

FAQ for ACCESS-RELATED QUESTIONS

Q1 - I am new to ERS and I cannot see any reports when I am on the web portal. Why?

A1 - All users need to request access to ERS before they can see the report folders. If you had access to BOExi previously, your access will not transfer to ERS. Please read **questions 2 to 5** to learn more about ERS and how to request access.

Q2 - How do I get access to ERS?

A2 - Please submit [this form](#) to request access to ERS.

We require successful completion of FERPA I and II training in the last 12 months before we process your request. You can check your FERPA status by visiting [Learn Center](#). It will be under *My Learning > My Transcript*. You may need to sign in with your MEID and password to get into Learn Center.

Also, we will reach out to your supervisor for approval of your request. Please submit a correct email address in the form so your approval process will not get delayed. We will inform you and your supervisor when we complete your request.

Before you submit the form, please follow these instructions:

- If you were a BOExi user, please compile a list of the report names you used to utilize in BOExi. If you are new to the reporting system, you can reach out to your colleagues who have similar responsibilities to see which report(s) they utilize.
- Run each report name in the MCCD_MD_6001 report in the ReadMe folder to find which folder your report is in and make a note of that. (*How to run MD_6001 report is explained in the next question.*)
- Once you run this report for each report name on your list and find which folders you need to access, fill out the access request form. In Section 4 of the access request form, please make sure to select the folder names that match your notes.
 - In ERS, some of the folders require elevated access. These folders are:
 - Admissions
 - Financial Aid
 - Library
 - Student Financials
 - Veterans
 - Only users who work in these related areas can access the elevated folders. If you need access to these folders and you do not work in a related department, we require your supervisor to provide extra justification once we reach out to them. Without the extra justification, access will not be granted to the elevated folders.

Q3 - How do I run the MCCD_MD_6001 report to find which folders I need access to?

A3 - This report is in the ReadMe folder and is accessible to all MCCC employees. The report's function is to search the report number or keyword you enter in the "Enter Report Name" parameter for any matching report in ERS. If it locates any matching data, it will bring as a result. Otherwise, you will see "No data".

Here are the steps on how to run this report:

1. Below are the parameters of the report:

Home > --ReadMe-- > MCCD_MD_6001 Report and Folder Search

Enter Report Name ("NULL" for all): NULL

Select Folder Name: v

Select Sort Option: v

2. In the "Enter Report Name" parameter box you can enter:

- a. A report number (3531, 4530, etc.)
- b. A keyword (grade roster, class, dual enrollment, etc.)
- c. A report name (SR_3531, EMC_CU_0045, MCCD_CC_0160, etc.)
- d. If you do not enter any data to this parameter and check the NULL option, you will get a list of all the reports in ERS.

3. If you entered a parameter similar to 2a, 2b, or 2c in the "Select Folder Name" parameter drop menu, click on the "(Select All)" option. Since you do not know which folder your report might be in, this selection will bring all the matching data from all the folders.

- a. If you selected the NULL option on the first parameter and would like to check a specific folder, you can select a folder name at this time. The resulting data will be all the reports in the folder you selected.
- b. If you select all the folders, you will get a list of all the reports in ERS.

4. The last parameter is the sort option. You can sort the report outcome by folder name or report name.

5. Once all the parameters are entered, click the "View Report" button on the right side of the screen.

6. When result(s) are displayed, you can read the report name, description, and the folder the report(s) resides in. Please make a note of the folder name as you will need this information when you are filling out the access request form.

Home > --ReadMe-- > MCCD_MD_6001 Report and Folder Search

Enter Report Name ("NULL" for all): NULL

Select Folder Name: v

Select Sort Option: v

1 of 1 | 100% | [Print] | [Refresh]

MARICOPA COMMUNITY COLLEGES **Report and Folder Search** Print Date: 5/10/2021 3:54:22 PM
Report ID: MCCD_MD_6001 Sorted by: Folder Name Datasource: SQL - sds_rptMeta Page 1 of 1

Report Name	Report Description	Folder Name
MCCD_FA_0049 DL Transmitted Change Pending	Review and monitor changes made to loan records that are waiting for acknowledgements from transmitted origination data (Loan Action Status = T—Transm.....	Financial Aid

Q4 - Is the ERS folder layout different than the BOExi folder layout?

