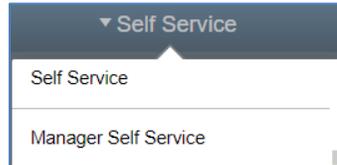## Frequently Asked Questions (FAQs)

Emory University PeopleSoft Human Resource and Emory Healthcare e-Vantage

1. Q: How do I access different Homepages?
   - A: If you have access to additional homepages beyond Employee Self Service, you may toggle between them by clicking the name that appears at the top of the page.

▼ Self Service
Self Service
Manager Self Service

2. Q: The Payroll tile displays several recent pay dates. How do I find older paychecks?
   - A: At the top of the page is a filter icon. [filter icon] Select the filter, change the Date Range and click Done.

3. Q: What do I do if I need additional access?
   - A: For University employees, have your manager or HR Rep submit a request on https://apps.hr.emory.edu/DataAccess
   - B: For Healthcare employees, contact your Access Coordinator.

4. Q: What do the different icons mean?

Home	[home icon]	Click (or tap) to return to the default **Homepage**. This is the page you will arrive at when you log in.
Nav Bar	[nav bar icon]	Click (or tap) to use the **Navigation Bar (NavBar).** The NavBar provides handy navigation options such as Recent Places, My Favorites, Navigator, and Pay.
Notifications	[notifications icon]	Click (or tap) to view actions and alerts in a notification window.
Actions List	[actions list icon]	Click (or tap) to see a list of available actions for the current window. The **Sign Out** command is always available under this menu.
Spinning Circle	[spinning circle icon]	System is Saving indicator, usually appears in the upper right hand corner. On certain pages this may be replaced with a large spinning circle in the middle of the page that indicates progress.

5. Q: Do Breadcrumbs work?
   - ➤ A: No, Breadcrumbs may display on some pages, but should not be used as a navigation method.

Favorites ▼	Main Menu ▼	> Health Plans
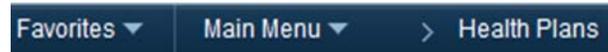
6. Q: What are some helpful features of the PeopleSoft HR system?
   - ➤ A: Features include:
     - o **Total Rewards Statement:** Employees can view their total rewards statements online! Statements will be created quarterly, with an annual statement prepared at the end of the year.
     - o EHC employees will be able access their total rewards statement online in 2018 in e-Vantage.

     - o **Mobile-Friendly Paycheck View:** Employees can view their paychecks from a mobile device.

     - o **Employee Search:** Allows for a quick look-up of an Emory employee's email and office phone number.

     - o **Manager Dashboard:** Gives managers an overview of their direct reports, including their job information as well as birthday and anniversary alerts.

     - o **Easier Updates to the Emory Online Directory and Office 365:**
       - ▪ Employees can update how they want their name to appear in Emory's online directory and Office 365 (Microsoft Office products) by entering a "Preferred Name" in employee Self-Service. (Student information will continue to come from OPUS and must be updated there.)
       - ▪ Additional information for the online directory can also be entered in the employee's profile through Self-Service: Professional Title, Honorifics, and Building and Room assignment. For Healthcare employees, Building and Room assignments will default from their Work Location.

7. Q: What happens when a screen opens in new window?
   - ➤ A: Some tiles that have different URLs, such as FMLA and Medical Leave, will open a new window. Once you are finished with the content of the new window, you should close out of that window to return to your original screen/homepage. The system timeout limit does apply and if you are in the second window longer than 45 minutes, the original page will close.

8. Q: What if I don't have a back button to return to the previous page?
   - A: You can always use the home icon to return to your default homepage. Alternatively, you can use the back button on your browser.

9. Q: What are the dots at bottom of the homepages?
   - A: If there are multiple white dots at the bottom of your mobile screen, each dot represents a homepage. Three dots means that you have access to three homepages.

