My Compass Frequently Asked Questions

The following is a list of Frequently Asked Questions (FAQs) and concerns that may arise when using My Compass, along with suggested solutions. We will add to this list as additional questions and answers become available. If you are still having problems, please contact an administrator

Log In:

1. Why do I get an error when I enter my login name and password?
    a. Single Sign-on using My Compass
        -   Your login name and password are the same as your system login for your UAMS desk computer.
        -   If you are unable to login using these credentials, please contact the UAMS Help Desk at 501-686-8555 and ask them if your UAMS login has changed.
        -   After contacting the UAMS Help Desk, if you are still unable to access My Compass, please email askrecruitment@uams.edu, with your SAP number and a brief narrative of the issue you are experiencing.
        -   You can log in using the link on your desktop that looks like this: or through the url- https://uams.sumtotal.host/
    b. For security issues such as not being able to login to the recruiting portal or if something is missing in the Learning Management dashboard that you should have access to, please contact the Office of Human Resources at 501-686-5650 or via email at askhr@uams.edureach out to OHR.
2. How do I reset my password?
    a. Single Sign-on using My Compass
        -   Password resets via the single sign on can be accomplished through the UAMS Help Desk at 501-686-8555 (please keep in mind this will change your system password for your desktop computer as well).
        -   If you are still unable to access My Compass, please email askrecruitment@uams.edu, with your SAP number and a brief narrative of the issue you are experiencing.
3. What can I do if I'm having issues in Internet Explorer?
    a. We recommend that you use Chrome to access My Compass. There haven't been had any issues reported using Safari or FireFox. There is also a Chrome for Mac download available on Google. As for IE, it depends on which update they access from, many have informed me they have no problems with the most recent update. Our vendor, Sum Total, does recommend Chrome as the browser of choice. For now, however, please inform your students, faculty, and others that although these browsers may be "usable" to access the system, we cannot guarantee their optimum performance.

b. Please make sure that you have turned off your Pop-Up Blocker as well. Here is a link if you need instructions on how to do so: **How to Disable Pop-Up Blockers**
c. Also, the My Compass icon does not open when using Windows 10 Internet Explorer or Edge. You can use Chrome and Firefox.
4. How do I retrieve my login ID?
   a. If using the single sign on for My Compass, your login ID is the same as your system login for your UAMS desk computer.
   b. If logging into My Compass Recruitment via the direct page, go to https://uams.icims.com and select "Forgot your Login and Password" and the system will email you the correct user login and a link to reset your password.
   c. If you are still unable to access My Compass Recruitment, please email askrecruitment@uams.edu, with your SAP number and a brief narrative of the issue you are experiencing.
5. Can I work in *My Compass* and view requisitions from computers not connected to the UAMS network?
   a. Yes. You may access My Compass Recruitment outside of UAMS at https://uams.icims.com. Your user name is a unique system generated name that came to you via email when you were first given access the system. If you still receive an error message, try selecting "Forgot your Login and Password" and the system will email you the correct login with a link to reset your password.
   b. If you still have issues logging in, please email askrecruitment@uams.edu and explain the issue you are having and include your name and SAP number.
   c. You can also connect to mydesk.uams.edu to access all of your UAMS applications.
6. Some of my direct reports are mangers with their own direct reports. Will I have access to their direct reports as well?
   a. Yes, provided they are set up as an assistant/proxy.

Recruitment:

7. Where is the "Job Search" function in *My Compass*?
   a. Click on the "Self" Icon . Click on "Job Search" link. Click on "iCIMS Dashboard" link. This will open My Compass Recruitment in another window. If a window does not open, please disable your pop-up blocker (http://www.wikihow.com/Disable-Popup-Blockers).
   b. If you do not see the "Job Search" link on your dashboard, please email askrecruitment@uams.edu and explain the issues and include your name and SAP number.
8. How do I create a non-employee profile in *My Compass*?
   a. Continue to use the same process you're using now. We will roll out non-employee creation in My Compass at a later date.
9. How do I attach documents to a requisition?
   a. There are two places you may attach document to a requisition:

i. "Attach Position Description (Formerly PCQ)" - Attach the PD (formerly PCQ) document outlining the job details by clicking on and selecting the document you wish to attach.

ii. "Justification Document" – upload a document to justify why you are filling the position. This should be a detailed account of why your department needs the position. This information will be forwarded to those who need to approve the positions (managers, committees, etc.).

