

Using the Requests HSD System

Staff Instruction Manual



Procedures:

- Entering a New Request Into the Requests HSD System
- Adding the FileMaker Server IP Address to the Hosts Dialog Box
- Quick Reference Guide

Entering a New Request Into the Requests HSD System

The **Requests HSD** database is used by Information Services to track all service requests for hardware and software problems made by Institutional Advancement staff.

Examples of hardware and software requests are:

- A program such as Outlook is not working correctly.
- Your printer needs a replacement toner cartridge.
- You need a projector and laptop for a presentation.
- You need to have your computer moved.
- Equipment such as your mouse or monitor is broken.

Use the following procedure to enter a new request into the database.



Procedure:

1. Start **FileMaker Pro 6**.



Start menu shortcut

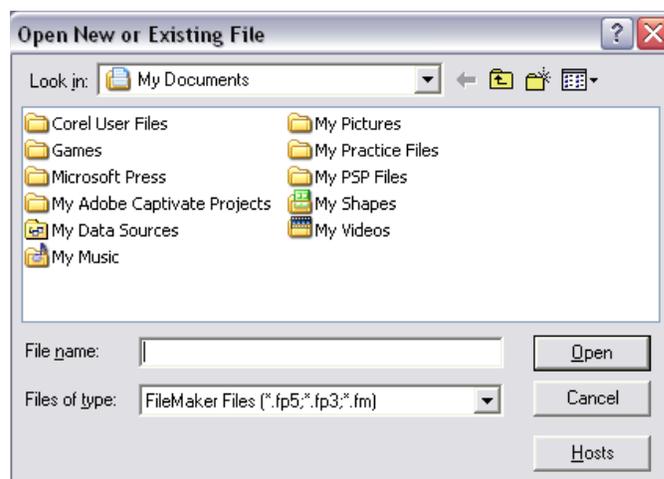


Desktop shortcut



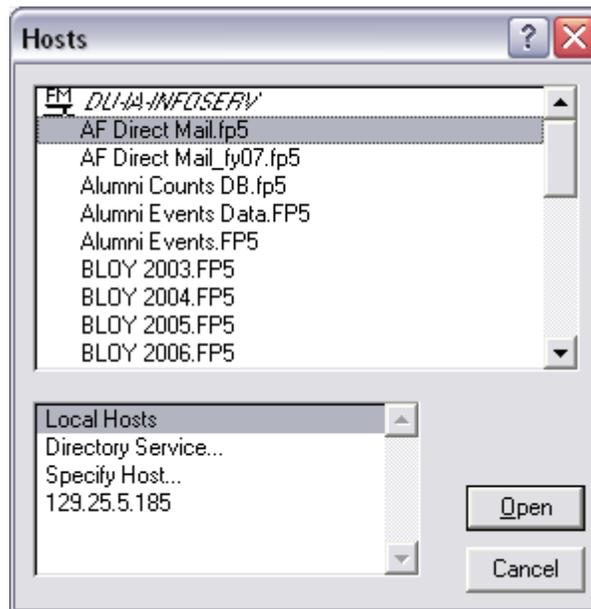
NOTE There may be more than one version of FileMaker Pro installed on your system. Make sure you are starting version 6.

2. FileMaker Pro will start. The **Open New or Existing File** dialog box displays:



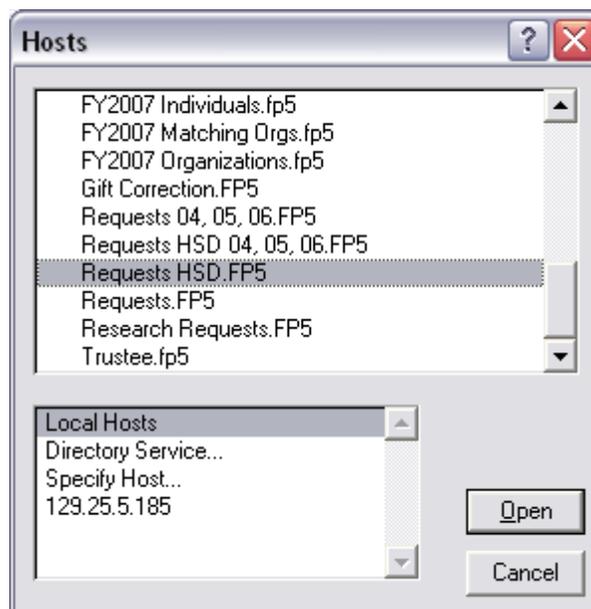
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3. Click the **Hosts** button. The **Hosts** dialog box displays:



