

NIU PHYSICAL PLANT
Work Request Cost Report – Description and Instructions

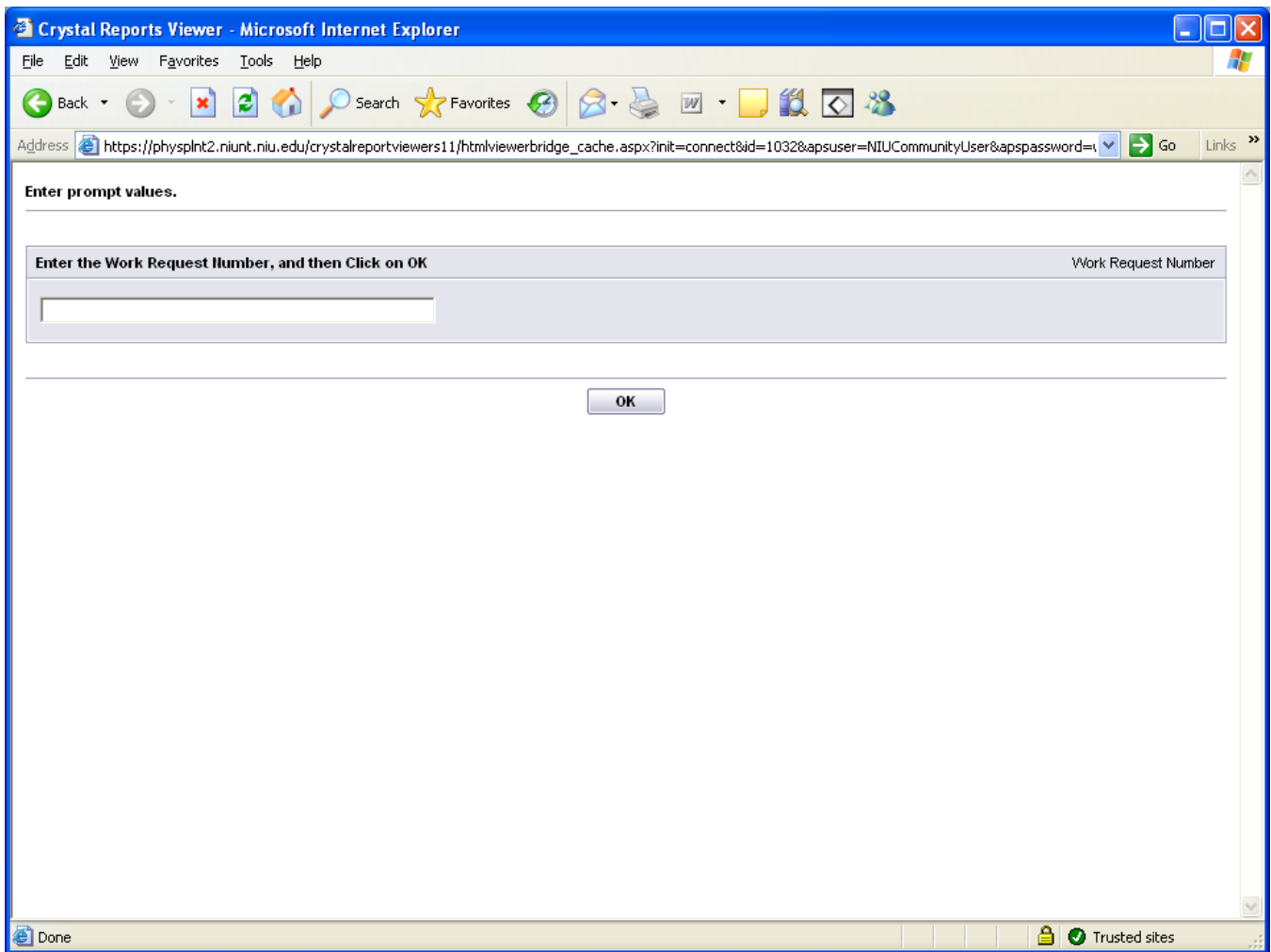
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WORK REQUEST COST REPORT DESCRIPTION:

