Cognos FAQ

What is Cognos?

Cognos an IBM software product is web-based for creating and managing ad hoc and custom-made reports. It is a reporting tool, which accesses data from Banner and ODS tables to generate reports.

How can I get access to Cognos reports, request training or request a new Cognos report?

Contact Information Effectiveness & Research (IER)
Prescott Campus Bldg. 32
Leo Derks
928.717.7236 or Ext. 7236
Leo.derks@yc.edu

For COGNOS access include your department and your supervisor's name for approval. To request a new report, try using the search tool on this web page and check if a report may already exist.

What is the recommended browser for running Cognos reports?

Cognos 10.2.1 supports IE versions:
IE 6.0, 7.0, 8.0, 9.0, 11.0 (and future fix packs for all IE version listed)
 Note: IE 11 Supported in Compatibility mode only.

What do I do if my report runs indefinitely?

Try login off of Cognos and resubmitting your report. If the problem persists, contact Leo Derks (IER). You can also run your report to send the output results to your email once it has completed. For instructions to run report with options, please refer to the Cognos training manual on this web page.

Why is the web page blank after running a report?

To allow your report to display in a pop-up window, sometimes Internet explorer requires you to hold down the CTRL key when running reports formatted for Excel. If the problem persists, contact Leo Derks (IER).

Who do I contact if my password expires or I can no longer login to Cognos?

Contact Yavapai College Help Desk
Prescott Campus Bldg. 6
928.776.2168 or Ext. 2168
helpdesk@yc.edu or
Navigate directly to the Help Desk/ITS webpage to submit the form

How do I logoff from Cognos?

Always click on the Log Off menu located at the top menu bar