



## WyoCloud Change Agent Support Guide

As a change agent, you don't have to have the right answer to every question you are asked. You just need to know where to direct your employees to find the answer they need. This guide provides resource links and sample communications to help you be an effective liaison between the WyoCloud team and your employees.

WyoCloud Support Overview						
WyoCloud System	Release Date	Help Desk	Knowledge Base	Open Labs	Online Training	Additional Resources
<b>Business Intelligence Reporting</b>	Student: March 6, 2017 Financial: September 25, 2017	X	X		X	<ul style="list-style-type: none"> <li>• Change Agents</li> </ul>
<b>Financial Management</b>	July 17, 2017 Procurement Catalogs: September 25, 2017	X	X	X	X	<ul style="list-style-type: none"> <li>• Open Q&amp;A Sessions</li> <li>• Change Agents</li> </ul>
<b>Planning and Budgeting</b>	January 22, 2018	X	X	X	X	<ul style="list-style-type: none"> <li>• Budget Office Website</li> <li>• Change Agents</li> </ul>
<b>Human Capital Management</b>	October 8, 2018	Coming this fall!				<ul style="list-style-type: none"> <li>• Change Agents</li> <li>• Sponsors</li> <li>• WyoCloud website</li> <li>• WyoCloud email</li> </ul>

### WyoCloud Resource

The UW Help Desk is the first resource and quickest response for all WyoCloud support.

- **Email:** Send questions to [userhelp@uwyo.edu](mailto:userhelp@uwyo.edu)
- **Phone:** Call 766-4357 and select Option #1

### Business Intelligence Reporting Resources

Resource	Details
<b>Overview</b>	Business Intelligence Reporting is available for Student data (released 3/6/17) and Financial Management data (released 9/25/17).
<b>Knowledge Base</b>	Quick reference guides available for Financial Management and Student Business Intelligence Reporting: <a href="https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=6852">https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=6852</a>
<b>Online Training</b>	One course is required for system access. It is available through <a href="#">WyoCourses</a> . If you do not currently have access in WyoCourses contact the UW Help Desk.



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<b>Sample Email Response</b>	<p>Hello,</p> <p>Thank you for inquiring about WyoCloud Business Intelligence Reporting. For the most quick and accurate response, please send your question to the UW Help Desk so a member of the WyoCloud team can answer your question. by emailing <a href="mailto:userhelp@uwyo.edu">userhelp@uwyo.edu</a> or by calling 766-4357 and selecting Option #1.</p> <p>There are also Business Intelligence Reporting Quick Reference Guides available on the <a href="#">Knowledge Base</a> that may be a helpful resource to you.</p> <p>Thanks, [Your Name]</p>
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### Financial Management Resources

Resource	Details
<b>Overview</b>	WyoCloud Financial Management replaced PISTOL as UW's financial system on 7/17/17. Additional new features, including Procurement Catalogs, were released on 9/25/17.
<b>Knowledge Base</b>	Tips and tricks, quick reference guides, and frequently asked questions are available on the Knowledge Base: <a href="https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=6837">https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=6837</a>
<b>Open Labs</b>	Schedule of Open Lab session available through <a href="#">WyoLearn</a> . Labs are currently scheduled on a bi-weekly basis.
<b>Online Training</b>	Courses required for system access are available through <a href="#">WyoCourses</a> . If you do not currently have access in WyoCourses, contact the UW Help Desk.
<b>Additional Resources</b>	Open Q&A Sessions on the last Wednesday of each month at the Change Agent Network meeting
<b>Sample Email Response</b>	<p>Hello,</p> <p>Thank you for inquiring about WyoCloud Financial Management. For the most quick and accurate response, please send your question to the UW Help Desk so a member of the WyoCloud team can answer your question. by emailing <a href="mailto:userhelp@uwyo.edu">userhelp@uwyo.edu</a> or by calling 766-4357 and selecting Option #1.</p> <p>If your question is not time sensitive or may require discussion with the WyoCloud team, check out the schedule of upcoming Open Lab sessions on <a href="#">WyoLearn</a>.</p> <p>There are also Financial Management tips and tricks, frequently asked questions, and quick reference guides available on the <a href="#">Knowledge Base</a> that may be a helpful resource to you.</p> <p>Thanks, [Your Name]</p>



**Planning and Budgeting Resources**

Resource	Details
<b>Overview</b>	<p>The WyoCloud Planning and Budgeting system (released 1/22/18) replaces spreadsheets as UW's budgeting tool to assist with budget development and financial analysis, planning and forecasting for the university's units, schools and divisions.</p> <p><b>This system is only available to about UW employees.</b> To see a list of the Planning users (Licensed Users) who have access to WyoCloud Planning and Budgeting, please refer to the <a href="#">UW Budget Office website</a>.</p>
<b>Knowledge Base</b>	<p>Tips and tricks, quick reference guides, and frequently asked questions are available on the Knowledge Base: <a href="https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=9045">https://uwyo.teamdynamix.com/TDClient/KB/?CategoryID=9045</a></p>
<b>Open Labs</b>	<p>Schedule of Open Lab session available through <a href="#">WyoLearn</a></p>
<b>Online Training</b>	<p>Courses available through <a href="#">WyoCourses</a> for Planning Users.</p>
<b>Additional Resources</b>	<p>The <a href="#">UW Budget Office website</a> offers many resources to support Planning Users with WyoCloud Planning and Budgeting including the WyoCloud Planning and Budgeting Licensed User List, FY19 Budget Development Guides, Standard Administrative Processes, and much more.</p>
<b>Sample Email Response</b>	<p>Hello,</p> <p>Thank you for inquiring about WyoCloud Planning and Budgeting. For the most quick and accurate response, please send your question to the UW Help Desk so a member of the WyoCloud team can answer your question. by emailing <a href="mailto:userhelp@uwyo.edu">userhelp@uwyo.edu</a> or by calling 766-4357 and selecting Option #1.</p> <p>In addition to the Quick Reference Guides and FAQ's on the <a href="#">Knowledge Base</a>, the <a href="#">UW Budget Office website</a> offers many resources to support Planning Users with WyoCloud Planning and Budgeting including the WyoCloud Planning and Budgeting Licensed User List, FY19 Budget Development Guides, Standard Administrative Processes, and much more.</p> <p>Thanks, [Your Name]</p>