

TROUBLESHOOTING

- Training videos are available for viewing under "My Links" on the home page of the system
- Can't login?
 - PeopleAdmin is not connected to other OU systems. The OU usernames and passwords do not automatically establish an account in the system.
 - If you need to establish a Hiring Manager account, please contact Gwen Brooks at brooksgk@ohio.edu
 - Make sure you are using the correct link: www.ohiouniversityjobs.com/hr If the "/hr" is not included, you will be on the applicant site rather than on the hiring manager site.
- Email Notices: Hiring managers and other departmental users with access to the position will only receive email notifications when the posting moves to a status that is owned by Hiring Manager. To quickly check the status of a posting of interest, add the position to the "watch list" which includes the current workflow state from the Home page.
- To view any postings older than June 28, 2011, please go to <https://pa214.peopleadmin.com/hr>
- Can't find a posting you should have access to?
 - From the main menu, choose, "Postings" and the type of position you are looking for.
 - From the "Open Saved Search" drop-down menu, choose, "All Postings." A list of all postings you have access to should appear.
 - To move a particular search to your Home page "Watch List," hover over the "Actions" link in the listing and choose, "Watch."
 - Some system users need more than one user type depending on the roles they hold (i.e. Hiring Manager, Student Hiring Manager, Planning Unit, etc.). Check the login status in the upper right corner of the screen beside name. To change user types, select the appropriate type from the drop-down menu and select the refresh icon next to it. If logged in as a Student Hiring Manager, you will only have access to the student postings you created or were assigned to.
- There are two modules within PeopleAdmin: "Applicant Tracking" and "Position Management." Requisitions are created in the "Applicant Tracking" module which is easily identified by a consistent *blue* header. If you aren't seeing the option to create or view postings, you might accidentally be in the "Position Management" module, which is easily identified by a consistent *orange* header.
- Guest Users: GU's cannot modify or change any documents or fields associated with the requisition. They can view the posting information and the applicant data for the position they have been given access.

- Can't locate a particular applicant?
 - From the Applicant tab within the posting, you can view either or both active and inactive applicants.
 - Select "More Search Options" to view search options for Active/Inactive status and Workflow States
 - Highlight the status and/or workflow state you'd like to see and choose "Search"
 - You can add columns to the list by choosing options from the "Add Column" drop-down list.
 - You can delete columns or move their location and hovering over column headers. Choose the arrow buttons to move a column or sort by that column. Choose the "x" to remove the column from view.
- When an applicant's workflow status has been changed to an inactive status (i.e. "Not Interviewed, Not Hired"), the hiring manager can no longer make any additional changes to that applicant's status. If a change is necessary, contact UHR employment.
- Mozilla Firefox is the recommended web browser when using <http://www.ohiouniveristyjobs.com/hr>
- Search committee training is available via Blackboard. You can self-enroll by searching organizations in Blackboard. You may also contact Gwen Brooks at brooksgk@ohio.edu or 593-1226 for assistance and access.