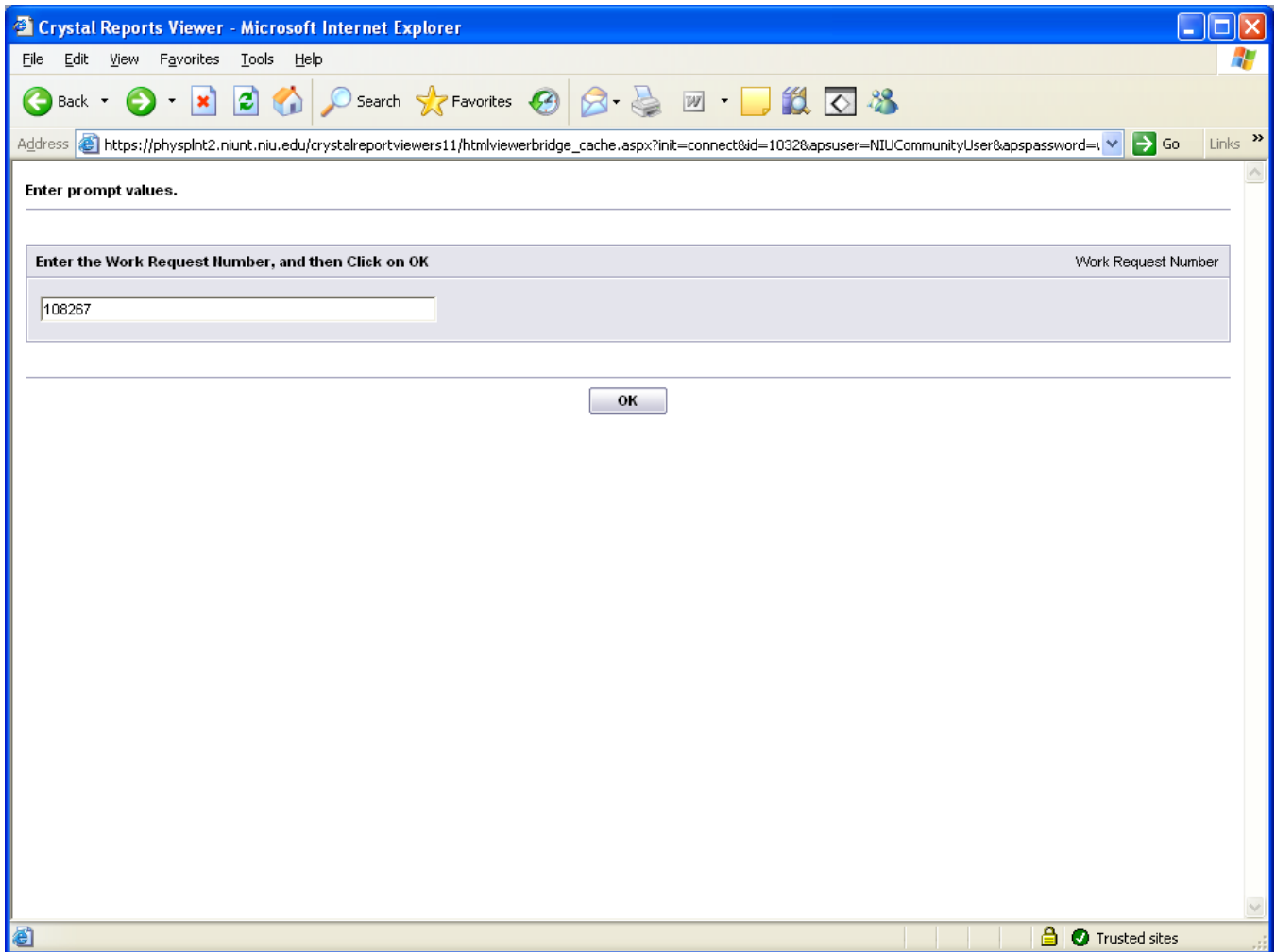
This report provides the total cost to date (including hours, labor \$, material \$, and contract \$) for any requested work request number. The information is broken down by individual craft shops. The report also provides what has been billed to the customer through the Physical Plant's last monthly billing. *(Approximate run time equals 8 seconds)*

