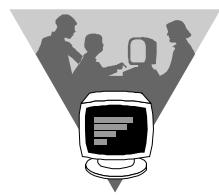




University of Edinburgh



Library Systems Department

Helpdesk reports on Sysweb

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| Document Status | <i>Current</i> |
| Document Type | <i>Systems Training</i> |
| Document Filename | <i>train0060.doc</i> |
| Document Version | <i>1.0</i> |
| Latest Revision Date | <i>24th April 2001</i> |
| Author | <i>Alex Forrest</i> |

1 Document Control

1.1 Amendment History

| Version | Date | Description | Initials |
|----------------|-------------|--|-----------------|
| 1.0 | 10/04/01 | Current and Initial Version (awaiting testing) | AF |
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1.2 Filename Path

Document can be found at the following path:

\lib-srv4\apps\systems\training\train0060.doc

2 Introduction

Sysweb weekly. We could aim to do this on Thursdays if possible.

Procedure

1. On the helpdesk PC perform a search on remedy to get the calls:
Open the search tab and choose *advanced search*.
Choose ‘Actions’, ‘My searches’ and run the search called ‘Sysweb calls’
2. When the output appears highlight all the records
3. Click on the report icon (or choose ‘Actions’, ‘Reporting’) and highlight the *Sysweb* report
4. Choose ‘reports’ then ‘export to’, ‘file’,
5. Change the format to .csv format and save to a temp directory.
6. Open Dreamweaver
7. Choose ‘file’ then ‘import’ ‘import tabular data’
8. Browse for the file you saved and ok
9. Have fun formatting (-: (Add title and date...until we can set up a dreamweaver template for this)
10. Save html to n:/helpdesk as ‘calls.htm’
11. Ftp to libcd2/home/libwww/docs/Sysweb/helpdesk/outstand/calls.htm
