Issue: Blank Hyperion screen after initial login.

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There are a few things to check first:

- Make sure you have access to Hyperion.
 - To determine if you have access, look for the 🖉 Explore button in the Hyperion Toolbar

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You have access to Hyperion See Resolution #2

Resolution #1

You must attend training before gaining access to Hyperion reporting. Please refer to the AIS Hyperion Training website for additional information: <u>http://www.drexel.edu/ais/training/hyperion_reporting/</u>

Resolution #2

Update your Hyperion Preferences:

1. Click on File \rightarrow Preferences...



2. In General, select **Explore** under Content in Default Startup Options section.

Preferences		
General	Default Startup Options Content: Explore	Use Current Page
Authentication	Explore	Select
Explore	Document Favorite	

Once Explore is selected, you may also set your default folder. This will determine which screen to display first after you logged in (e.g. Student, Admissions, and Student Life etc.).

General General Authentication	Default Startup Options Content: Explore Use Current Page Folder: /Drexel/Student Select	
After you are done, click	οκ and then log out of Hyperion and log in to apply change	es.