ENTERPRISE DATA AND ANALYTICS
Illinois State University

IBM Cognos Analytics

How to Request Cognos Access

Available Packages:

- Admissions (includes reports and ad hoc)
- Census Reports
- Registration Dashboard
- Records and Enrollment Reports*

* Cognos Records and Enrollment Training is required prior to requesting access.

For a more details regarding available packages and the reports in them, visit our website: AT.IllinoisState.edu/EDA

Request Access from the IT Help Web Portal

Navigate to ITHelp.IllinoisState.edu.

1. Click the *Get Help* button.
2. When the **IT Help Support Request** page opens, click the *Login to the IT Help Support Portal* link on the right.
3. In the pop up box, enter your ULID and password. Then click the *Login* button.
4. Click the *Request or Change Access* link in the top, left corner.
5. Use the **Preferred Phone Number** field to enter a phone number you can be reached at.
6. Use the **Do you wish to add, modify or remove access?** dropdown menu to select *Add*.
7. Use the **For which service?** dropdown menu to select *Cognos Business Intelligence*.
8. Click the *Yes* radio button next to each package you wish access.
   Users must also attend the Records and Enrollment training before they can request access to the Records and Enrollment Package.
9. For each package, use the **Detail Business Need** to describe what job duties the reports in the package will help you fulfill.
10. Click the *Save* button.