

PeopleSoft Top 10 Issues List & Contact Information

Issue	Resolution
1. What do I do if my access has changed and I cannot use an application?	If you cannot access a PeopleSoft application that you previously had access to, this is a security role issue. Please place a trouble ticket with the IOT Help Desk at 317-234-4357 or toll free at 800-382-1095. Logging a trouble ticket assists with the recording and tracking of system problems. In addition to providing a trouble log of problems, the trouble ticket allows GMIS and training personnel to service all requests in the order received and in a timely manner.
2. Who do I contact if I make a mistake while assigning a PeopleSoft ID number to a contractor?	If you make an error when entering the PeopleSoft record for a contractor, complete the remaining fields of the record and then contact the State Personnel Department's (SPD) Training Division for the needed correction (contact information is provided below). Please do not re-enter the contractor's information as this will create an additional PeopleSoft number in the system.
3. What PeopleSoft fields are available to me when modifying a contractor's PeopleSoft record?	All of the fields referenced in the PeopleSoft Enterprise Learning Training Administration manual for the Add A Person and Modify A Person processes are available to you to add new employment records and/or modify record numbers for employment instances using the same PeopleSoft ID numbers. If no access is available to any of fields in either of these processes, please place a trouble ticket with the IOT Help Desk at 317-234-4357 or toll free at 800-382-1095. A systems analyst will then be able to look at security access to determine the problem.

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<p>4. What do I do if I receive a “this person is inactive” message when entering information for an employee/contractor?</p>	<p>If a message is received that an employee/contractor’s PeopleSoft record is inactive in the system, the most common reasons are:</p> <ol style="list-style-type: none"> 1. The employment record was not added correctly using the Add A Person or Modify A Person instructions. 2. The Modify A Person process was not completed. The Person Of Interest steps were completed but the Contingent Worker Instance and Employee Record Number was not updated. 3. You are not using the correct Employment Record Number. 4. The worker is marked as being on full or partial disability in the system. 5. You are attempting to enter a person in training whose effective date (start) date was not at least one business day prior to the start or before the end date of the course session. <p>Please do the following:</p> <ol style="list-style-type: none"> 1. Review the employment record to confirm the Add A Person process was completed correctly for new workers. 2. Complete the Contingent Worker Instance steps to finish creating the contractor(s) record number using the PeopleSoft ID number previously assigned. 3. Confirm you are using the correct Employment Record Number by using the magnifying glass or highest employment instance number link. 4. When a worker is returned to full duty from full or partial disability in the system, training will be able to be entered into the system. 5. Contact SPD’s Training Division for a correction to the effective date on the employment record.

Issue	Resolution
5. Why is contract staff not appearing on the Course Statistics Report for my department?	If contract staff does not appear on the customized DOC Course Statistics Report for contractors <u>assigned to your department number</u> , please place a trouble ticket with the IOT Help Desk at 317-234-4357 or toll free at 800-382-1095. A systems analyst will then be able to look at the report and security access to determine the problem.
6. Why is the same course/session showing up multiple times for contract staff on the Individual Training Report?	<p>When multiple sessions are showing up for the same course:</p> <ul style="list-style-type: none"> • The course may have been taken on different dates. Confirm that the dates are not the same. • If the dates are the same, duplicate entries have been made for the employee. Drop the worker from the incorrect course sessions. <p>Workers with multiple Employment Record Numbers may also have duplicate entries of courses equal to the number or record numbers they have in the system.</p>
7. How do I consolidate multiple PeopleSoft ID numbers for the same person?	<p>The Person Model of PeopleSoft allows for a person to be tracked in the PeopleSoft system throughout their various employment statuses with the State of Indiana. For example, employees who become contractors and/or contractors who become employees can retain the same PeopleSoft number and the system can track individual employment actions using that number. Since this is the business model, it is necessary that workers only have one PeopleSoft ID number in the system. If it is discovered that a worker has more than one PeopleSoft ID number, please complete the following steps:</p> <ol style="list-style-type: none"> 1. Determine which PeopleSoft ID number needs to be retained in the system. Generally, this would be the oldest number. 2. Consolidate all training records associated with the worker into the PeopleSoft ID number to be retained. (For example, if an employee has two PeopleSoft ID numbers and they both have training records associated with them, the training associated with the invalid PeopleSoft ID number would need to be re-entered using the correct PeopleSoft ID number). 3. Request the deletion of the incorrect PeopleSoft ID numbers by contacting the State Personnel Training Division.

