

PAPERS – PD MODULE
FAQs
March 12, 2007



Supervisor/Hiring Manager Questions

1. As a Supervisor/Hiring Manager, I can't find all the positions that report to me. What do I do?

- This could happen for a variety of reasons. Call Human Resources to correct the problem.
 - The Hiring Manager must have the budget code in their account set-up that matches the budget code in the PD.
 - The PD may have the wrong budget code in it.
 - The Hiring Manager must be noted in the PD as the Responsible Manager. The only person who can start an action on a position is the person in the Responsible Manager field.
 - The person must have a PAPERS account.
 - This could also happen if the position did not get created at all. Search positions and see if you can find it.

2. I don't see my Reviewer in the drop down list. What do I do?

- This could happen for three reasons.
 - The Reviewer does not have an account. Call Human Resources.
 - The Reviewer has an account but has not been assigned the user type of "Reviewer." Call Human Resources.
 - The Reviewer does not have the budget code in their account set-up that matches the budget code on the PD. Call Human Resources.

3. I don't see my employee in the drop down list. What should I do?

- This could happen for two reasons.
 - The Employee does not have an account. Call Human Resources to check on that.
 - The Employee has an account but has not been assigned the user type of "Employee." Call Human Resources.
 - The employee does not have the budget code that matches the budget code in the PD. Call Human Resources.

4. I can't get to my employee's PD. When I put the employee's name in the search box, there is no match.

- The employee's name is not in the PD.
 - This could happen if it is a new employee in the position since the PD was loaded into the system.
 - Search by position number instead of name.

5. The wrong person's name is in the PD. It is the person who used to be in the position. How do I change that?

- As a Supervisor/Hiring Manager you can make that correction when you certify the PD. You will be able to edit the fields for Last Name and First Name. You will also need to select the employee's name from the drop down list in the field, Employee. The name change will not appear in the PD until the PD has been through the entire certify process and approved by Human Resources.

6. I'm using the guide and what I see on the screen does not match the screen print in the guide.

- Are you logged in as the correct user type? Check at the top of the screen under the heading and there is a message that says; Welcome "ODU Employee" Your Current Group is Hiring Manager. The group you are logged in as determines what you can see and what actions you can perform.
 - You can change your user type or group by clicking the link on the left "Change User Type" and then selecting the correct group for the action you need to perform.
- Are you using the most current guide? The most current guide is on the web site.

7. The position I want to work with says it has outstanding actions. What do I do?

- If this is a position that you had previously worked on you need to use the "Pending Actions" link, rather than the "Begin New Action" link.
- You may have exited from the position incorrectly the first time, leaving the position in a locked status. The system will unlock this position after 2 hours.
- If neither one of the above explanations fit your situation, call Human Resources.