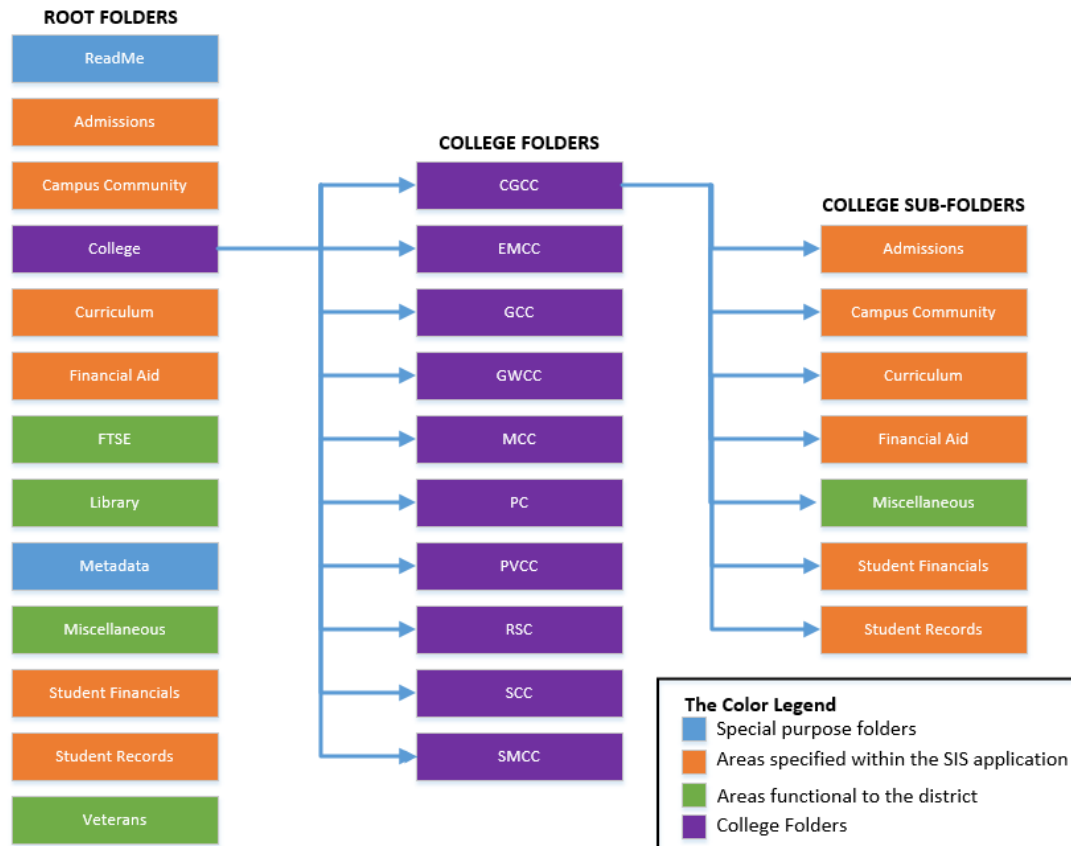
A4 - We are moving away from the BOExi folder layout and security model that centers on "data classification" levels (i.e. Employee, Internal, Confidential). The new folder layout focuses on functional areas of reporting.

When users request access to ERS, they will indicate which folders they need to access. Their choices will be more closely aligned with the types of reports they need to run. From this point on, all access will be considered "Confidential" regardless of the data classification of the individual reports. Thus, all users need to request access before they can see the reports on ERS.

--ReadMe-- Folder: This is the only folder a user will see if they **have not had access** to ERS. It includes information about ERS and directs users on how to request access.

Q5 - What is the folder structure in ERS?

A5 - The folder structure in ERS is as seen below:



The left column represents all the folders in ERS. They are called the root folders and their functional areas are represented by colors.

In the college folder, each college has its own folder. All employees who have access to ERS have access to the college folder and with that access to all other colleges' folders.

The college subfolders are under each college folder and they are similar to the root folders. Once a user gained access to the root folder(s), they gain similar access to the same-named college subfolder(s) of all the colleges. For example, access to Admissions, Campus Community, and Student Records root folders will give access to all colleges' Admissions, Campus Community, and Student Records college subfolders.

The below table displays the folder descriptions:

Folder Name	Folder Description
--ReadMe--	Start here for help with ERS

Admissions *	All the report names start with MCCD_AD and MCCD_AA.
Campus Community	All the report names start with MCCD_CC.
College Reports	All the reports created by the colleges.
Curriculum	All the report names start with MCCD_CU.
Financial Aid *	All the report names start with MCCD_FA
FTSE	Reports related to FTSE, official, and cleanup reports.
Library	Reports related to Library Departments.
Metadata	All the report names start with MCCD_MD. These reports are related to data about the ERS system.
Miscellaneous	All other report names start with MCCD (_CO, _NC, _SC, etc.)
Student Financials *	All the report names start with MCCD_SF.
Student Records	All the report names start with MCCD_SR.
Veterans *	Reports related to Veterans Departments.

