

## BAISD Data Warehouse Frequently Asked Questions

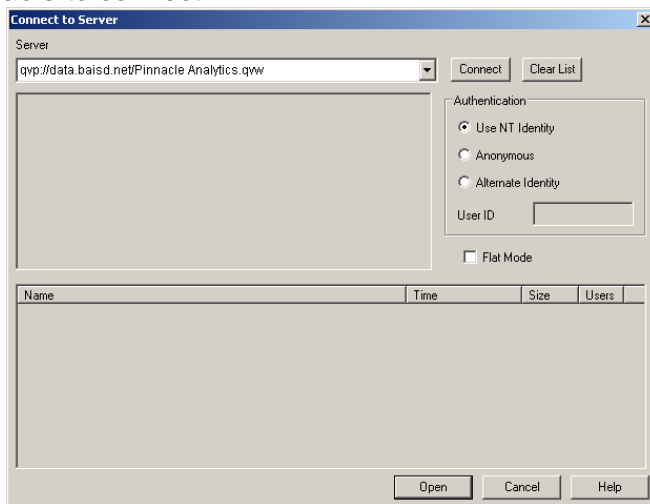
1. How do I get a user account?

**Answer:** Go to the following website: <http://www.baisd.net/curriculum/datawarehouse/> click on the **Create Login** icon.

2. When I click on Pinnacle Analytics it says "the webpage cannot be displayed."

**Answer:** The QlikView plug-in most likely has not been installed. To install the QlikView plug-in, go to [http://data.baisd.net/qlikview/Plugin/plugin\\_alldocs.htm](http://data.baisd.net/qlikview/Plugin/plugin_alldocs.htm) under *Document list*, step 1, click to install the plug-in.

3. When trying to access the Data Warehouse, I get the following Connect to Server message and I am unable to connect.



**Answer:** You may receive this message if your firewall is blocking access; please make sure port 4747 is not blocked.

4. How often is the data updated?

**Answer:** Data is exported from CIMS every night.

5. Who do I contact if I have questions or need training on the Data Warehouse?

**Answer:** Lisa Zettle  
Application Support Specialist  
Email: [zettl@baisd.net](mailto:zettl@baisd.net)  
Phone: 989.667.3285 ext 3338

6. I am an elementary school principal and I am not able to access the middle school MEAP results.

**Answer:** Most districts have restricted access to the building you are responsible for. If you require access to students in another building, you will need to request that through your curriculum consultant.