



Hyperion Account Migrating from Drexel Legacy to Drexel Domain password

FAQ's

1. Why migrate from Drexel Legacy to Drexel Domain?

IT is working to further secure university applications.

2. What if I don't know the difference between my Drexel Legacy password and Drexel Domain?

You can do one of two things

a. You can go to Account Management to sync the passwords:

https://accounts.drexel.edu/start_drexel.asp

b. Contact the Help Desk via telephone to have them reset: 215.895.2020

3. When will our Hyperion Accounts move to Drexel Domain?

We anticipate the move will take place on Sunday, April 11, 2021.

4. What web browsers are supported?

Hyperion only works in Internet Explorer on Windows 10 version 1903 or earlier

Hyperion will work on a Mac computers just not within the Mac OS, users will need to reach out to their IT support staff for assistance with installing Parallels or BootCamp.

5. How do I get to Hyperion?

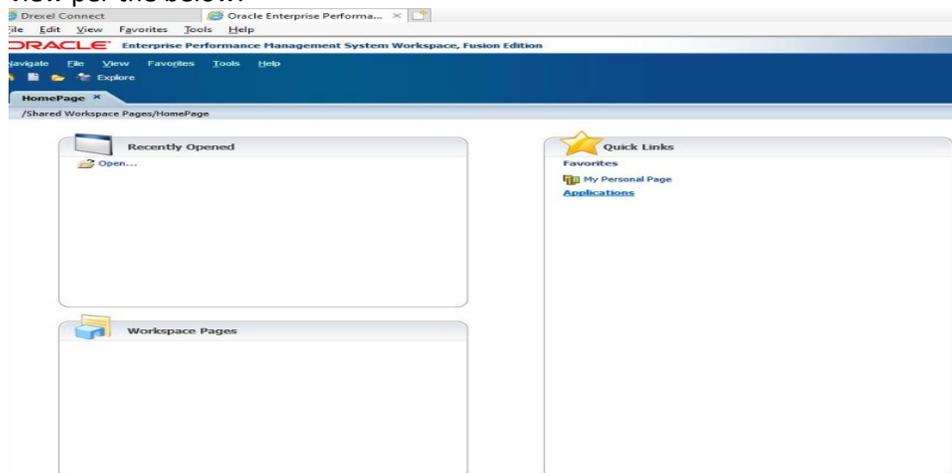
First make sure you are connected to the VPN, please visit this URL: <https://drexel.edu/it/help/a-z/vpn/> for information connecting.

You can access Hyperion by using this URL: <https://reporting.drexel.edu/workspace/index.jsp>

You will log in using your user id (i.e., abc123) plus your Office365 (domain) password.

6. What changes can I expect to see?

You may find that your default page has changed back to the home page instead of the explorer view per the below:



To change it back to the Explorer View, please follow the steps below

Go to **File > Preferences**

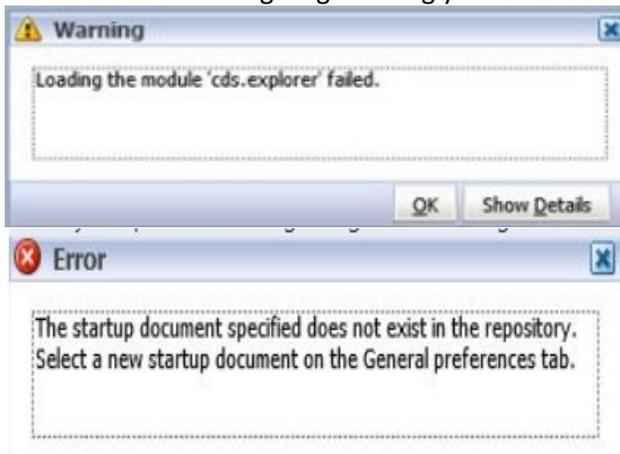
Choose **Explore** in the Content drop down list



Change the 'Default Folder' to /Drexel/Admissions, /Drexel/Student, /Drexel/Financial Aid, or /Drexel/Career Development according to your needs. This will be your default folder. Click **OK**

7. What do I do if I get a Logon Error?

If you get an error message like one of these when trying to login to Hyperion, close any open tabs in your browser, clear the cache (see instructions below). After you clear the cache, exit out of the browser and login again using your **DREXEL DOMAIN** password. This should fix the issue.

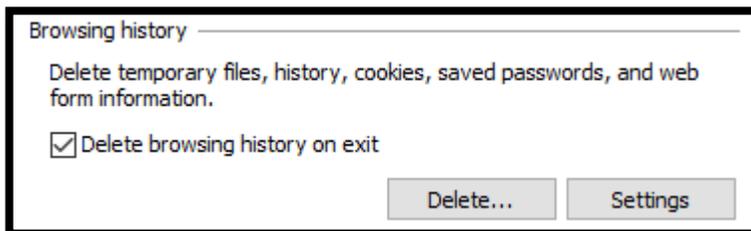


8. How do I Clear my Browser Cache?

Internet Explorer -



- Click the **cog wheel** next to the 'happy face' on the upper right corner of the browser window
- Select **Internet Options**.
- Click **Delete** under **Browsing history**



- In the **Delete Browsing History** window make sure Cookies and Temporary Internet files are checked then click Delete
- Make sure that Cached images and files and Cookies and other data are checked then click Clear data
- Then click **Apply** and **OK** to close out of the Internet Options window