NOTE If the **Hosts** dialog box has no databases listed, see the following procedure – **Adding the FileMaker Server IP Address to the Hosts Dialog Box** – later in this document.

4. In the **Hosts** dialog box, scroll down the list, select the **Requests HSD.FP5** database, and click **Open**.

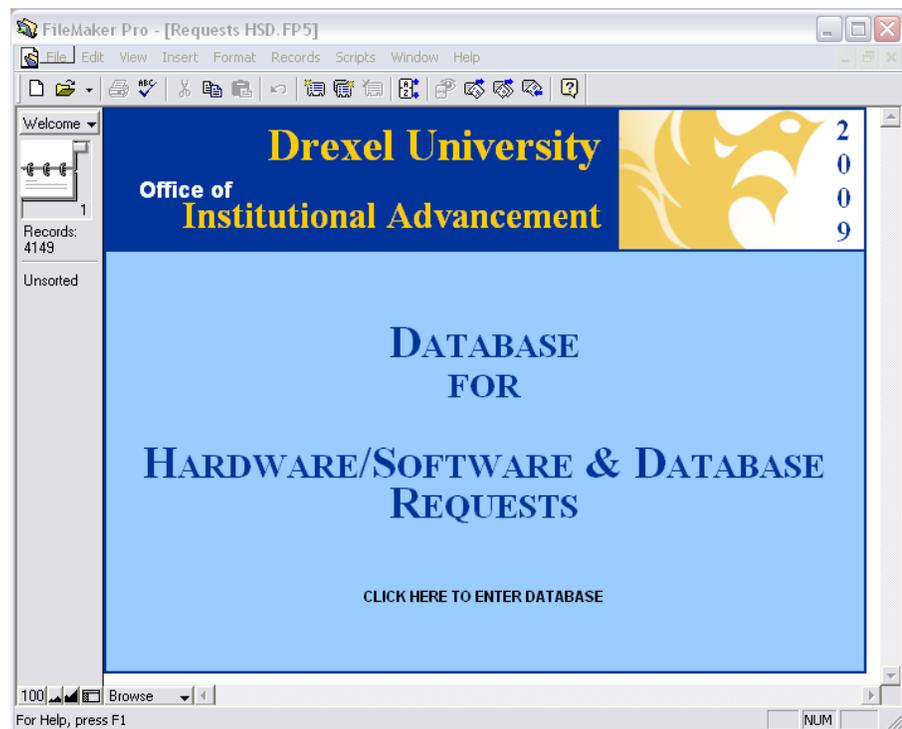


CAUTION! There are several databases with similar names in this list. Make sure you select the correct one – **Requests HSD.FP5**.

- A request for a password dialog displays:

