

Frequently Asked Questions for ePerformance

Q: I am unable to expand my document, save or print. What is causing these issues?

A: Typically, this is caused by using the incorrect internet browser. The version of PeopleSoft the state supports is compatible with Internet Explorer version 7 or 8. If your system has Internet Explorer 9, please use the Setting Compatibility View Settings for IE9 job aid located in the ePerformance Troubleshooting section of the Performance Management website (<http://doas.ga.gov/StateLocal/HRA/Performance/pages/home.aspx>) to ensure your version of IE can work successfully with PeopleSoft. Please note: Users who use FireFox, Chrome or other internet access services may also experience intermittent issues in PeopleSoft, and should use Internet Explorer whenever possible.

Q: The system keeps logging me out or states my login is invalid. What is causing this issue?

A: After the PeopleSoft upgrade, SAO advised to no longer use the portal (<https://team.state.ga.us>) due to its instability. In the interim, SAO has advised for all users of the system to utilize <https://route88.state.ga.us> for maximum performance. If you are using this link and issues continue to persist, please contact the Performance Management Helpdesk for further assistance. Please note: If you are using a Favorite's link to access the system, this may cause the <https://team.state.ga.us> to appear and not the <https://route88.state.ga.us>. You will need to delete the current Favorite's link and save the new link to ensure you are using the correct URL.

Q: I was doing a mass create process and all of my documents did not create. Why did this happen?

A: Typically, this problem is caused by the Reports To information not being up-to-date within the system. When creating documents, the Reports To relationship beginning with the employee → manager → reviewing manager must be correct in job data as well as position data in order for the documents to generate. For assistance on how to update the Reports To in PeopleSoft, please contact the SAO Helpdesk at 404.657.3956 or HCM@sao.ga.gov.

Q. My document failed to clone. Why did this happen?

A: When cloning documents, there is a field that states Prior Document. See below...

The screenshot shows the Oracle HRMS interface for creating performance documents. The 'Document Creation Details' section includes a 'Period' field with dates 07/01/2012 and 06/30/2013, and a 'Document Type' dropdown set to 'Annual Performance Review'. The 'Prior Document' field is empty and circled in black. Below it is a 'Selected Employees' table with one entry: Employee ID 00935193, Last Name Walker, and First Name Kimberly.

Employee ID	Last Name	First Name
00935193	Walker	Kimberly

If the field is left blank, the document will not create and an error message will be generated. This field allows the manager to choose the employee from whom they are going to clone the documents for as well as for which performance period. The manager must click the magnifying glass beside the field in order to select the employee and time period.

Once this is done, a list of current employees will populate in which the manager will select one to clone a document. See below...

The screenshot shows the same Oracle HRMS interface as above, but with a 'Look Up' dialog box open. The dialog box has a search criteria of 'Evaluatee' and shows a table of search results. The 'Prior Document' field in the background is still empty.

Evaluatee	Template Description	Period Begin Date	Period End Date	Document Status
	Annual Performance Review	07/01/2012	06/30/2013	InProgress
	Annual Performance Review	07/01/2011	06/30/2012	InProgress
	Annual Performance Review	07/01/2011	06/30/2012	Available
	Annual Performance Review	07/01/2013	06/30/2014	InProgress
	Annual Performance Review	07/01/2029	06/30/2030	InProgress

Q. I have just completed the “established evaluation criteria” step but I left out some of the employee’s job responsibilities. How can I edit the evaluation?

The manager has the capability to reopen the document by accessing the employee evaluation and clicking the reopen button at the bottom of the screen.

Q. I have started the “complete manager evaluation” step but I realized that the weighting of the sections are incorrect. How can I edit the weighting?

A: Since the manager has already started the “complete manager evaluation,” the HR Admin will need to access the document, scroll to the bottom and click “cancel evaluation.” The HR Admin will have to access the document again, scroll to the bottom and click “delete evaluation.” Once this is done, if the employee has completed the self evaluation, the HR Admin will need to perform the same steps to cancel/delete the self evaluation. Then, the manager will access the document by selecting the appropriate employee, clicking view beside the “established evaluation criteria” step to access the document and click the reopen button at the bottom of the screen to edit the weighting.

Q. I am unable to print. What happened?

A. The user will need to check the PeopleSoft access link they are using and should verify they are using Internet Explorer version 7 or 8. If the user is utilizing the correct PeopleSoft link and recommended version of Internet Explorer, this may not be an ePerformance issue. The user will then need to check the version of Adobe Acrobat they are using. The system currently supports Adobe Acrobat 9. The version of PeopleSoft the State is currently using doesn’t support the newer versions of Adobe Acrobat. The user will need to contact their IT department to have version 9 of Adobe Acrobat installed to correct the issue. Please note: When trying to print the evaluation, you may also need to turn off your pop-up blocker.