10. Q: How do I expand folders in left hand menu?
    - A: After clicking on a tile, some pages will open with a left-hand menu. If you see a downward arrow on the right, this means there are additional options if you click on this menu.
    - Example in Workforce Health:
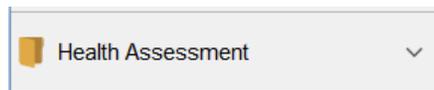
    Expands to:
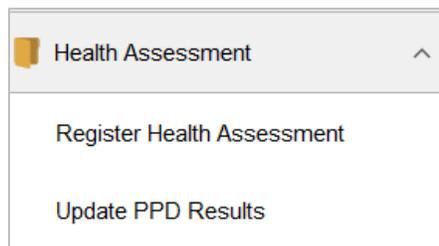
11. Q: How do I use the Nav Bar navigation?
    - A: For most users, the NavBar will open up icons such as "My Favorites" and "Employee Search" No navigation is required. Just click on the icon and you are sent to the page.
    - A: Some users will have more content based on security. This would include "Navigator". Within the Navigator, the following arrows have actions:

	The Right facing arrow indicates more menu items are available.
	A left facing arrow will appear to get back to the previous navigation screen.
	An upward facing arrow will appear to get back to the root navigation (beginning screen).

12. Q: How do I access My Favorites?

A: Select the NavBar icon, , and then click My Favorites, .

13. Q: What do I do if my information needs updating?
   ➢ A: For the Employee Search and the Emory Online Directory you may correct much of your information online. Go to **Self Service > Employee Search** and search by your name to view how your data currently appears. To make updates to your data, use the **Personal** and **Professional Information** tiles. Under **Personal Information**, you will find **Personal Details**, which includes Contact Details such as phone numbers, and Preferred Name. The Professional Information tile opens your profile and includes a section for Emory Online Directory data.

   Emory Office Phone and Fax, Preferred Name, Professional Title, Building/Room, and Honorific entries made through HR Self Service and will display in the Emory Online Directory within 48 hours. For Healthcare employees, the Building and Room will default from their Work Location. The online directory is public facing, so Preferred Name and Professional Title should be appropriate for business use.

14. Q: How do I change my Emory Email?
   ➢ A: Email addresses are not configurable in PeopleSoft HR. University employees should visit https://mynetid.emory.edu for information on changing their email address. Healthcare employees should contact their Access Coordinator.

15. Q: How do I update my work phone number? Does this update Outlook? Does this update Emory Directory?
   ➢ A: To update your Emory Office phone or Fax, go to **Self Service> Personal Information> Personal Details> Contact Details.** Click on the phone Type to edit and Save. Select the plus sign (+) to add a phone type not already listed. The numbers should update Outlook and the Emory Directory within 48 hours.

16. Q: Where do I find my direct reports on MSS Dashboard?

   A: Click on the Manager Self Service homepage, and then click on the Manager Dashboard tile. Your direct reports will be listed in the center of the page, under Direct Line Reports.

17. Q: How do I access contact information for my direct reports?
   - A: University mangers: From the Manager Self Service homepage, tap the Employee Profile tile. Select View Employee Personal Info and Continue to select from a list of your direct reports.
   - A: Healthcare managers: From the Manager Self Service homepage, tap the My Team tile. Select Update and Continue to select from a list of your direct reports.

18. Q: What Internet Browsers and Operating Systems are supported?
   A: Please refer to the following IT help page: http://it.emory.edu/peoplesoft-hr

19. Q: How do I clear cache or allow Pop Ups?
   - A: This process varies by browser and type of device. Typically this is an option in the settings menu. The best option is to do an internet search for instructions on your browser and device. Additionally, you can contact the Emory University Service Desk at (404) 727-7777 or the Emory Healthcare 8HELP Service Desk at (404) 778-4357 (8-HELP). You may also submit an IT support request at http://help.emory.edu/.

20. Q: Why does my login screen looks funny?
   - A: A blurred or misaligned login page may indicate that cache needs to be cleared. Do a force refresh of your browser by clicking CTRL-F5.

21. Q: Who do I contact with questions or problems?
   - A: Call the Emory University Service Desk at (404) 727-7777 or the Emory Healthcare 8HELP Service Desk at (404) 778-4357 with questions or concerns. They can provide assistance with changing your network password or retrieving your Network ID. Support technicians are available Monday - Friday, 7:00am - 6:00pm.