HR Direct Spring 2022 Update (Release 8)

What is changing: There are minor visual changes a user should experience for Self Service functionality. There are fixes and updates to functionality to remove bugs and to enhance.

Navigation is now delivered as Alphabetical, when using the compass delivered, you will find all navigation in alpha order.

> If you prefer the original order, it is a simple matter of clicking on the navigation (Compass Symbol), when the Nav Bar appears, select the (gear symbol) in the upper right, then click "Standard" for the original layout. You can switch as often as you would like. Just click save and the change is immediate.

Layout of the home page

Banner Color, Bright Blue has replaced the medium blue previously provided. Navigation icons remain the upper right-hand side of every page, the icons themselves have been reduced by one. The search magnifying glass icon has been removed and replaced with a more prominent search.

Banner Icons, at times, these icons can appear askew, they still work and can be navigated to as in the past. We are working with our software vendor to correct.

Search is located at the top of the screen rather than as a magnifying glass on the upper right side of the banner page.
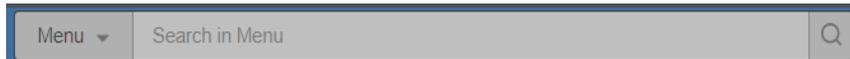
Your **Home page choices** are now located to the right and left of the home page. On the right side, the selection can be made by a drop down and a visual choice. Formerly this was located in the center of the banner and has since been replaced by the search.
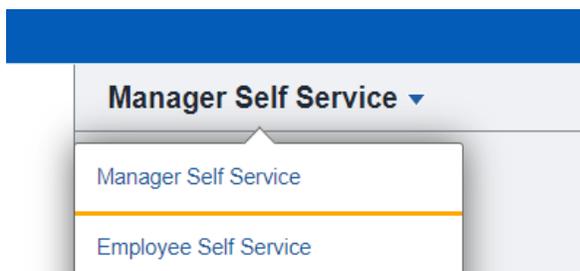
The second method to navigate between your home pages is by using the left and right arrow symbol found at the same level as the drop-down method displayed above. These arrows are located in the upper right section of your home page, just below the navigation icons.
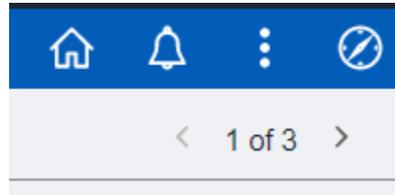
Time and Labor (Manager Self-Service)

Please note that the order of the fields on the far right of timesheet has changed. Please remember to fill out the appropriate fields when you enter your timesheet.

Deleting timesheet rows for mid-week hires (please see job aid in Manager Self-Service section)

Helpful reminders:

1. Browser cache/history should be cleared if a user experiences issues. Instructions for clearing browser cache/history can be found here:
2. https://help.umassp.edu/s/uits-knowledge-base#q=Clear%20cache&sort=relevancy
3. Some pdf documents such as your paycheck or W-2/W-2C may not pop-up until you turn your pop-up blocker off.
4. When using a smart phone, you may find that flipping your phone to a more horizontal frame works better on some pages than the regular vertical frame.
5. *For PeopleSoft Query users* Do you sometimes run into issues with Queries timing out? Try updating the Security Join Optimizer flag under properties of the query.
6. *For PeopleSoft Query users* If your query times out, please report it. Attempting it multiple times can be an issue for the system if it continues to fail.

Below are some smart phone specific viewing inconveniences but have workarounds.

1. When viewing your Leave Balances through Self Service, you may not see all of your available Leave Balances and cannot scroll down to view additional ones.

   Workaround: Please use a different device that has a larger screen (such as a laptop, monitor or tablet) for better viewing.

2. Sometimes when you submit your selection, instead of seeing a page that confirms your submission you are presented with a blank page.

   Workaround: Try reducing the zoom of the view on your phone by bringing two fingers together as if you are getting ready to pinch something. The submission confirmation should now be visible.

3. You are not able to get out of a page by using the back button or the back button is missing in the top left bar of the page.

   Workaround: Use the Actions List (three dots on the top right bar of the page) to return to your Home Page

4. When using the Quick Address feature to update your address through Self Service, you are only presented with Address Line 1 and Address Line 2. You are unable to see City, State or zip.

   Workaround: Please use a different device that has a larger screen (such as a laptop, monitor or tablet) for better viewing.