• **What is WALDO?**

  WALDO is the web application that enables you to view labor information online. WALDO is an acronym that stands for the following: Web Access to Labor Data Online.

• **How do I get WALDO training?**

  WALDO training is currently not available; however, if you would like to be added to the waiting list, click here to sign up and we will contact you as soon as registration for the course is available.
How do I obtain or change my security access?

The initiation of changes to security assignments lies with the departments. A "Web Applications Security Form" exists for the purpose of notifying the WALDO Support Desk of additions, changes, or deletions to system access. The form is available through the Vanderbilt Forms Locator (http://www.vanderbilt.edu/stop/forms/). Instructions on how to complete the Web Applications Security Form are also available through the Vanderbilt Forms Locator. There is no limit on the number of VUnetIDs that can be assigned to one center, home department or center group.

Following are the steps that need to be completed in order to set someone up with Waldo access:

1. Click on the "Security Form" link at http://hr.vanderbilt.edu/apps/waldo
2. Complete the form on-screen. For help, click on the instructions link at the top left of the form.
3. Once you've completed the form, print it out.
4. Obtain any internal dept approvals required by your dept.
5. Forward to your Administrative Officer or Dean's Office
   (Please note that in order to obtain access, the signature of the appropriate final approver is needed. This list of all security contacts and the department/division(s) for which they are responsible is provided in the Form Instructions.)

How do I get to the login page?

https://webapp-a.mis.vanderbilt.edu/waldo/Controller

Why can't I login?

In order to login you need a valid VUnetID and e-password. To obtain a VUnetID and e-password, contact your department's technical support person. Click here to learn more about the VUnetID requirement and here to learn more about the e-password requirement on the Information Technology Services (ITS) website.

Why does nothing happen when I have entered all my criteria and hit "submit"?

- Network or Application is running slow - For example, the system may take several minutes to process your request if you are trying to retrieve a large amount of information. (i.e. many cost centers and/or many months)
- Network or Application is unavailable - If you suspect that this is the case please contact the Informatics Support Desk at 343-4357.

Using the "Data" tab, why are no results being returned when I filter on "employee name"?

- The "employee name" filter requires that the name be entered in the following format: Lastname,Firstname MI. If no results are returned and the proper format has been entered,
try changing the filter operand from "equals" to "begins with" and enter the Lastname,Firstname.

I sent in a form requesting 6 centers, why don't I have access to all of them?
- Centers which have no labor charged to them yet will not appear within the "Center" selection box.
- If you know labor has charged to the center and it still does not appear within the "Center" selection box please contact your administrative officer or Deans office to request access to that center. See question #3.

I receive an error message when I click on a report date under the Reports tab. It asks me to select the application to use when viewing pdf documents. When Acrobat is selected, an error message is received saying that there was an error opening the program. What would cause this?
- The Adobe Acrobat application needs to be reinstalled with the latest version. Contact your IT Support Provider to uninstall and reinstall Adobe Acrobat.

How do I find out who my IT Support Provider is?
- Go to www.vanderbilt.edu/itsupport

How do I find out what a specific earning code stands for?
- You can find this information out by looking up earnings code in the WALDO Earnings Guide.

Why do I get a blank screen whenever I try to pull back information on the "Views" tab or "Reports" tab?
- The cached files in your browser may need to be cleared. In Internet Explorer, select "Tools", then "Internet Options", then "Delete Files", check "Delete all offline content", and then click "Ok". (note: This process might take a few minutes to complete) Once the temporary files are deleted, the user should be able to access data in the "Views" tab.
- The Adobe Acrobat application may need to be reinstalled with the latest version. Contact your IT Support Provider to uninstall and reinstall Adobe Acrobat.

What should I do if I this does not answer my questions?
- Please contact the VUMC Help Desk