Issue	Resolution
<p>8. How do I enroll DNR, INDOT, or DOC staff from other regions? How do I create a Course Statistics report showing all training staff for the course?</p>	<p>PeopleSoft security role access is assigned as follows:</p> <ul style="list-style-type: none"> • Administrator level: Has access to information associated with the department level of the business unit. Employees with this access can only see information for staff within the department number for their business unit. • Agency Training Contact Person (ATCP) level: Has access to information associated with the entire business unit for their agency. ATCP's have access to multiple facilities associated within a region for their business units (for larger agencies) or for their entire business unit (for smaller agencies). A listing of ATCP's is available at the SPD Training Division website: http://www.in.gov/spd/2366.htm • State Personnel Department level: Has access to all state worker records with the ability to correct worker records (e.g. effective dates, location information, etc.) <p>To enroll staff outside your department, contact your agency's ATCP. To enroll staff from other agencies, that agency's ATCP can enroll them in the shared session.</p> <p>Course Statistics reports will only contain those employees that you have access to within a department. For an agency and/or division report, the agency ATCP can be contacted. Employees from other agencies will not appear on a Course Statistics report.</p>

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<p>9. Why does some contract staff show up twice with the same PeopleSoft ID number when searching by name to enroll them in a course session?</p>	<p>The Person Model of PeopleSoft allows for a person to be tracked in the PeopleSoft system throughout their various employment statuses with the State of Indiana. For example, employees who become contractors and/or contractors who become employees can retain the same PeopleSoft number and the system can track individual employment actions using that number.</p> <p>The utilization of the Person Model requires that a new Employee Record Number be created for each instance of a worker associated with the State of Indiana. For example:</p> <ul style="list-style-type: none"> • An employee is assigned a PeopleSoft ID number and an Employee Record Number of 0. • If the employee leaves state employment and comes back as a contractor, the same PeopleSoft ID number is used but a new Employee Record Number of 1 is assigned using a designation of 00007 External Trainee as the Person of Interest to track the contractor’s training. • If the contractor was to become a state employee again, they would be hired into the system using the same PeopleSoft ID number and a new Employee Record Number of 2 would be assigned and so on and so on . . . • The same process would be true if a person’s PeopleSoft record is created when they are a contractor. Their first employment instance would be Employee Record Number 0. If they become an employee, they would use the same PeopleSoft ID number with an Employee Record Number 1. <p>Each employment instance (each Employee Record Number) is visible as a choice when enrolling staff in a course session. It is important to select the most recent (or highest) Employee Record Number when enrolling a person in a course session.</p>

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10. Who is authorized to do what?	<p>PeopleSoft security role access is assigned as follows:</p> <ul style="list-style-type: none"> • Administrator level: Has access to information associated with the department level of the business unit. Employees with this access can only see information for staff within the department number for their business unit. • Agency Training Contact Person (ATCP) level: Has access to information associated with the entire business unit for their agency. ATCP's have access to multiple facilities associated within a region for their business units (for larger agencies) or for their entire business unit (for smaller agencies). A listing of ATCP's is available at the SPD Training Division website: http://www.in.gov/spd/2366.htm • State Personnel Department level: Has access to all state worker records with the ability to correct worker records (e.g. effective dates, location information, etc.)

CONTACT INFORMATION:

For Assistance with issues not addressed in this document:

Start here - 1st Contact:

Your Agency Training Contact Person (ATCP) – If you are unsure as to who your ATCP is, a list can be access on the State Personnel Department’s Training Division website:

<http://www.in.gov/spd/2366.htm>

Just click on the Agency Training Contact Person link and scroll down the page to locate the ATCP.

Then here – 2nd Contact - State Personnel Department:

Barbara Knott – Training Coordinator: (317) 233-3282 Email: bknott@spd.in.gov

Kathy Hicks – Training Consultant: (317) 232-3167 Email: kahicks@spd.in.gov

Lisa Tabor – Training Director: (317) 234-3111 Email: ltabor@spd.in.gov