> **NOTE:** You may only attach one document in the "Position Description (formerly PCQ)" and "Justification Attachment" fields. If you have more than one document to attach, it is recommended to either merge or scan all of the documents into one document and attach it to the requisition.

10. Why can't I see the positions I manage in *My Compass*?
    a. If the position has been filled and closed then you will not be able to see it on your dashboard.
    b. If you are unable to see your open positions on your dashboard, please email askrecruitment@uams.edu and explain the issue you are having and include your name and SAP number.
    c. If you are needing to allocate a new position, please reach out to your HR Manager.
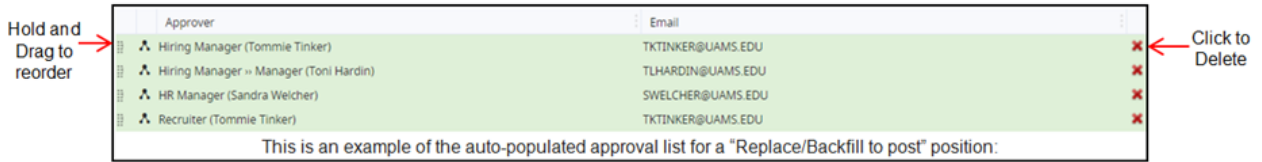11. Why can't I see my HR Manager or Recruiter in the drop box in the requisition?
    a. Click on the dropdown menu under Hiring Manager and Recruiter ⬚
    b. Type in the name (first and/or last) and click on it when it populates.
    c. If you do not see your hiring manager or recruiter in the drop box, please email askrecruitment@uams.edu and explain the issue you are having and include your name and SAP number.
12. Why isn't the screen progressing when I click next after I entered my data in the requisition creation screen?
    a. This happens when you have not completed all of the mandatory fields. Remember mandatory fields are identified by a red asterisk ✚ . Scroll up and review to make sure you have not missed any fields. Once you have confirmed that all mandatory fields are complete then click ➡ Next .
13. How do I add approvers to the requisition approval list?
    a. Click on "Person" in the add approvers drop down menu. This allows you to add an individual outside of your regular reporting structure or if someone within your reporting structure does not appear on the Global Approval List. Type the name of the person you wish to add in the "Make a Selection" field. The person you select will show up at the bottom of the list. To move the person to a different place in the approval process, click and hold on the left side of the person's name (⬚) and move up or down (see picture below). Remember the Recruiter should always be the last one to approve the requisition.

Hold and Drag to reorder →

	Approver	Email	
⋮ ♣	Hiring Manager (Tommie Tinker)	TKTINKER@UAMS.EDU	✖
⋮ ♣	Hiring Manager » Manager (Toni Hardin)	TLHARDIN@UAMS.EDU	✖
⋮ ♣	HR Manager (Sandra Welcher)	SWELCHER@UAMS.EDU	✖
⋮ ♣	Recruiter (Tommie Tinker)	TKTINKER@UAMS.EDU	✖

← Click to Delete

This is an example of the auto-populated approval list for a "Replace/Backfill to post" position:

14. How do I remove an approver from the requisition approval list?
  a. To remove an approver, click on the red "x" on the right side of an approver's field (see picture below).

