iStrategy
FAQ (Frequently Asked Questions) iStrategy

"I can't see my data. I just see row and column titles."
In most cases this is the result of using a browser that is not approved for use with this system, like Safari, Chrome or FireFox. Open iStrategy in an Internet Explorer browser.

"I can see my data but when I click on a cell, it doesn't highlight and I can't drill to the detail."
If you are using Internet Explorer 8 or higher, you will need to turn on the **compatibility mode** from IE8 to IE7. The Icon is in upper right part of the IE menu bar. It looks like a torn piece of paper.

"I can't see my current fiscal year data in My Views. It only shows prior year data."
"My Views" must be created each year. They cannot be migrated after each fiscal year end. BOR ITS is aware of this limitation and is exploring possible resolutions.

"Where can I find more documentation on iStrategy"?
There are many helpful links and documents on the Budget Office website at:
http://www.armstrong.edu/Departments/office_business_finance/business_budget_office

"I saved a report to 'My Views' yesterday and checked today and the data is different."
All data (including ‘My Views’) is updated nightly in iStrategy. If you want to save a report from a single point in time you will need to export that data to excel.

“One of the departments that I am responsible for managing does not show up in iStrategy”?
Row-level security of the department tree is managed by the Budget Office. Contact the Budget Office and that department will be added to your user profile.

"I have a department showing up as "not in hierarchy"."
Please contact the Budget Department to make sure that the department is added to the iStrategy department tree in PeopleSoft.

"What's the easiest way for me to share a report with another user at my campus".
Use the ['e-mail a link'] functionality and the user will receive an e-mail with a link to open the report. They will need to be logged into iStrategy to see the report when they follow the link. They can then save the report to your personal ‘My Views” section.

"Can I change my password in iStrategy?"
Yes. Use the following iStrategy link: https://frweb.usg.edu. There is an option to manage your user account. If you are unsuccessful in doing so you will have to contact the Armstrong ITS Helpdesk for a password reset.

"How do I logout of iStrategy"?
Just close the browser; there is not a logout button.

"I saved a report to ‘My Views’ a minute ago and it isn't listed in my ‘My Views’?"
It can take a few minutes for this to update on the server, which is located in Athens, GA. If you don’t see the report 30 minutes please contact the BOR ITS helpdesk at 706-583-2001 or helpdesk@usg.edu.
"I don't think the data I see in iStrategy is correct."
Contact the Budget Office and they will assist you in verifying what you see.

"What else can I see in iStrategy besides budget to actual data"?
There is Accounts Payable data (vendor spend) now available and other perspectives of data will be rolled out in the future. A list of all data that is pulled nightly from PeopleSoft is on the website at http://www.usg.edu/gafirst-fin/istrategy.