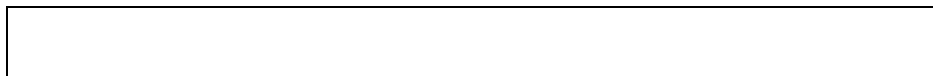# CHAPTER 1
HOW TO GET HELP IN USING DATATEL

Call the Assistance Desk for **training-related issues** or if you suspect the Datatel system may be down. A common example for using the Desk is to ask for help in running one of the custom XQTP report queries.

Do not call the Assistance Desk for non-training issues, such as requesting a new object code to be added to your chart of accounts, asking about travel regulations or about what object code to use, or checking on the status of a voucher. Those calls should go to your usual Comptroller's Office contact person. The following site lists the contact people if you are unsure of whom to contact.

Contacts for Accounting Support

www.comptroller.ilstu.edu/datatel/support/

NOTE: IF YOU WISH TO REQUEST TRAINING ON HOW TO PROCESS VOUCHERS ON-LINE, PLEASE CALL SHIRLEY MURPHY at 8-7613 or e-mail her at:
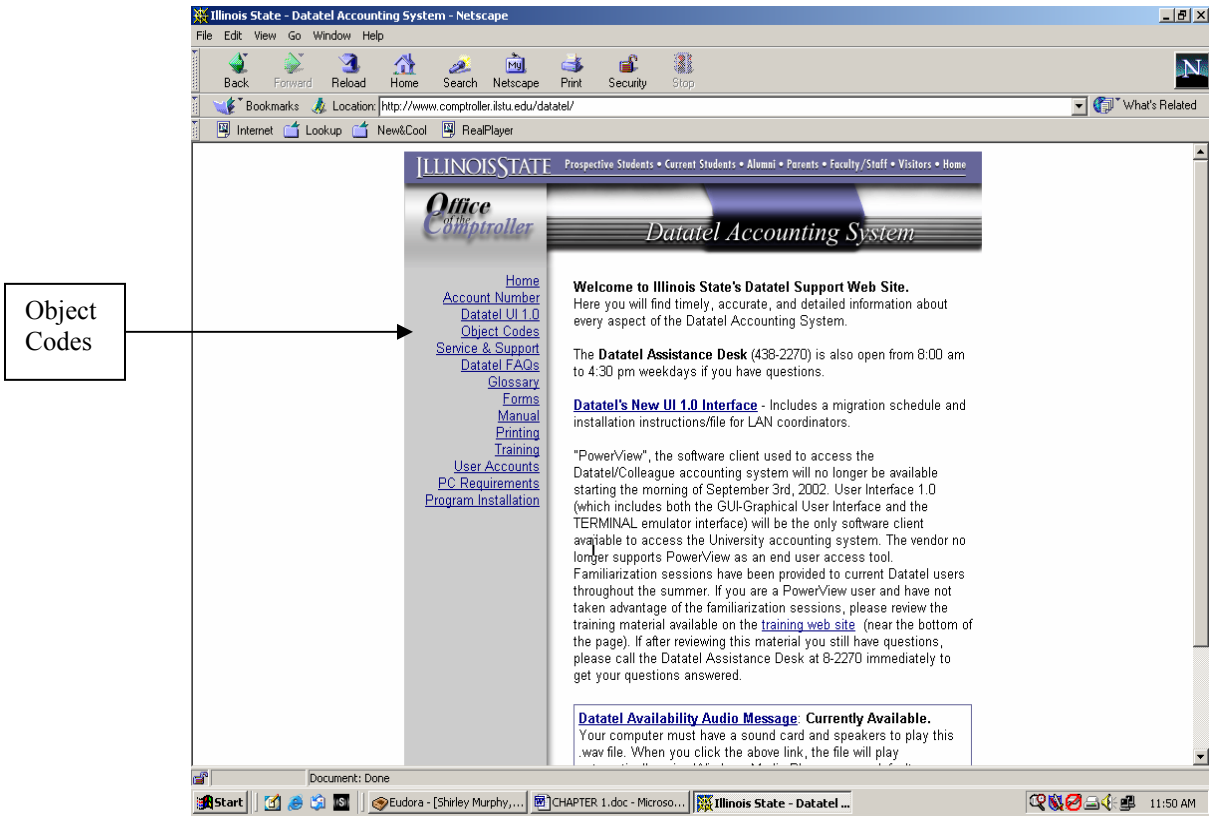
samurph@ilstu.edu

Users should complete the Comprehensive Datatel training prior to requesting training for entering vouchers on-line.

THE DATATEL ACCOUNTING SYSTEM WEBSITE

The website address for the Datatel Accounting system is:

www.comptroller.ilstu.edu/datatel/

Object Codes →

One practical use of the site is to look up the most commonly used object codes (expenditure codes) by fund source by clicking on the link "Object Codes".

Getting Help in UI 1.0

There are three categories of online help:

- **Field Help** provides an explanation of each field on each form.
- **Function Help** provides a list of frequently used keyboard shortcuts.
- **Process Help** provides an overview of each form.

Field Help

To access field help while working in a form, click on the field you need help with, and do one of the following:

- Click on the Help drop-down menu and choose Field Help.

  OR

- Click the Field Help button on the toolbar.

Function Help

Keyboard shortcuts are keystroke combinations that can be used to perform functions that are normally accessed by using the mouse in Windows.

To access a list of frequently used keyboard shortcuts from any location within a form, click on the Help drop-down menu and choose Function Help.

Process Help

To access the process help screen from any location within a form, click on the Help drop-down menu and choose Process Help.

Note: The About option in the Help menu enables you to view version and licensing information.