Hold and Drag to reorder →

	Approver	Email	
⋮ ♣	Hiring Manager (Tommie Tinker)	TKTINKER@UAMS.EDU	✖
⋮ ♣	Hiring Manager » Manager (Toni Hardin)	TLHARDIN@UAMS.EDU	✖
⋮ ♣	HR Manager (Sandra Welcher)	SWELCHER@UAMS.EDU	✖
⋮ ♣	Recruiter (Tommie Tinker)	TKTINKER@UAMS.EDU	✖

← Click to Delete

This is an example of the auto-populated approval list for a "Replace/Backfill to post" position:
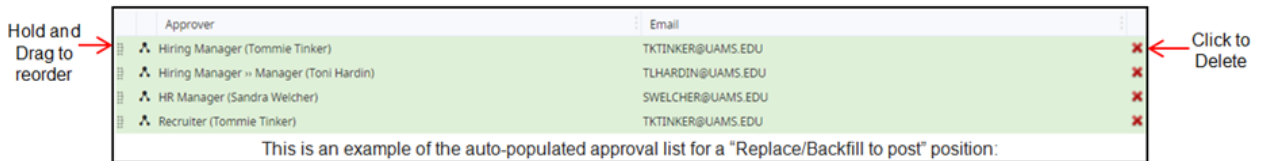
15. What or who is an "additional stakeholder?"
  a. An additional stakeholder is anyone who is not one of the above listed assignees who may need to have access to this job posting information. For example: If you are posting this position for someone else and have been asked to manage it then add yourself as an additional stakeholder. Click on the "Add Additional Stakeholder" link and select additional people from the dropdown menu who may be assisting with the recruitment process (i.e. those who may be screening applicants, interviewing, etc.). In some circumstances you may be an additional stakeholder, if you have been asked to manage a requisition or review candidates for a requisition that is not normally assigned to you.

16. How do I know when the requisition has been approved and posted? (Answer as both the hiring manager and proxy)
  a. Hiring Manager:
    i. On your dashboard under "My Jobs" you will see "Open Jobs" and "Pending Jobs."
      1. "Open Jobs" are jobs that have been approved.
      2. "Pending Jobs" are jobs that are pending approval.
      3. Click on the job title link. Click on the "Approval" tab to see where it is in the approval process. Click on the "Advertise" tab to see where it has been posted and the posting dates.
  b. Proxy:
    i. Click on the job title under the section entitled "Requisitions Where I am the Additional Stakeholder." Click on the "Approval" tab. This will show you each approver and what status the requisition is in currently. Click on the "Advertise" tab to see where it has been posted and the posting dates.

17. My position was posted last week. Can I see my candidates in the new system?
  a. No, Candidates posted in the old system will not be in the new system. You will view those candidates via the old system. Only jobs advertised through My Compass will have your candidates in My Compass. Page 19 of the manual (see below) will show you how to view your candidates.
  b. **Recruitment My Compass Training Manual**– **Training Manual**

