ENTERPRISE DATA
AND ANALYTICS
Illinois State University

Log In to Cognos

Prerequisites

- The user has requested access to one or more Cognos packages and received an email telling them that they have been given access. See the Request Access to Cognos procedure for details.

- The user has the Chrome web browser installed on their computer. Only use the Google Chrome web browser for Cognos.

- If working from home, the user is running the Cisco AnyConnect Secure Mobility Client.

Troubleshooting Log In

Below are a few things the user can try if they are having trouble logging into Cognos.

- Use Chrome's Incognito. In the upper-right hand corner of the browser, click on the three vertical dots and select New Incognito window. The screen will have a dark background but will work as usual.

- If working from home, confirm that Cisco AnyConnect is still connected.

- Clear the cookies from the web browser.
    - In the upper-right hand corner of the browser, click on the three vertical dots and select Settings.
    - In the Search Settings text box, enter "Cache" and press the Enter key.
    - Click the clear browsing data option.
    - Leave or edit the Time Range option and select the Clear Data button.

- If none of the above works, close all open tabs in Chrome so that the web browser is completely closed. Then open it and try again.

- If the user is still having issues, they can submit a ticket to the Technology Support Center at supportcenter@ilstu.edu telling them what they tried to do and that they are still having trouble logging into Cognos.

Steps

1. Open the Chrome web browser.

2. In the address bar enter https://insight.illinoisstate.edu The Central Login page will be displayed.

3. Click on the Central Login button. The Username and Password page is displayed.

4. The user then enters their Illinois State University username and password and clicks the Log In button.

5. The Cognos Home page will be displayed. NOTE: If the user has not used Cognos before, they may not have any items listed under the Name Location header.

6. The user *may* get a popup page like the one shown below on top of the Home page. If so, do the following:
   a. Click on the X in the upper right-hand corner to close it. A Turn off welcome banner popup box is displayed.
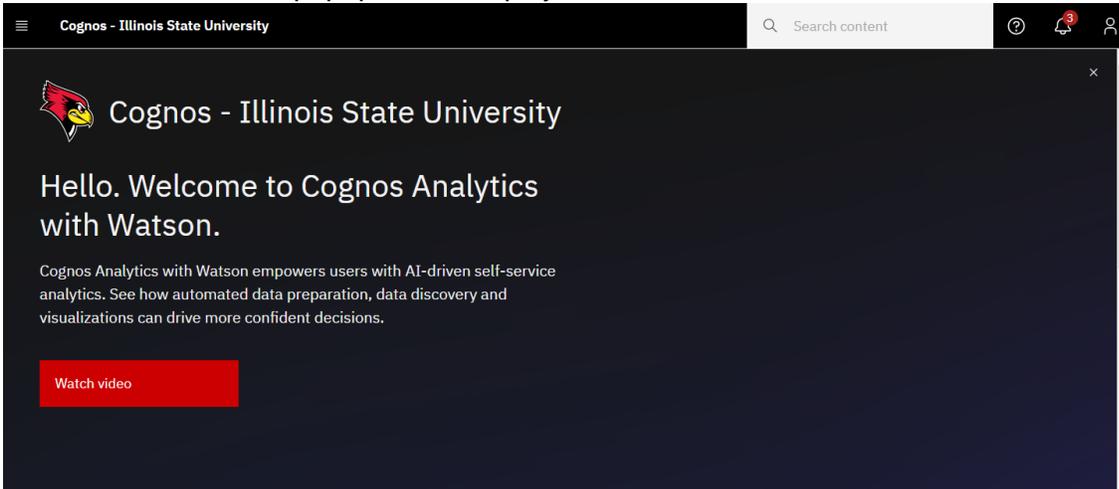
   b. Click the OK button.
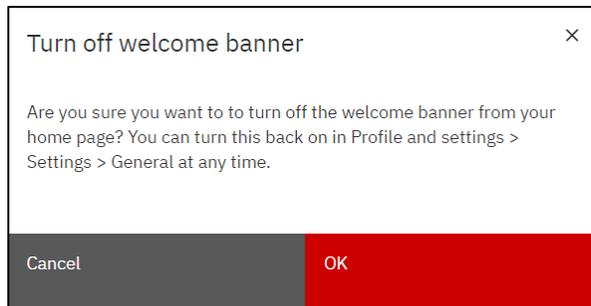
Log out of Cognos

1. Click the ⬛ Personal Menu icon in the upper right-hand corner on the black application bar. A right sidebar is displayed.

2. Click Logout.