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/](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/](https://uts.mcmaster.ca/services/administration-systems/mosaic/mosaic-employees-and-faculty/))
   - Click the Options 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/](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](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.