WORK REQUEST COST REPORT INSTRUCTIONS:

1. The “Work Request Cost Report” can be obtained through links from the NIU Physical Plant web page at http://www.niu.edu/phys_plant/. Once you are within the Physical Plant web page, you need to click on “Work Orders” on the left side, and then click on “Work Request Reports” on the left side. At this point, click on the link called “Work Request Cost Report” under the section called “Work Request Cost Report”.
2. After you have clicked on the link called “Work Request Cost Report”, the following screen will appear after a few moments.



3. Click in the white box under the phase of “Enter the Work Request Number, and then Click on OK”. Enter the work request number for which you want the cost information on and then click on the “OK” button. (Note: You can obtain the work request number from the Physical Plant “Notify Report of Work Requested” which is provided to your department for all work requests funded by your department or call the Physical Plant’s work order desk at 753-1741.)



- After approximately 8 seconds (depending upon the speed of your computer), the report will appear on your screen.

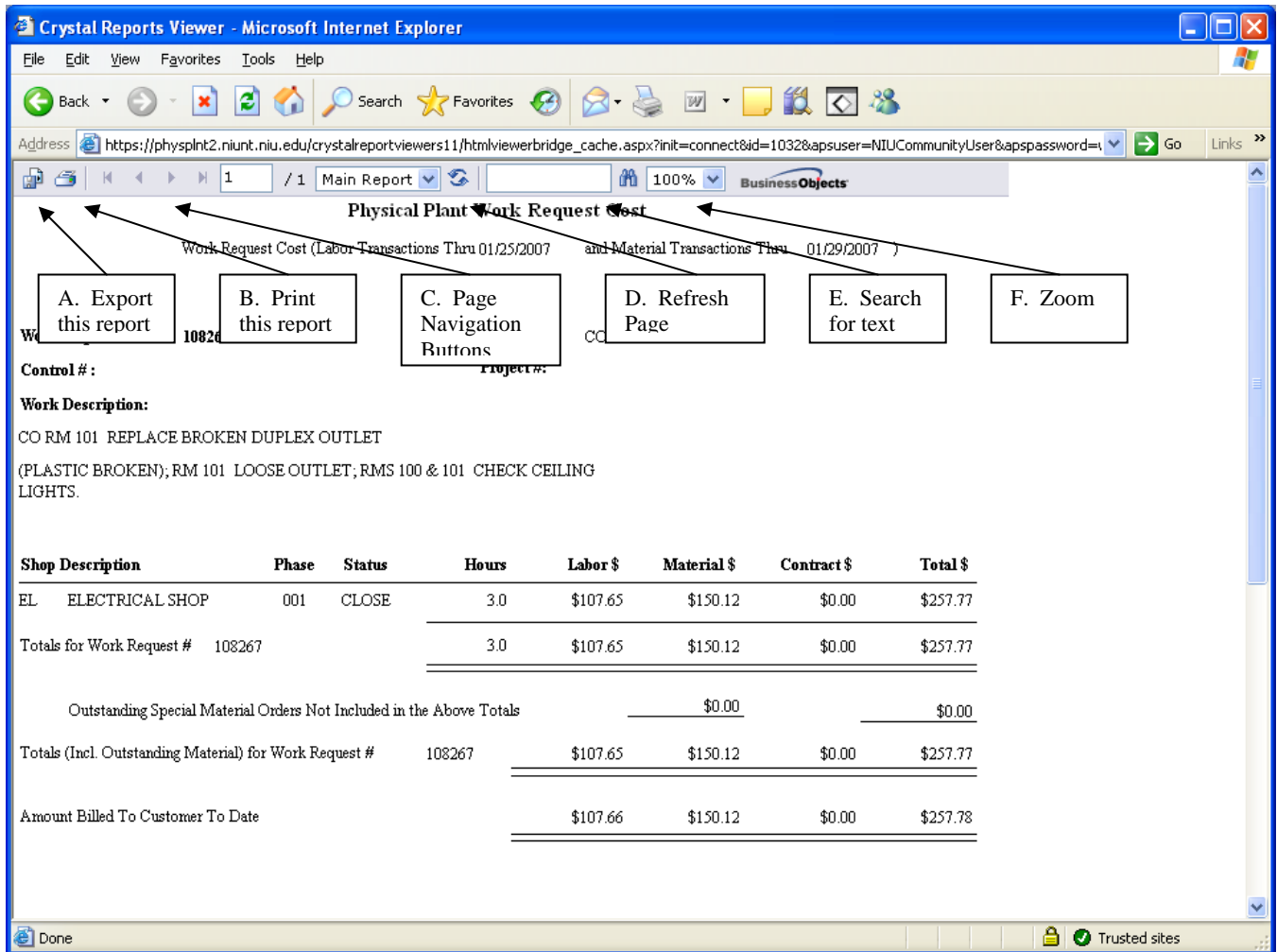
Physical Plant Work Request Cost
 Work Request Cost (Labor Transactions Thru 01/25/2007 and Material Transactions Thru 01/29/2007)