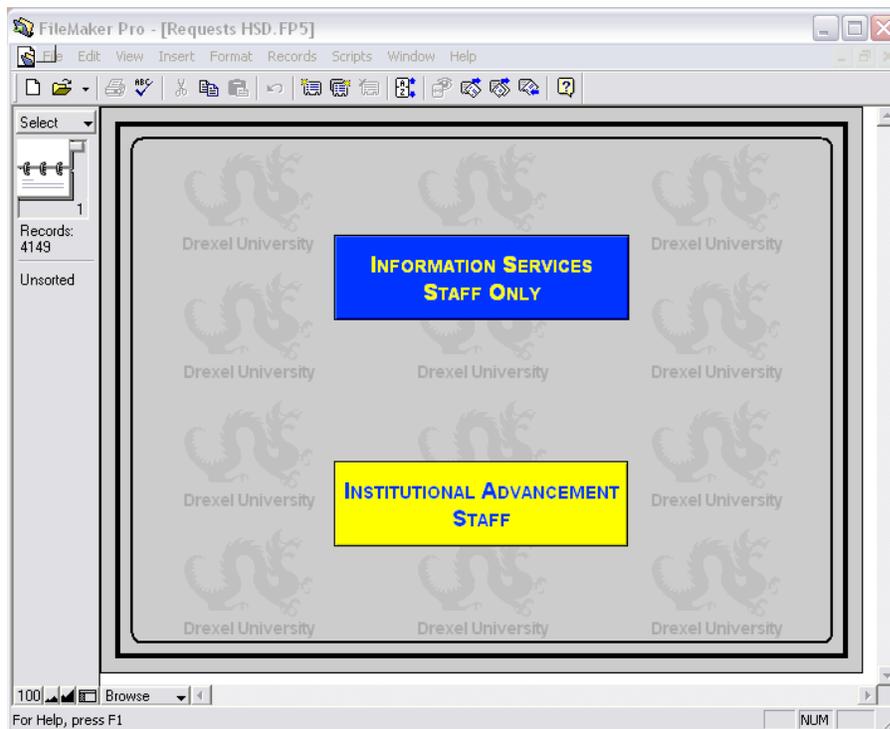


- Enter the password **pass06du** and click **OK**. The FileMaker Pro application window displays the **Requests HSD Welcome** screen:

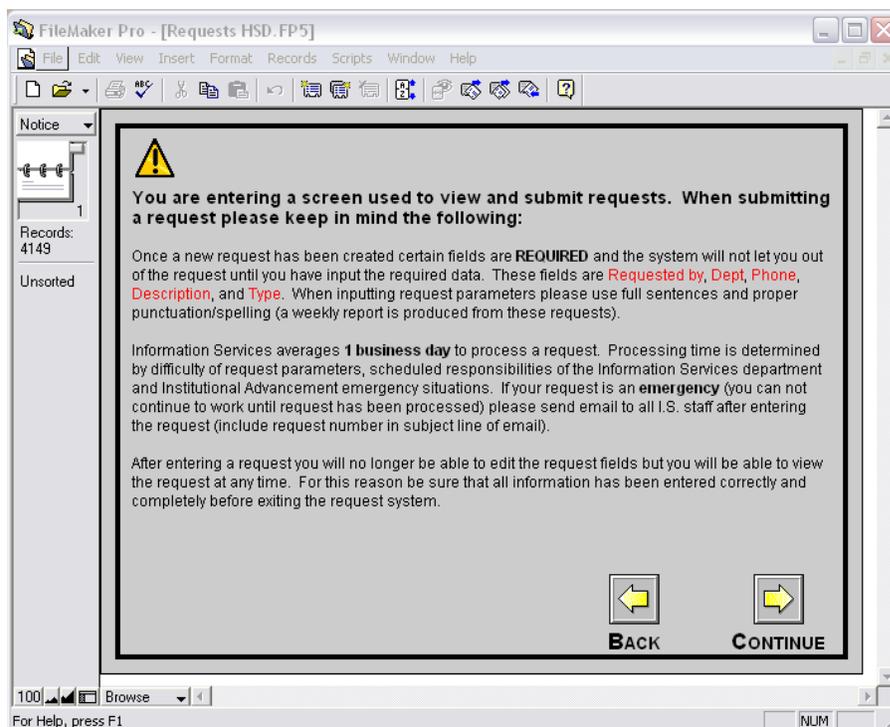


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- Click anywhere on the welcome screen to enter the database. A choice window displays:



- Click the **Institutional Advancement Staff** button. An information screen displays:



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- After you have read the information screen, click the **Continue** button. The request form displays:

FileMaker Pro - [Requests HSD.FP5]

Request No: 2K70001 (Prev. FY #2K40291) Date Entered: 3/4/2004 Time Entered: 3:48 PM

Date Required: 6/28/2006 Assigned to: Smith, Greg Status: Completed

Emergency: Yes No If Yes be sure to email all I.S. staff imediately (lais@drexel.edu)

Requested by: Smith, Gregory Dept: Information Services Phone: 215-895-1327

Description: Laptop needed for Drexel 100 luncheon on Saturday, May 5, 2007 by 9:30am at the Rittenhouse Hotel to be set up for PowerPoint Presentation.

