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## Manager Self-Service Frequently Asked Questions

### 1. Do all employees have a Manager landing page?

Only employees with at least one direct report or employees who have a human resource security role code have a Manager landing page. Users with a Manager landing page will be taken directly to the page after successfully logging in to the system.

### 2. What information is included in the header area?

The header area across the top of the page provides access to different screens in the system. For example, the Timesheet icon will take you directly to your current timesheet.

### 3. What information is included in the employee information section?

The employee information section displays your name, position title, and agency. If your agency has chosen to use employee photos, your photo will also be presented. Otherwise, a silhouette will be shown.

### 4. What information is displayed in the Announcements tile?

The Announcements tile contains key information regarding upcoming and on-going events, such as Open Enrollment. If there is more than one announcement, the announcements will be displayed in a rotating fashion.

### 5. What information is available in the Other Resources tile?

The Other Resources tile provides quick access to other employee-related accounts, including life insurance or FSA or HSA account information, if applicable. If you do not have these benefits, you will not have the option.

### 6. Where can I find People First Service Center contact information?

In the footer section, there is an option to view contact information. Here, you will find applicable phone and address information related to People First.

### 7. Are there any setting options available to update my People First viewing preferences?

In the footer section, there is an option that allows you to make personal preferences. Preferences include high contrast on/off and turning keys on/off. High Contrast allows you to turn high contrast theming on and off. Keys On allows you to also see numeric codes associated with various fields. For these settings, your preference is saved but can be changed again.

### 8. How do I update my current People First password or my security questions used when calling the People First Service Center?

After logging in, you can update your password and security questions from the Settings option located in the footer.

### **9. What information is included in the Quick Links section?**

The Quick Links section includes the screens that managers most commonly use. Examples include timesheet approval and other requests pending approval. Choosing a quick link will take you directly to the screen. To hide the Quick Links section, click the double-arrow icon to collapse.

### **10. What tasks are presented in the Inbox?**

The Inbox section includes pending tasks specific to you as an employee as well as manager tasks. For example, if you have not completed your timesheet or do not have a current direct deposit record, you will see a task notifying you that an action is required. There will also be certain times of the year, such as when Open Enrollment is occurring, that you will see the task for a specific period of time. As a manager, you will also have manager-related tasks such as timesheet approvals, leave and attendance approval requests, and pending Personnel Action Requests (PAR).

### **11. How can I identify tasks in the Inbox that require immediate attention?**

Tasks that require immediate action or that are overdue will have a red circle. The number in the circle indicates the total number of activities required for the task.

### **12. How do I take action on a task from the Inbox?**

Selecting the task in the Inbox takes you directly to the action to be completed. The system automatically removes tasks once they are completed.

### **13. How do I access manager-related activities?**

The navigation tiles titled My Team, Reports, Talent Management, PARs, Org Management, and KPIs allow you to navigate to appropriate screens to perform your manager duties in People First. For tiles that have multiple screens, a navigation menu will be presented when you select the tile.

Note: If your agency does not use People First for timesheet or payroll purposes, this information will not be displayed for you in People First.

### **14. What functions are available from the My Team tile?**

The My Team tile allows you to view your direct reports as well as search for other employees in your reporting structure. You may also use the navigation arrows to move up and down the reporting structure. You can search using employee or position information. You may also choose to view your results in a list view by selecting that option.

### **15. How do I manage employee actions from the My Team tile?**

Once you have located the employee, select the appropriate action from the navigation menu. For example, you can select Work Information > Create Employee Action to begin creating an Employee Action PAR for the selected employee, eliminating multiple steps in the process.

### 16. How does the Reports tile function?

The Reports tile is designed to allow managers access to information for employees in their reporting structure that will assist them with day-to-day activities. Report examples include leave summary, timesheet audit, and missing timesheet.

### 17. What screens are available in the Talent Management tile?

Selecting the Talent Management tile will take you directly to the module for expectation/evaluation editing and acknowledgment and for hiring manager recruiting-related activities.

### 18. What screens are available in the PARs tile?

- Create Employee Action – allows managers to create employee actions such as pay change or LWOP for employees in their reporting structure.
- Create Appointment – allows managers to create appointment actions for positions in their reporting structure.
- Create Separation – allows managers to create separation actions for employees in their reporting structure.
- PAR Menu – summary of PARs that the manager is responsible for either as the PAR creator or PAR liaison. Managers may also search for PARs which they have access to.

### 19. What functions are available in the Org Management tile?

The Org Management tile allows managers to view position detail information for all positions in their reporting structure. Position details include work addresses, required licensure, pay additives, position funding, and security role codes assigned to each position. Agency human resource staff maintains all position data.

### 20. What functions will be available in the KPIs tile?

In a future release, the KPIs tile will be available to managers. The tile will include key performance information that will be determined at a later date.

### 21. How do I navigate back to a previous screen after navigating to a tile?

There is a navigation path at the top left-hand corner of the screen that shows how you navigated to the current screen. The navigation path is clickable and allows you to return to a previous screen or select a different option within the same area. **Do not use the back button within the browser.**