Work Request #: 108267 **Building:** CO COLE HALL
Control #: **Project #:**

Work Description:
 CO RM 101 REPLACE BROKEN DUPLEX OUTLET
 (PLASTIC BROKEN); RM 101 LOOSE OUTLET; RMS 100 & 101 CHECK CEILING LIGHTS.

Shop Description	Phase	Status	Hours	Labor \$	Material \$	Contract \$	Total \$	
EL ELECTRICAL SHOP	001	CLOSE	3.0	\$107.65	\$150.12	\$0.00	\$257.77	
Totals for Work Request # 108267			3.0	\$107.65	\$150.12	\$0.00	\$257.77	
Outstanding Special Material Orders Not Included in the Above Totals					\$0.00		\$0.00	
Totals (Incl. Outstanding Material) for Work Request # 108267				\$107.65	\$150.12	\$0.00	\$257.77	
Amount Billed To Customer To Date					\$107.66	\$150.12	\$0.00	\$257.78

- After the “Work Request Cost Report” appears on your screen, a number of additional buttons, boxes, etc. are now available for your use.



Descriptions of Buttons, Boxes, Etc. (Note that if move your cursor over one of the described icons, you will receive a brief description of the icon.)

- Export this report: You have the option to export (download) a report from the Crystal Reports viewer to your computer in different file formats, including Crystal Reports (rpt), Adobe Acrobat (pdf), Microsoft Excel 97-2000 (xls), Microsoft Excel 97-2000 – Data Only (xls), Microsoft Word (rtf), Microsoft Word – Editable (rtf), and Rich Text Format (rtf). During the export process, a Save As dialog box will appear giving you the opportunity to save the exported file on your hard drive. For some formats, you will also be able to choose a page range to export. (Note that if you do not have the Physical Plant’s Crystal Report server identified on your computer as a trusted site, you will need to click on the Export button a second time after you have clicked on download file from MS Internet Explorer’s Information Bar. Refer to Appendix A for instructions on how to make the server a trusted site.)
- Print this report: Print the report currently displayed in the Crystal Report viewer to a printer configured on your computer. The first time that the user attempts to print, the user will be prompted to install Crystal Reports Print Control (Refer to Appendix B). NOTE: The Crystal

Reports Print Control can only be installed if the user is an administrator of the computer and if Microsoft Internet Explorer's security settings allow the installation of ActiveX. If the administrator of the computer decides not to allow Crystal Reports Print Control to be installed, the user can use the alternative printing method described in Appendix D or use Microsoft Internet Explorer's print option but the report will not be properly formatted.

- C. Page Navigation Buttons: If the report includes multiple pages, the page navigation buttons will allow the user to go to the first page, the previous page, the next page or the last page. There is also a Go to Page feature where the user can type in a specific page number and press enter to navigate directly to that report page.
- D. Refresh Page: Use this feature to begin a new search for a different work request number.
- E. Search for text: Use this feature to search for any text within the report. Enter any text in this box that you would like to search for within the report, and then press the "binoculars" button which is located to the right of the text box. Typically, this feature can not used within the "Work Request Cost Report".
- F. Zoom: Choose the zoom level to view the report by choosing various options from the zoom drop-down list. Choices will include various percentage numbers which make the report size larger or smaller.

