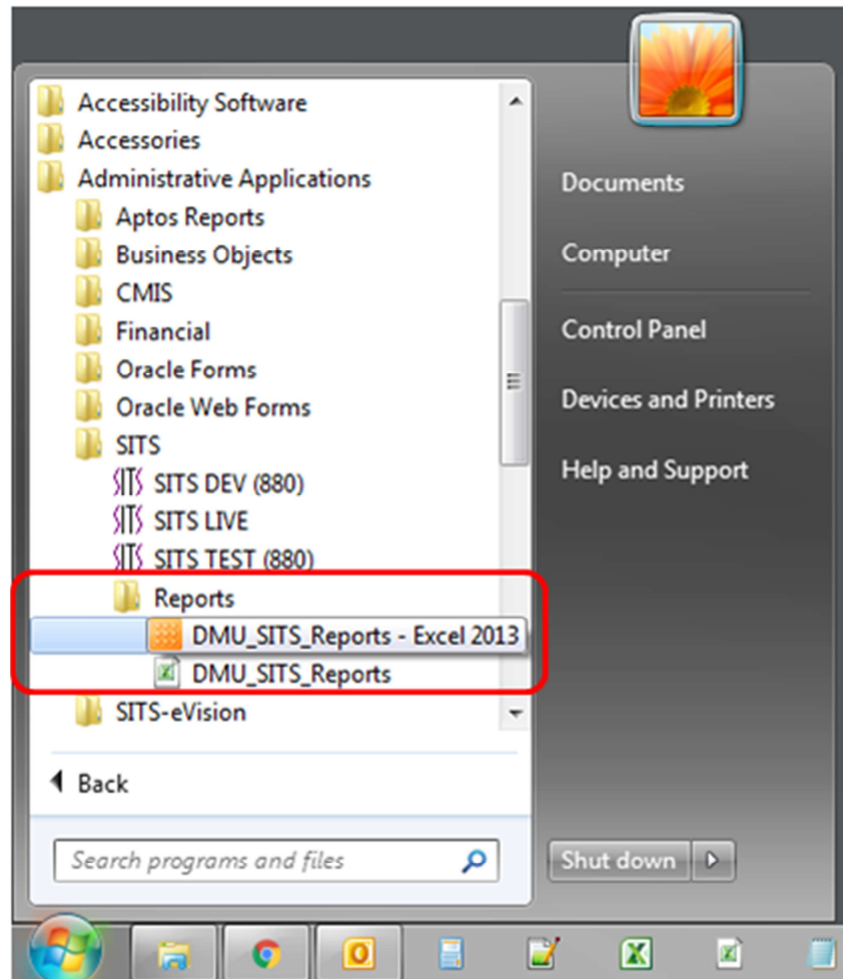


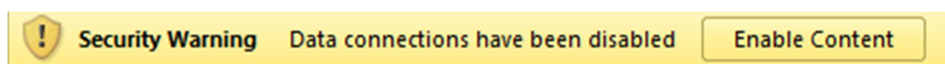
## How to refresh refreshable Excel reports

If ARD Systems has set you up with a report that you can refresh in Excel, here's how to do it:

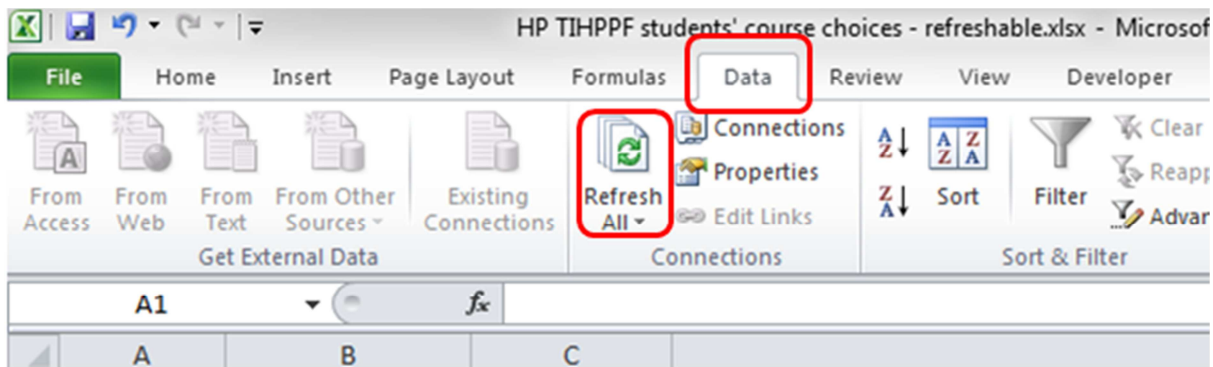
1. Click the Start button → All programs → Administrative applications → SITS → Reports
2. Depending on which version of Excel you are using, either click 'DMU\_SITS\_Reports' or 'DMU\_SITS\_Reports - Excel 2013'.



3. After a few seconds a normal-looking blank Excel spreadsheet will appear. Open your refreshable report through this blank spreadsheet by clicking File → Open or by dragging the file from its folder and dropping it into the spreadsheet window. **Don't open your refreshable report by double-clicking on it.**
4. At this point you might see a security warning like the one below. Click 'Enable Content'.



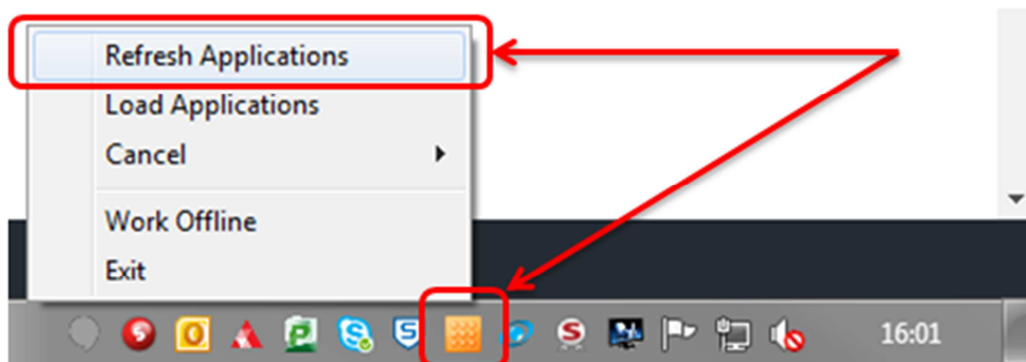
5. Click the 'Data' tab → Refresh All



6. A box will appear. Enter your Oracle username and password. Click 'OK'. Your report will now refresh, which may take several seconds.

## Tips

- Some reports have been set up with a 'Refresh' button in the spreadsheet itself. If your report has one of these then you can also click on it to refresh the data.
- If your report contains multiple queries, i.e. it refreshes data on multiple tabs, you may be asked to enter your Oracle login details multiple times.
- If you're unable to open the DMU\_SITS\_Reports version of Excel then you may need to refresh your virtualised apps. Click on the Microsoft Application Virtualization Client in the system tray and then click 'Refresh Applications'.



- Oracle user accounts are separate from SITS accounts so the passwords for the two systems may not be the same.
- If you don't have an Oracle account contact ARD Systems ([ard.systems@lse.ac.uk](mailto:ard.systems@lse.ac.uk)) and we'll request one from IMT on your behalf.