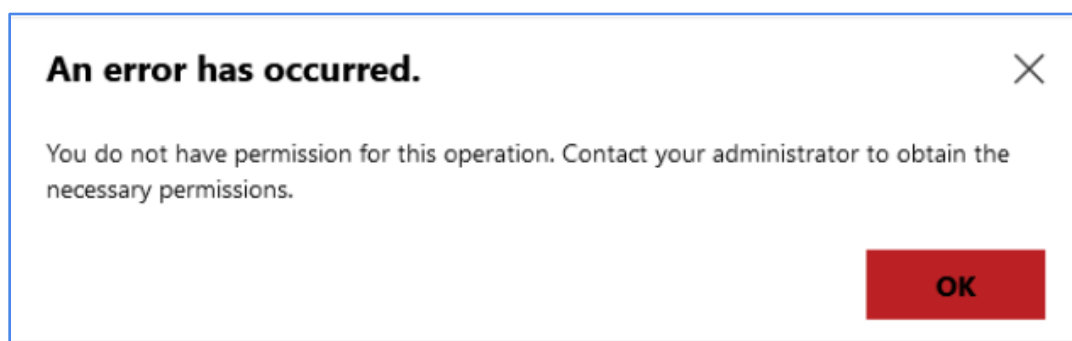
(*) denotes the folder security is elevated. Only employees who work in the related department can access this folder. For all others who want access to this folder, their supervisor needs to provide necessary justifications in their confirmation reply email.

Q6 - I have access to ERS but I get an error message. What am I missing?

A6 - There are two common errors that you might experience in ERS.

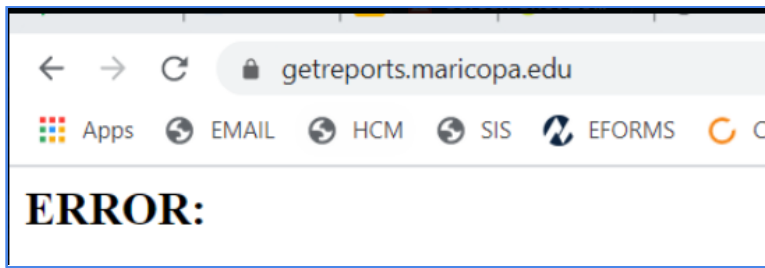
1. VPN-related errors.

This type of error looks similar to the sample below. The error mentions a permission issue. If you gained access to ERS and received this error, please check your VPN connection. VPN that you utilize, must be your college or District VPN. You will not access to ERS web portal with your private VPN.



2. Browser-cache-related errors.

These errors look similar to the below sample. The error is related to your browser cookies. They can be resolved by clearing your browser cache folder. To avoid this type of error in the future, consider using your browser's private/incognito window. These window types, once closed, do not retain the cookies.



Q7 - I run the report name/number/keyword in the MCCD_MD_6001 report and cannot find it. What do I need to do?

A7 - Depending on the function of the report, you will have two options:

1. If the report you are seeking is a district-wide report (report name starts with MCCD), please submit a helpdesk ticket [here](#) explaining what report you need.
2. If the report you need is a college-specific report, please reach out to your college developer. They will convert the report you need or create one that fits your need.

Q8 - Who is my college developer?

A8 - Please open the [College Support Teams](#) document in the Readme folder. This document has a list of developer names by their colleges.

Q9 - I need to add folder(s) to my access. What should I do?

A9 - Please submit the [Access to ERS form](#) and select the new folder(s) you need to add to your access. We will inform you when we complete your request.

Q10 - I am a supervisor. Can I request access on my employee(s)'s behalf?

A10 - We require each employee to submit a request form for themselves. We collect the employee's email data from the request form and each employee must agree to the acknowledgments on the form. So it is essential for the employee to submit their own request.

Q11 - I am a supervisor and I would like to remove/change my employee's access to the ERS. What do I need to do?

A11 - Please submit the [Removal of Access to ERS form](#). We will inform you when we complete your request. Access removal can only be requested by the employee's supervisor or higher level.

Q12 - I have other access related question(s). Who can I email?

A12 - Please send your ERS related questions to DL-report-admin@domail.maricopa.edu