



MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT

Human Resources Management System

Frequently Asked Questions

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Why is it so Important to keep my User ID and Password private?

Your User ID, or Enterprise ID, grants your rights to see and perform activities relating to your employment. Anyone who knows your User ID AND password can see whatever you can see, and do whatever you can do, as an employee at MCCD. This may not seem so important when you think about emails and the PAT tool information, but you need to consider the very private information that is maintained in the HR system (paychecks, direct deposits, benefits data, etc.). Sharing your password with someone else is tantamount to giving him or her everything they need to steal your identity.

Also, based upon your position (or future position) at Maricopa, you may be granted access to additional information, such as certain information about other employees, like your subordinates. You are exposing that also.

As an employee of Maricopa, you are responsible to maintain the privacy of all information that you are privy to. As such, you should:

- NEVER share your User ID or Password with anyone.
- NEVER write down your password and hide it in your desk. Everyone knows that trick.

The HR system is fully secured and encrypted, no matter where or how you access it. The only way a person can gain unauthorized access is by a User Id and password.

How do I access the HRMS web site (URL)?

Access to the HRMS system can be found on the WWW.MY.MARICOPA.EDU web site. Click on the Employees tab, and then on the HRMS login link. This web site is currently only accessible from within the Maricopa network.

What do I need to do to configure my PC?

You probably have everything you need already. You DO NOT need any client software on your PC other than a supported web browser. Refer To the document *HRMS Desktop Configuration Guide*. For more detail, contact your local help desk.

Should I be clearing my web cache and cookies occasionally, and how do I do it?

Although it is not normally necessary, it is generally a good habit to do this on a regular basis. We would recommend at least weekly. In addition, ITS may occasionally request that all users clear their cache files. Clearing your cache files will cause slightly slower response times the first time you enter a particular page, but will guarantee that you have only the most current and accurate data. Refer To the document *Clearing Browser Cache*.

It is best to be completely out of the HR application (or at least back at home or the sign-in page) when you do this.



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As a new user, how do I get access?

Every active employee will have received an MEID (User ID) when your employment information is entered into the HRMS system.

You should follow the following basic steps to verify your access:

- Verify your browser settings against the recommended settings
- From the HRMS login page, click on the **Forgot Your MEID?** link and follow the directions.
- Log in with your User Id / Password, to make sure they work
- Navigate through all of the menus available to you, and make sure that you have access to everything you expect.

I forgot my User Id. What do I do?

From the HRMS login page, click on the **Forgot Your MEID?** link and follow the directions.

My User Id / Password does not work. What do I do?

In order for your access to be authenticated, you must have an active MCCCCD Directory entry, you must have been officially hired within the HRMS system, and the HRMS system must have already passed your current employment status through an interface to the Directory system. This should all occur within minutes of your initial hiring within the system.

First check the following:

- Your User Id must match exactly the Enterprise Id on the Maricopa PAT tool Profiles page.
- Password is the same as the password used for the PAT tool. It is case sensitive
- Caution: After 6 failed sign on attempts, your userid may be locked and you must contact the help desk to have it unlocked.

If you still cannot gain access, from the HRMS login page, click on the **Forgot Your MEID?** or **Forgot Your Password** links and follow the directions.

I don't see all of the pages or menus I should. How do I get it fixed?

You will need to contact your local site help desk and have them route the call to the PeopleSoft Security Administrator. They will need to know your name, you User ID, And the page or pages that you believe are missing.

I forgot my password. What do I do?

From the HRMS login page, click on the **Forgot Your Password** links and follow the directions.

How do I change my own password?

Your password is completely controlled through the Maricopa PAT Tool. After changing it there, the next time you sign in, you will need to use the new password. From the HRMS login page, click on the **Forgot Your MEID?** link and then on the **Go To PAT** link.

How do I sign out of PeopleSoft?

You should ALWAYS click on the "Sign Out" button at the far top right of every PeopleSoft page. If you simply close the browser, your session will remain open until it times out.



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I am getting the Security Alert many times when I access the web page. How do I get rid of this?

You should get the security alert no more than one time when you first launch the browser. If you get this message many times, it may be because you have not 'accepted the security certificate'. For more information, you will need to contact your local site help desk.

Why do I need to use 'https:/' in the web address instead of 'http:/'?

Using **https:/'** takes advantage of Secured Socket Layers (SSL), advanced security features that allow us to encrypt all communications across the Internet. Access to PeopleSoft HRMS at MCCD will only be allowed through SSL.

What keyboard shortcuts (both I.E. and PeopleSoft) are available?

Both PeopleSoft and Internet Explorer offer a number of keyboard shortcuts.

