

Business Intelligence



RAMTech Support
Requesting WebFOCUS Report

1. Goto <http://www.wssu.edu>
2. Click **Faculty & Staff (Upper Right-Hand Corner)**
3. Click **RAMTech**

RAMTech Services Knowledge Base

Search the client portal [Sign In](#)

Services **Knowledge Base** **Search** **Tickets and Projects**

Submit A Ticket **Browse the Knowledge Base** **Search** **My RAMTech ticket** **My IT Projects**

Popular Services

- RAM Access Management Portal
- KBox
- RAMWare
- RAMConnect
- Portable Device Loan Service
- Short-Term Loan Services
- Mainsaver

How to Submit A Service Request

WSSU - How to Submit a...

Support Hours & Locations

Technology Call Center
O'Kelly Room 203 - Level 1 Techs
Call Center and Loaner Equipment
Monday - Friday, 7:45 a.m. - 5:00 p.m.
(336) 750-3431

Technology Support Center
Hill Hall Room 119 - Level 2 Techs
Walk-in Service and Equipment Drop Off

4. Click **Sign In** (Upper Right – Hand Corner)
5. Enter your RAM ID and password



Services Knowledge Base Search Tickets and Pr



Submit A Ticket



Browse the Knowledge Base



Search



My RAMTech ti



My IT Projects

Popular Services

How to Submit A Service Request

Support Hours &

6. Click **Submit a Ticket**

Service Catalog

Categories (12)

 <p>Accounts, Passwords & Access Requests Password reset and RAMCard services.</p>	 <p>Banner Support & WebFOCUS Banner support and WebFOCUS reports.</p>
 <p>Canvas All Canvas LMS requests.</p>	 <p>Computers, Printers, Devices, Servers. Hardware. & Software</p>

7. Click **Banner Support & WebFOCUS**

Banner Support & WebFOCUS

Banner support and WebFOCUS reports.

Categories (3)



[Banner Support](#)

Request a change, access, or report a problem in Banner.



[Banner Related Services & Support](#)

Request a change, access, or report a problem in Banner-related applications.



[WebFOCUS Reporting Services](#)

Develops reports, graphs and dashboards from Banner and 3rd party applications.

8. Click **WebFOCUS Reporting Services**

WebFOCUS Reporting Services

Develops reports, graphs and dashboards from Banner and 3rd party applications.

Services (1)

[WebFOCUS Report Requests](#)

WebFOCUS report creation and modification.

9. Click **WebFOCUS Report Requests**

WebFOCUS Report Requests

 [WebFOCUS Report Request](#)

 [Share](#)

 [Add to Favorites](#)

Service Overview:

This service allows users to request WebFOCUS reports, increasing users' ability to make data driven decisions, track data trends, and provide enhanced accountability and data transparency.

Available To:

Faculty, Staff

10. Click **WebFOCUS Report Request**
11. Complete information being requested
12. Click **Request**