Appendix "A" - Instructions on how to add the Physical Plant Crystal Report server as a trusted site within Microsoft Internet Explorer 6 and 7

If you are experiencing difficulty with printing and exporting (downloading) files, you will need to adjust your computer's security settings within Microsoft's Internet Explorer.

1. Start Microsoft Internet Explorer 6 or 7
2. From the Tools menu, select "Internet Options..."
3. On the Internet Options window, select the "Security" tab located at the top
4. Select "Trusted Sites"
5. Click on the "Default Level" button located near the bottom, if it allows you
6. Click on the "Sites" button
7. In the "Trusted sites" window, type in <https://physplnt2.niunt.niu.edu> in the box under "Add this Web site to the zone:", and click on the "Add" button
8. Click on "OK" to exit the "Trusted sites" window
9. Click on "OK" to leave the "Internet Options"

Note that within Microsoft Internet Explorer 6 and 7, the security level for trusted sites may have to be temporarily lowered to "Low" in order to install the Crystal Reports Printer Control. After the Crystal Reports Printer Control is installed, raising the security level to "Medium-low" for trusted sites will allow all Crystal Reports viewer functions to operate smoothly without windows popping up.

Appendix “B” - Instructions on how to install Crystal Reports Printer Control

The first time that you attempt to print a Crystal Report from the Physical Plant Crystal Report server, you will be provided the option to install Crystal Reports Printer (ActiveX) Control. In order for you to install this, the following steps need to be performed:

Steps to Install Crystal Reports Printer Control for users that want to add the Physical Plant Crystal Report server as a Trusted Site on their computer (Recommended)

1. The Crystal Reports Printer Control can only be installed on a computer by someone who is an Administrator of the computer.
2. If you have not already added the Physical Plant Crystal Reports server to your computer as a trusted site, follow the instructions in Appendix “A”.
3. If you have already added the Physical Plant Crystal Report server as a trusted site, you need to confirm that the security level for trusted sites is set to “Low”. If the security level is not set to Low, then the security level may have to be temporarily lowered to “Low” in order to install the Crystal Reports Printer Control. After the Crystal Reports Printer Control is installed, raising the security level to “Medium-low” for trusted sites will allow all Crystal Reports viewer functions to operate smoothly without windows popping up. (If you follow the first 4 steps of Appendix “A”, it will allow you to determine what security level is currently set for trusted sites.)
4. Start Microsoft Internet Explorer 6 or 7 if you are not already in it.
5. Go back to “Work Request Cost Report” web site and search on a work request number.
6. Once the “Work Request Cost Report” is displayed on the screen, click on the Printer icon that is immediately above the report.
7. Follow the prompts that are presented to you. If MS Internet Explorer’s Information Bar appears, click on it and choose Download File.

Steps to Install Crystal Reports Printer Control for users that do NOT want to add the Physical Plant Crystal Report server as a Trusted Site

If you do NOT want to add the Physical Plant Crystal Report server as a trusted site to your computer but you still want to install Crystal Reports Printer (ActiveX) Control, you will need to temporarily lower your security level for internet sites by doing the following steps:

1. Start Microsoft Internet Explorer 6 or 7
2. From the Tools menu, select "Internet Options..."
3. On the Internet Options window, select the "Security" tab
4. At the top, select "Internet"
5. Click on the "Default Level" button if it allows you
6. Drag the Security bar in the lower section of the box to “Low”
7. Click on “Apply” and then click on “OK”
8. Go back to “Work Request Cost Report” web site and search on a work request number
9. Once the “Work Request Cost Report” is displayed on the screen, click on the Printer icon that is immediately above the report
10. Follow the prompts that are presented to you. If Microsoft Internet Explorer’s Information Bar appears, click on it and choose Download File
11. After the installation of the printer controls are complete, reset the security for “Internet” back to “Medium”