Type: Advance Email Hardware Printer Software Web
 Database Equip Sign-Out Network Server Training Other...

REQUIRED FIELDS ARE IN RED

New Request

CLOSE DATABASE

- Click the **New Request** button. A **Warning** displays:

FileMaker Pro - [Requests HSD.FP5]

Warning

Warning

You are about to create a new request record in the database.

Remember that once a new request has been created certain fields are **REQUIRED** and the system will not let you out of the request until you have input the required data.

BACK CREATE NEW REQUEST

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11. Click **Create New Request** to continue creating a new HSD request, or click the **Back** button to cancel.
12. A new blank request form displays:

The screenshot shows a FileMaker Pro window titled "[Requests HSD.FP5]". The interface includes a menu bar (File, Edit, View, Insert, Format, Records, Scripts, Window, Help) and a toolbar. On the left, a sidebar shows "Entry - R...", a record count of 4150, and "Unsorted". The main form area contains the following fields and controls:

- Request No: 2k74487
- Date Entered: 5/4/2009
- Time Entered: 3:50 PM
- Date Required: 5/5/2009
- Assigned to: Freeman, Chris
- Status: Unresolved
- Emergency: Yes No (Note: If Yes be sure to email all I.S. staff immediately (iais@drexel.edu))
- Requested by: (field label is in red)
- Dept: (field label is in red)
- Phone: (field label is in red)
- Description:
- Type: Advance Email Hardware Printer Software Web
 Database Equip Sign-Out Network Server Training Other...

A large red message in the center of the form reads: **REQUIRED FIELDS ARE IN RED**. Below this message are two buttons: "New Request" and "CLOSE DATABASE". The bottom of the window shows a status bar with "100%", "Browse", and "NUM" buttons.

13. Fill out the required fields of the request form according to this table:

Field	Description
Emergency	If this request needs immediate attention (i.e. you cannot work, your computer is completely unusable, Advance is down, etc.) then select the Yes radio button. Otherwise leave this as the default of No . If you select Yes , please send an email to iais@drexel.edu with the request number, which can be found in the upper-left corner of the form.
Requested by	From this drop-down menu, select your name. If your name is not in the list, type it in manually.
Dept	When you select your name in the Requested By drop-down, this field should populate automatically. If it does not, type the name of your department or area.
Phone	When you select your name in the Requested By drop-down, this field should populate automatically. If it does not, type your phone number.
Description	Enter a description of your problem or request. Please be thorough in your description of the problem, issue, or request that you are making. Include any errors or messages you may have seen when the issue occurred.
Type	Select one or more of these checkboxes to indicate what area your request or problem applies to.

14. Once you have filled out all of the required fields, click the **Close Database** button at the bottom of the form to save your request.
15. Close the FileMaker Pro application.



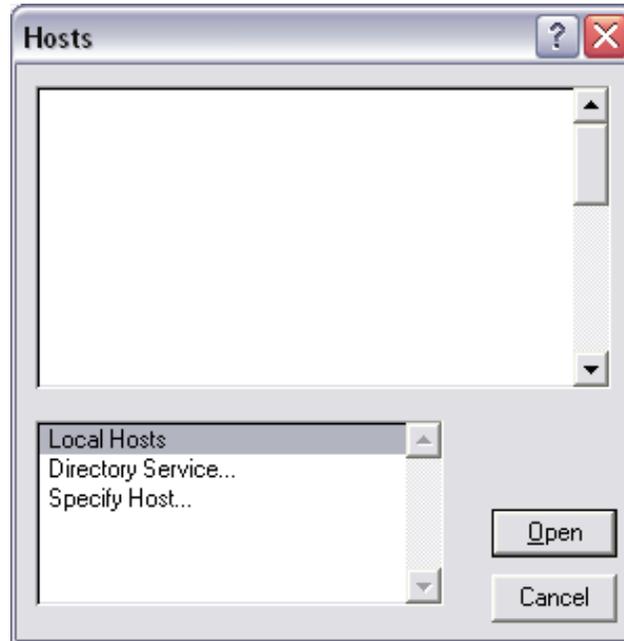
Warning:

