

Hyperion Upgrade FAQ's

1. Do I need to request Hyperion access, if I already had it before?

No. If you had an active Hyperion access before the upgrade, then you will have Hyperion access on the New version.

2. Do I need to install Hyperion Planning on my computer?

Yes. Please follow the process specified on the UTS website

(<https://uts.mcmaster.ca/services/administration-systems/mosaic/mosaic-employees-and-faculty/>); or contact either your area's IT group or the UTS service desk for assistance in installing the Hyperion SmartView Add-In.

3. How do I login to Hyperion Planning?

- Open MS Excel on your computer.
- Click on the Smart View Tab on the top ribbon (If you DON'T have a Smart View tab, please follow the Smart View Installation and First Time Setup process as describes on this link: <https://uts.mcmaster.ca/services/administration-systems/mosaic/mosaic-employees-and-faculty/>)
- Click on the Panel button
- On the Panel to the right, click on the "Shared Connections" Button
- Enter your MacID and Password in the pop-up window.

4. After I click on "Shared Connections" The system displays error: "Connection to Shared Services provider failed"

This error indicates that the URL specified in the settings is incorrect. To fix this do the following:

- Click on the Smart View Tab on the top ribbon (If you DON'T have a Smart View tab, please follow the Smart View Installation and First Time Setup process as describes on this link: <https://uts.mcmaster.ca/services/administration-systems/mosaic/mosaic-employees-and-faculty/>)
- Click the Options button
- In the Options pop-up, select the Advanced option.
- In the box labeled "Shared Connections URL:" enter the following:
<https://hyperion.mcmaster.ca/workspace/SmartViewProviders>

5. Will the files I had saved in the previous version still work in the new version?

No. If you had files with multiple tabs with SmartView forms open, you can open the files and re-open the forms on each tab. Please note that REFRESH will not work initially. You need to re-open the form by clicking on it in the SmartView Panel.