

Accessing BI Query at WWU

Access to BI Query is limited to those on campus with a specific need to use protected student and course data. To request access please follow the steps below. If you have any questions you can contact the WWU Help Desk at x3333.

Step 1

You will need a current active WWU username and password. These should have been provided to you upon employment at the university and are the same as the username and password you use to log onto your university computer and email.

Step 2

You will need to request access Banner, where data is stored. To do this go to the Administrative Forms website (<https://esign.wvu.edu/admcs/forms/>) and click on the “Banner/FAMIS Login Request” form. This form will just give you access to Banner itself, not the data. For now, ignore the “Esign Custodial Permissions Form” area at the top, we’ll get to that later.

Fill out your name, W#, Department, Phone, and Employment Status. In the box under “Purpose” indicate that you need access to data for BI Query and briefly describe why it is necessary for your role.

For “Printer Name” you’ll need to find someone in your office that uses Banner and put in their WWU username, or if you know what printer in your area people use to print from Banner and you have the IP address of that printer you can put that. If none of that information is available to you, type in “Null” and someone from the Help Desk will contact you after you’ve submitted the form to help determine a printer. For “Approver’s Name” put the name of your supervisor.

At the very bottom under “Signatures and Attachments” put your supervisor’s email address next to “Email To:” and then click the “Submit” button.

Step 3

Now that you have access to log-in to Banner, you need access to the actual data. For BI Query that means student data. On the Administrative Forms website (<https://esign.wvu.edu/admcs/forms/>) click on the “Banner/Student Access Request – Registrars Office” form.

Fill out all of the User Information section and under “Purpose” indicate you are looking for BI Query access and briefly describe why it is necessary for your role. If you know of someone with similar access, putting down their name and login can be very helpful. You can also put that you want to use BI Query under the box about describing types of data to which you need access.

As with the last form, enter your supervisor’s email address next to “Email To:” and click “Submit.”

Note: Depending on your department and role, you may need access to other types of data, such as Woodring or Human Resources. Talk with your supervisor and/or others in your office that are using BI Query to determine if you need additional access. A list of all data types is available at the top of the first form you filled out (https://esign.wvu.edu/admcs/process/forms/ADMCS/hydra_login_request_2.aspx). If it is determined that you need access to any other data types, fill out the form that begins with “Banner/” to request access. For example, if you need Human Resources data, fill out the form titled “Banner/HR Access Request.”

Step 4

You now also need access to the Data Warehouse. Again, go to the Administrative Forms website (<https://esign.wvu.edu/admcs/forms/>) and click on the "Data Warehouse Request" form.

Click the circle next to "Student Data", then complete all of the user information section. In boxes under both "Purpose" and "Describe" indicate that you want to use BI Query and briefly describe why it is necessary for your role.

As with the last form, enter your supervisor's email address next to "Email To:" and click "Submit."

Note: If you requested access to other data sources in step 2, you will need to resubmit the Data Warehouse Request form clicking the circle next to each type of data resource you need.

Step 5

It may take several days for access to be granted, but while you wait you can download BI Query. On your computer, click the Start button at the bottom left hand corner of the screen and then select "Computer" (it should be halfway down on the right-hand side). You should see several Network Locations on the window that pops up. Double-click on the one called "ATUS Software Services (X:)." Then double-click on the folder called "Software." Now double-click on the folder called "BiQuery."

Start with the folder called "Readme First Docs" and read one of the Install files to learn how to download the software onto your computer.

Alternatively, you can contact the Help Desk (x3333) or your department's Information Technology Specialist for assistance in downloading the program.

Once access has been granted to the data, you can use BI Query. For more training resources, please see www.wvu.edu/ir/biquery.