Appendix “C” – Instructions to install NIU’s Security Certificates for Microsoft Internet Explorer

If you receive a security warning message after selecting the web link for the “Work Request Cost Report”, you can prevent this message by installing NIU’s Security Certificates for Microsoft Internet Explorer. Instructions can be obtained at the following NIU ITS web site:

<http://www.helpdesk.niu.edu/its/internet/certificate/certificate.shtml>

Note that if you have PrintShop installed on your computer and you have problems following these instructions, please contact the Physical Plant at 753-6259 for help on the installation of NIU’s security certificates.

Appendix “D” – Alternative Printing Method using Adobe Reader

If the administrator of the computer decides not to allow Crystal Reports Print Control to be installed on a computer, the user can use the following alternative printing method to print a formatted report.

1. Click on the Export button
2. Click on the down arrow to the far right of the File Format, and then select “Adobe Acrobat (PDF) and then click on “OK”
3. Once the “File Download” box appears, click on the “Open” button
4. Adobe Reader should now be displaying the “Work Request Cost Report”
5. Click on Adobe Reader’s print icon to print the report

Note: If the user has not added the Physical Plant Crystal Reports server to their computer as a trusted site, Microsoft Internet Explorer’s Information Bar will appear after step 2. The user will then need to click on the Information Bar and then select “Download File...”. The user will then need to start again from step 1 and go through all 5 steps. These extra steps can be eliminated by following the instructions in Appendix A to make the server a trusted site.

Frequently Asked Questions

1. Question: When I click on the printer icon to print the report, why does a small blank box appear?

Answer: If a small blank box appears after you click on the printer icon, it means that the Crystal Report Printer Control has not been properly installed. Refer to Appendix B for instructions on how to install the Crystal Reports Printer Control.
2. Question: When I used the export feature, I clicked on Microsoft Internet Explorer's Information Bar when it appeared and I selected "Download file..." but the report was not exported. Why?

Answer: In order to complete the exporting of the report, the user needs to repeat the process again by clicking on the Export button then selecting the file format and the page range (if available) and then click on OK. If the user has not added the Physical Plant Crystal Reports server to their computer as a trusted site, the user will always have to repeat these export steps. These extra steps can be eliminated by following the steps in Appendix A to make the server a trusted site.
3. Question: When I attempt to print, Microsoft Internet Explorer's Information Bar appears asking if I want to allow pop-ups from this site. When I click on the option to temporarily allow pop-ups from this site, it still does not allow the report to be printed. Why?

Answer: The user needs to either lower the security level for Internet sites (not recommended) or add the Physical Plant Crystal Report server as trusted site to their computer (refer to Appendix A). To lower the security for Internet sites on their computer, go into Microsoft Internet Explorer and follow these steps: a) From the Tools menu, select "Internet Options..."; b) On the Internet Options window, select the "Security" tab; c) At the top, select "Internet"; d) Click on the "Default Level" button if it allows you; e) Drag the Security bar in the lower section of the box to the next level lower (the user may need to repeat this step to go even a lower step until it works); e) Click on "Apply" and then click on "OK".
4. Question: After I click on the web link called "Work Request Cost Report", it comes up with a screen requesting that I enter a password. What is the password?

Answer: This report does not require a password to be entered by the user in order for the report to run. If a screen does come up requesting a password from you, it is likely that the server is down and the user is requested to contact the Physical Plant at 753-6259.
5. Question: When I click on the web link called "Work Request Cost Report", I get the following message: "Security Warning. The current Web page is trying to open a site in your Trusted sites list. Do you want to allow this?" How do I get rid of this message?

Answer: Follow these instructions for Microsoft Internet Explorer:

 - Click on Tools
 - Click on Internet Options
 - Click on the Security tab
 - Click on Trusted Sites

- Click on Custom Level
- Scroll to the Miscellaneous section and find “Web sites in less privileged web content zone can navigate into this zone“
- Choose Enable
- Click on OK, then Yes, then OK

Note: This option may not be available on older versions of Microsoft Internet Explorer.