

# Frequently Asked Questions – Using ANU Insight

## 1. What is the ANU Insight portal?

The ANU Insight portal is a web application from which the University's self-service reporting can be accessed. At present research, finance, student, human resource, campus and Chief Investigator Financial Reports are available through the ANU Insight Portal. The ANU Insight team in collaboration with the Service Divisions and Colleges continues to develop and add new content regularly.

## 2. How to Save a Report or Report Information from ANU Insight

As a user of ANU Insight you have two options for saving reports:

- I. You can save a report or report information to your computer
- II. You can save a 'view' of the report into your My Folder environment within the ANU Insight portal.

When you save the report or report information to your computer you are saving a static version of the report at the point in time it was run. Once it is saved on your computer it is no longer connected to the system and cannot be automatically updated.

The best way to save a report is to run it into PDF or Excel format before saving it to your computer.

When you save a view of the report into your My Folder environment you are saving a link to the report, not the report itself or the report information. Once you have saved this link you can customise your own personal settings for the reports. This might include changing the default format the report runs in to PDF or Excel where the system remembers information, such as your name, which minimises the need to go through the prompt page in the future.

Step by step instructions on how to undertake these two different types of report saving can be found in the [How to run a report in the ANU Insight Portal](#) document located in the 'Reference documents' section on the General Insight information webpage.

## 3. Why are the values I entered into the Prompt page not saved

The report has been set not to remember what you entered. Many Chief Investigators have multiple projects they need to run the report for and many other users, including College financial staff, need to run the reports for many different Chief Investigators. If the report remembered the data you entered it would make it difficult to provide this functionality to report users.

However, it is possible to set the values so they do not need to be re-entered. If you would like this functionality please contact the ANU Insight Service Desk on +61 2 6125 8649 or [insight@anu.edu.au](mailto:insight@anu.edu.au).

#### **4. Why does the page number display as a ?**

HTML web pages do not have the concept of separate pages built into them, they are in fact one long page. As a result when you run the reports in HTML it does not know how many 'pages' have been generated. This is built into the system and cannot be changed by the Insight team.

When the reports are run as PDF or Excel the process of producing the reports, in this format, forces the report engine to produce the reports into standard sized pages. This process of pagination allows the report engine to know how many pages have been generated for the report, and therefore when reports are produced in PDF or Excel, the ? will be replaced by the actual number of pages generated.

When printing the reports it is always better to produce them as PDF, as all these report production issues are handled by the system.

Please note that some browsers do restrict the ability for PDF etc. due to the security arrangements you have set up on browser pop-ups.

#### **5. What are the preferred browsers for accessing ANU Insight**

The ANU Insight portal is available and has been tested on a number of browsers and operating systems including both Mac and PC. The preferred browsers are Internet Explorer or Chrome. Due to performance issues, the use of other browsers (such as Safari or Firefox) is not recommended for the purposes of accessing ANU Insight reports.

If you have any issues with ANU Insight please contact the ANU Insight Service Desk on +61 2 6125 8649 or [insight@anu.edu.au](mailto:insight@anu.edu.au).