To Access Internet Explorer Shortcuts:

- From the I.E. menu, select *Help, Contents and Index*. On the *Index* tab, enter "Shortcuts", and then click on "Shortcut Keys"

To Access PeopleSoft keyboard shortcuts:

- From any PeopleSoft data page (not a menu), enter *CNTL-K*

How do I locate the pages that I want on the menus?

General navigation training documents are available on the HRMS web site

What functions should I NOT use with PeopleSoft on the web?

PeopleSoft now operates through a standard web browser, rather than having its own custom programs executing on your desktop. As a result of this, the new system must adhere to certain web browser standards.

- DO NOT use the BACK button to return to a previous PeopleSoft Page. You cannot be assured that the data on the previous page is still current, and attempting to save it might generate errors ("Page Not Found").
- DO NOT double-click the mouse, use single mouse clicks on buttons and links. Each click sends a transaction to the server.
- DO NOT open a new browser session by choosing 'FILE > New > Window' from within an already open browser.
- Be careful when using the rolling wheel on the mouse to scroll (if you have one). The scroll operates based on the current cursor position. If the cursor is in a data field with a pull down list, the scroll action will scroll through that list. If the cursor is not in a field, the window will scroll. Caution is advised.
- If a page is 'processing' and you want to get out and/or change your selection, DO NOT use the browser 'STOP icon. You must completely exit the browser and sign back into the application to assure that the transaction is terminated.



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What do I do when the Page flashes “Processing”?

The “Processing” message flashes when the browser is actively communicating with the server. Normally, transactions should take no longer than a few seconds, although some may take significantly longer, depending on the amount of processing that is being done in the background.

In rare cases, the “Processing” message may continue to flash for an extended period of time (over 2 minutes). If a page is ‘processing’ and you want to get out and/or change your selection, you must completely exit the browser and sign back into the application.

Can I use Browser Favorites or Links?

Yes you can, but they do not work the same as they did in the old PeopleSoft 7.6 release. Once signed in to PeopleSoft, browser favorites will navigate you directly to the Page you want, but it will NOT carry with it any data (EMPLID, etc.). You will start from the Search page.

The HRMS system does have Favorites capability directly from the menus. This may or may not be available to you, depending on your security access level.

Can I access other web sites while in PeopleSoft?

Yes, however caution should be used. If you navigate from a PeopleSoft page to the Maricopa website, for example, and then attempt to return to PeopleSoft via the BACK button, the data you had displayed will probably have been released, and it would have returned you to the PeopleSoft menus. This is no different than accessing secured, sensitive data at any other web site (think of airline reservations or banking sites). It would be far safer to just launch a new browser session from the windows ‘start’ menu or a desktop shortcut to browse independently.

What if I want to use multiple sessions at one time?

It is always encouraged to use as few windows as possible (preferably one). If you leave a window open for an extended period of time, it will time out, and any data you entered on that page (without saving) will be lost.

NEVER open a new browser session by choosing ‘FILE > New > Window’ from within an already open browser.

If you launch a new browser session from the windows ‘start’ menu or a desktop shortcut, you will be asked to sign on again, and that new session will be completely independent from any other open sessions.

If you use the “New Window” link (available at the upper right on most PeopleSoft pages) to open a new window, this is NOT an independent session. Selecting this will cause a new browser window to open in the same session, presenting the current menu location. You can use this window to navigate to a different page without losing the original page. To close additional session windows, you should ALWAYS use the Close Window function (“X” at upper right, or File, Close). If you sign out in any of the linked session windows, all of the session’s windows will be signed out.



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Can I use a Macintosh to access PeopleSoft?

Yes, PeopleSoft HR will work with certain MAC OS releases and certain Browser releases. Refer to the *HR Desktop Configuration Guide* document for more detail about PeopleSoft's stated support.

I went to lunch and when I returned, I was logged out of PeopleSoft. Why did this happen?

There are timeouts configured into the web server that limit the amount of time that you can be logged on without any activity. This is done for a number of reasons, not the least of which is that each session takes web server resources that could be released to other users. It is also an added security precaution, like passwords and encryption. These are policies similar to other secured sites, such as banking sites and airline sites.

Who do I call if I need additional help?

It is recommended that you first discuss issues with your fellow users nearby. This will often resolve simple issues quickly. If the issue is purely data in nature (employee, paycheck, etc.), you should continue to contact the appropriate College HR, HR, Payroll, or Benefits specialist.

Your next point of contact is always your local site help desk, to allow for appropriate logging and tracking. In order for them to route the issue correctly, they will need to know as much specific information as possible, including if the issue is technical, functional, or security in nature.