



# COGNOS User Support

## Frequently Asked Questions


**Q. When I log into COGNOS I don't see the welcome screen like everyone else, all I see is a list of public folders?**

A. Please set your homepage by clicking the folder named 'Portal' and then the 'Dashboard' at the bottom of the list. Once the dashboard loads, click the drop down next to the house icon  at the top right of the screen and 'set view as homepage'.

**Q. COGNOS worked for me yesterday, but today the dashboards won't load.**

A. If you are a user that doesn't shut down their machine every day you may have problems logging into COGNOS the next day. This is easily fixed by simply shutting your machine down at the end of every day or by refreshing your COGNOS session. COGNOS can be refreshed by clicking the refresh button  next to the log off button in the top right of your screen or by holding Ctrl + F5.

**Q. The COGNOS dashboard has crashed and I have a blank screen or warning coming up.**

A. This is easily fixed by simply refreshing your COGNOS session. COGNOS can be refreshed by clicking the refresh button  next to the log off button in the top right of your screen or by holding Ctrl + F5.

For all other COGNOS related questions please contact the Information to Analytics team.

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