


Reporting Portal FAQ

Frequently asked questions and answers for Ambulatory Single Document Capture process.

1 Q What reports can I run from the  Reporting Portal ?

A You can run the following reports:

- Discern Analytics
- Discern Analytics 2 (DA2)
- ExplorerMenu – CCLs
- PowerInsight (PI) – Business Objects

2 Q Where can I find the procedures and training for the Reporting Portal?

A Training can be found on the CI website under “Reporting” for how to use the reporting Portal.

3 Q How can I access the Reporting Portal?

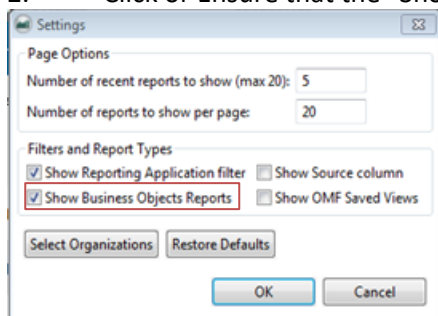
A There are a couple of ways to access the reporting portal:

- a) Citrix Store Front/standard app homepage – This will **allow you to run all 4 types of reports** that can be found in the reporting portal.
- b) PowerChart – limited access as you can only run DA, DA2 and CCLs
- c) App Bar - limited access as you can only run DA, DA2 and CCLs

4 Q I went through the Citrix Storefront/Homepage and I still cannot see PI reports. Is there anything I can do to fix this?

A Ensure that your settings are correct:

1. Select Settings
2. Click or Ensure that the “Show Business Objects Reports” is selected.



NOTE: It may take a few minutes (2-4) for PI reports to populate.
Submit a ticket if you continue to have issues accessing PI reports.

5 **Q** I cannot see old DA reports. Is there anything I can do to fix this?

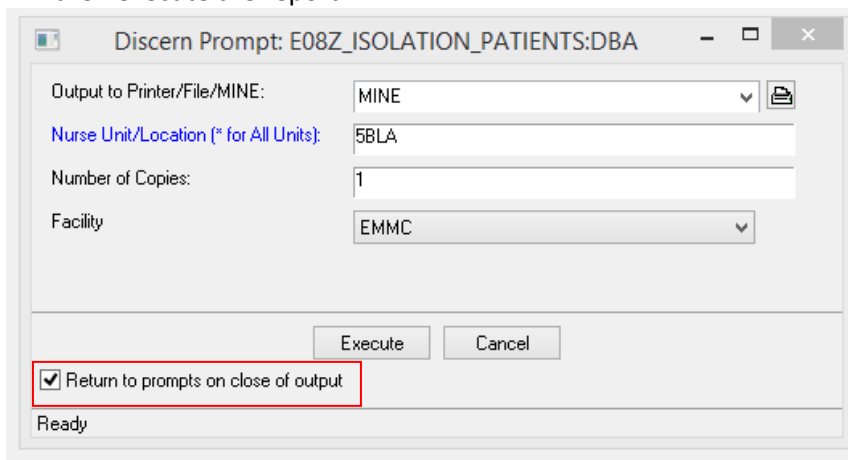
A Ensure that your settings are correct:

1. Select Settings
2. Click or Ensure that the “Show OMF Saved Views” is selected

6 **Q** If I need to run a CCL report multiple times for different parameters/units/MOs, do I need to start from the beginning of the report each time?

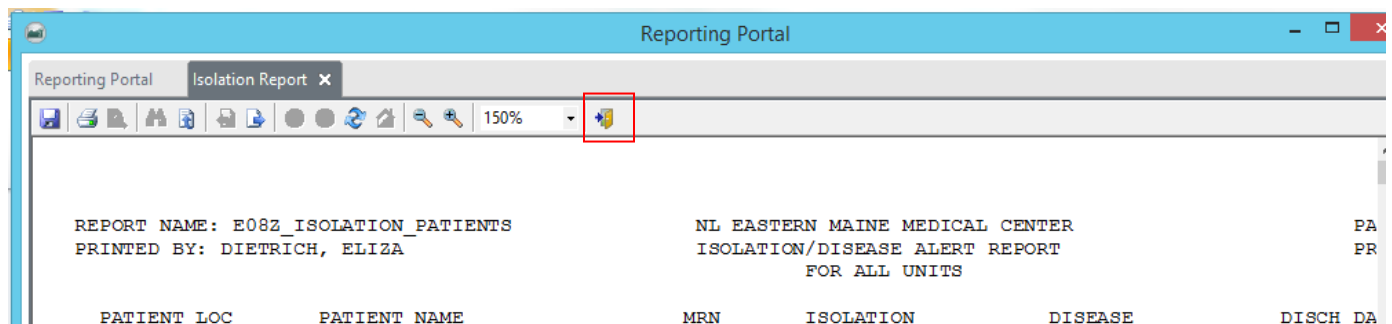
A No. Follow the instructions below:

- 1) When running your first report
 - a) Check the box at the bottom left of your prompt, “Return to prompts on close of output” and then execute the report.



- b) Once you complete your report review, click the door icon to return to the prompt window so you can run another report with different parameters.

- 2) Click on the “Door” icon to run another report. This will take you back to the prompt window.



7 **Q** Can I build my own reports in the Reporting Portal?

A No. Build can only occur in the native systems (DA2 and PI). Build access to the native tools requires approval. A ticket must be submitted with a substantial justification for such permissions.

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Q I need a custom report for my department. What should I do?

A There are a couple of things that you need to do:

- a) Review existing reports within the reporting portal, PowerChart operational reports and Dynamic Worklists to assess if there is a report that meets your requirements.
- b) Review Cerner Model reports for reports that can satisfy your reporting needs. The Reporting team can add a model report to the Reporting Portal via your submission of a ServiceNow ticket.
- c) If you cannot find any existing reports that meet your needs, submit a ticket through the Report Request form in ServiceNow. Your request will be reviewed by IS leadership for approval and processing.