



IR-Interactive Frequently Asked Questions (FAQ)

QUESTIONS

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ANSWERS

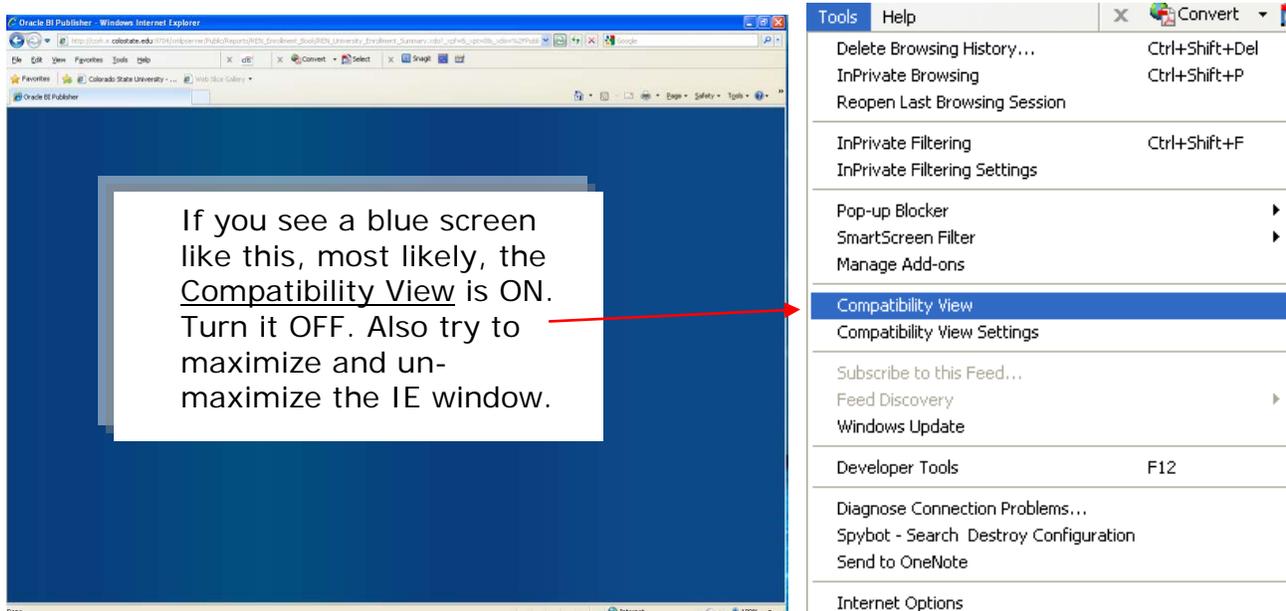
1. Is there a particular browser recommended for best results?

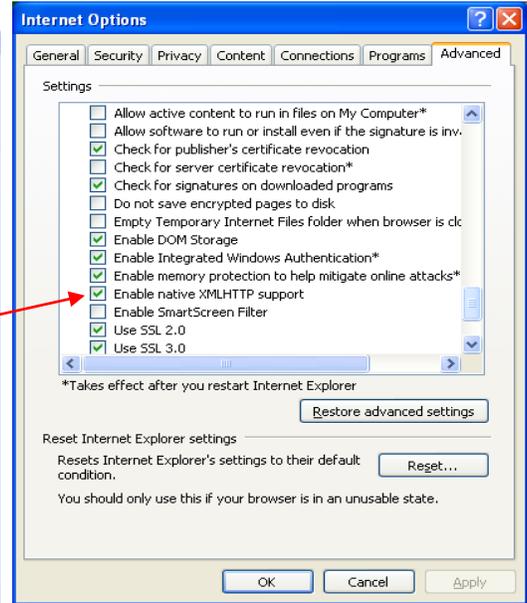
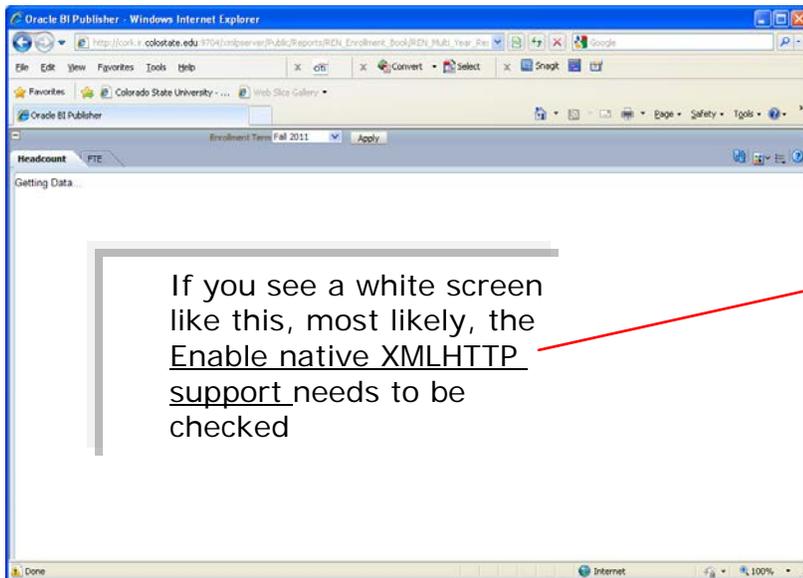
The tool was tested with Firefox, Google Chrome, Safari (iPad), Standard Android browser, and Internet Explorer. Even though IR-Interactive works well with all of them, Chrome and Firefox seem to be the best. Additional settings might be required with IE8 and IE9. If you decide to use Internet Explorer, please make sure your IE8 or IE9 is configured with the following settings:

- Under Tools, Compatibility View should be turned OFF.
- Under Tools > Internet Options > Advanced. Scroll all the way down to the Security settings. "Enable native XMLHTTP support" needs to be checked.

Alternatively, if you are still having problems with Internet Explorer (see blue screen below) please try to maximize your IE Window if it is not maximized, and try to un-maximize it, if it is maximized already.

We will continue testing different browsers and versions, and will post problems and solutions as we find them.

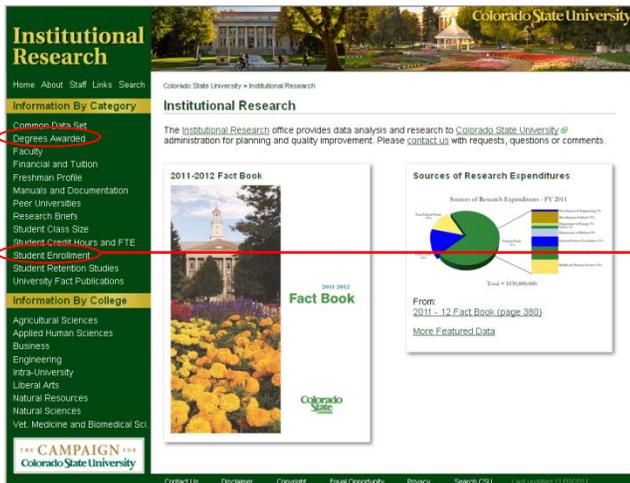




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2. How do I access IR Interactive?

To access IR-Interactive, simply go to the IR main side (<http://www.ir.colostate.edu/>) and find the Student Enrollment link (<http://www.ir.colostate.edu/enrollment.html>) or the Degrees Awarded link (<http://www.ir.colostate.edu/degree.html>) on the left side of page.



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3. What areas of IR are available in Interactive format?

Student Enrollment and Degrees Awarded (partially) are the first areas to be developed interactively. Other areas, such as Retention, Faculty Instruction, Student Credit Hours and FTE will follow soon.

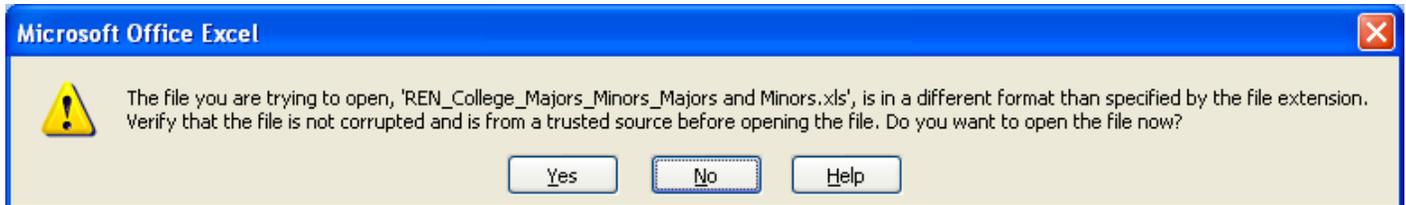
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4. Are there times of the day when IR Interactive is down?

Our databases are brought down daily for backup procedures. It is usually around 1am for about 15 minutes. Additionally, other scheduled maintenances may be required. When that happens, a note will be posted at the top of the page indicating the date and time when the tool will not be available. Unscheduled down time may happen from time to time, and we will work hard to bring it up as soon as possible.

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5. I get a warning message when trying to export to Excel. What does that mean?



This is a message from Microsoft Office, and it will most likely appear if you are using Office 2007 or later. You can simply click Yes, and the file will open. If you want a more thorough explanation regarding this message, please go to <http://support.microsoft.com/kb/948615>.

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6. Who do I contact if my question is not answered?

If you have additional questions, call us at 970.491.5939.

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