- When you have finished filling out a request, **DO NOT** click the **New Request** button or you will have to fill out another new request. There is no Save button for requests. Requests are automatically saved as you fill them out.

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Adding the FileMaker Server IP Address to the Hosts Dialog Box

In some instances, the Hosts dialog box of FileMaker Pro may have no databases listed. When this occurs, you may need to manually enter the IP address of the FileMaker server into the dialog box.



Host dialog box with no databases listed.

Use the following procedure to add the FileMaker server IP address to the Hosts dialog box.



Procedure:

1. In the **Hosts** dialog box, select **Specify Host**. The **Specify Host** dialog box displays:

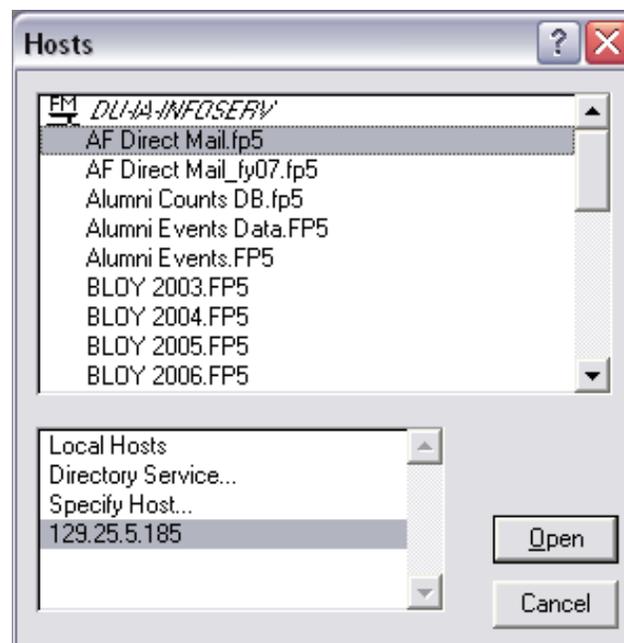


2. In the **Enter host's DNS name or IP address** box enter **129.25.5.185**.

3. Select the **Permanently add entry to hosts list** checkbox.



4. Click **OK**.
5. The **Hosts** dialog box displays again, with the server IP address listed in the bottom selection box. If not already selected, click the IP address in the list.
6. The top selection list should now be populated with a list of databases:



7. Scroll down, select **Requests HSD.FP5** from the list, and click **Open**.
8. Follow the previous procedure in this document for filling out a new request.

Quick Reference Guide



Procedure:

1. Start **FileMaker Pro 6**.
2. FileMaker Pro will start. The **Open New or Existing File** dialog box displays.
3. Click the **Hosts** button.
4. In the **Hosts** dialog box, scroll down the list, select the **Requests HSD.FP5** database, and click **Open**.
5. A request for a password dialog displays.
6. Enter the password **pass06du** and click **OK**.
7. Click anywhere on the welcome screen to enter the database.
8. Click the **Institutional Advancement Staff** button.
9. After you have read the information screen, click the **Continue** button.
10. Click the **New Request** button. A **Warning** displays.
11. Click **Create New Request** to continue creating a new HSD request, or click the **Back** button to cancel.
12. A new blank request form displays.
13. Fill out the required fields of the request form.
14. Once you have filled out all of the required fields, click the **Close Database** button at the bottom of the form to save your request.
15. Close the FileMaker Pro application.