How do I access the WebReports from within the ILLiad Client?

Symptom

- You are in the ILLiad Client and you want to access the WebReports

Applies to

- ILLiad

Resolution

Here are what you need to have set up and the steps for accessing the WebReports in the ILLiad Client.

1. You will show up at the Log into ILLiad Reports screen. You need to put in the same username and password you use for ILLiad. This process is how it has always been for the WebReports. Click on the account that is trying to sign in to the Web Reports. Make sure the username has the box checked for Web Reports Access. This process is how it has always been for the WebReports.

   1. The ILLiad Client pulls the URL for the WebReports from the Customization Manager in the ReportsWebURL key, so the key needs to be correctly set up to access the WebReports. An example of a URL is https://my.institution.edu/illiad/webreports/default.aspx.
   2. From ILLiad, you select System and then Web Reports.
   3. You need to put in the same username and password you use for ILLiad.
   4. If you get a message that Access Denied, then you need to go to the ILLiad Staff Manager.
   5. Click on the account that is trying to sign in to the Web Reports.
   6. Make sure the username has the box checked for Web Reports Access.
   7. Save the change.
   8. Open up the ILLiad Client again and click on System and WebReports again.
   9. You need to put in the same username and password you use for ILLiad.

Information about the WebReports is found at the Reports & Statistics page.