



Reporting on Time Logged in **HelpSU**

Install report format

To get the report file, submit a HelpSu to request the 'New Time Log.arr' file. The file will be sent to you as an attachment. Move the New Time Log.arr file into your AR System folder (in the Program Files) and then into the ARCmnds sub-folder in the HOME folder.

Search for time records

1. Login to Remedy, and open the form "Support Individual TimeLogs" (File>Open Object List) and click "Search."

Specify your search criteria

2. Put your SUNet ID in the "Login Name" field. If you want to report on time logged by all members of your group, specify the Group instead.
3. Put your date criteria in the "Search Criteria" (Advanced Search Bar at bottom)
(if no Advance Search Bar, go to View menu and pull down to that entry)

Sample data criteria: 'Create Date' >= "7/1/04" AND 'Create Date' < "8/1/04"
(this would include all timestamps in the month of July 2004)

4. Click "Search" in upper right or blue binocular icon in the menu bar.
5. The initial record will be highlighted. You want to un-select that record so that the report is conducted against the entire search result. Press Ctrl-Click to deselect that record.
6. Click on the "Report" icon in menu bar (sheet of paper icon with red spine) or go to Tools menu and select "Reporting...". Select "New Time Log" from the listing of available reports. Then, use Report>"Preview".
7. If the report looks like what you want, you can print the Preview. Or, you can close the Preview and go back to the Report menu, and select "Export to File....." and save the report in CSV format for importing into Excel.