18. How can I find the salary range for my requisition?
    a. For positions that currently have a salary calculator, your HR Manager will provide that information to you.
    b. For other positions, you will need to work with Compensation beforehand to get this information.
19. How do I know when the offer is approved?
    a. As a Hiring Manager:
        i. Receive an email after each approval or denial.
        ii. Hiring Managers may see Candidates pending offer approval on their dashboards.
        iii. To see where an offer approval is in the workflow: Go to the requisition, Click on the "Bin: Offer" arrow (►), Click on "Status: Offer - Offer Extended" arrow (►), Click on the candidate's name. In the factoid, click on the down arrow at ▼All Activities ▾ , Click on ▼Approvals ▾ and you should see all of the offer approvals sent, viewed, approved, and completed.
    b. As a Proxy:
        i. First click on the requisition number in the "Requisitions where I am the Additional Stakeholder" field. Then to see where an offer approval is in the workflow: Go to the requisition, Click on the "Bin: Offer" arrow (►), Click on "Status: Offer - Offer Extended" arrow (►), Click on the candidate's name. In the factoid, click on the down arrow at ▼All Activities ▾ , Click on ▼Approvals ▾ and you should see all of the offer approvals sent, viewed, approved, and completed.
20. How do I know if the candidate accepted the offer?
    a. To see where an offer approval is in the workflow: Go to the requisition, Click on the "Bin: Offer" arrow (►), Click on "Status: Offer – Offer Accepted" arrow (►), Click on the candidate's name. The candidate's factoid will show the status either "Offer – Offer Accepted" or "Hired-Hired/Start Onboarding."
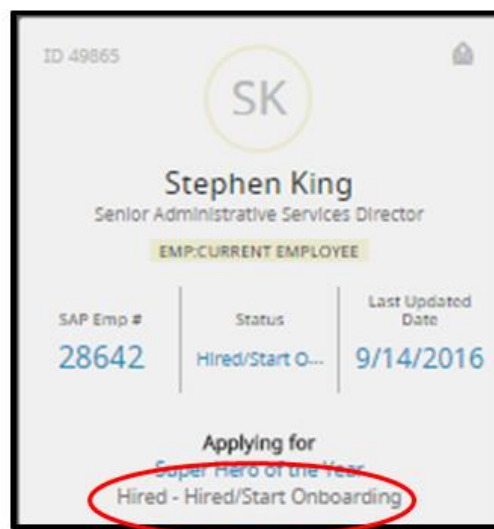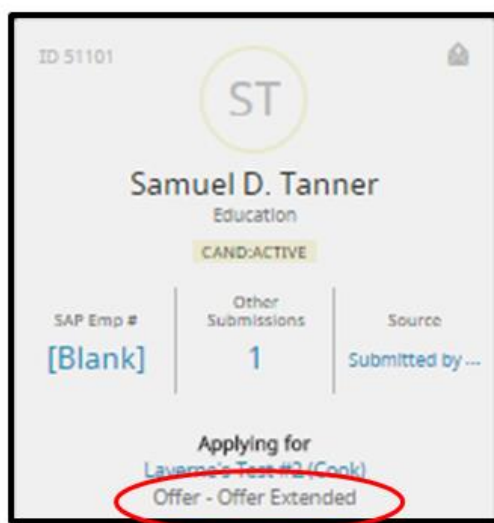
21. How is the application process going to change for new applicants in My Compass
    a. New applicants will be able to upload their resumes during the application process and the information on their resume will parse into the fields required by the application. They should have minimal information that they have to manually enter in the application. This should optimize and expedite the candidate experience.

Onboarding:

22. Is the onboarding done by the new employee before their start date or after they attend the ½ day orientation? If they can't complete this, they don't seem to be anyone we need on staff.
    a. Once onboarding material has been sent to the new hire they can complete some or all of the onboarding material. Some items are due within 3 days of the DOH and some within 31 days but all can be completed prior to the employee's first day.
23. It seems My Compass, while it has some really nice features, discourages personal contact, with sending meeting notices for scheduling interviews and emailing the offer of employment. I realize we can, and should, do this by phone first, that is an extra step (for documentation purposes) and seems cold.
    a. Actually the new process will work for both the new hire who does not need hand holding and for the new hire who does need more guidance. Because OHR can come to the department to help with onboarding, has scheduled a designated computer lab for onboarding, and the new hire can come to our office we, are able to meet the needs of more. Also, the manager can make the process as personal as s/he would like by reaching out to the new hire via phone or email to help with the process.
24. Regarding the online attendees, the presenters, when asked questions from the room would not repeat the questions, therefore those of us online didn't hear the questions and the answers meant nothing to us.
    a. For all future training the presenters will be asked to repeat the question before providing an answer.
25. What is the time frame for completing for the entire set of modules in My Compass?
    a. This should take between one to two hours to complete.
26. How will we verify foreign national employees I-9 documents?
    a. HR will still need to meet with any foreign national employee and verify their documentation in person.
27. Will the W-4 and AR tax forms automatically load into SAP?

       a. Yes
28. What if a new hire wants to change their W-4 after they submit it online?
       a. Updates can be made in Employee Self Service
29. Will new hires be paid for 4 hours of orientation/training to cover the time spent either on a mobile device or PC completing the online portion of orientation?
       a. The employee would be paid this amount if they do the training at home or on campus however the employee should not clock in if they are performing these functions within the office.

There are computer-based training modules available for **the recruiting module** of My Compass. They are each fairly short and very topic-specific to cut to the chase of exactly what users of this module need to accomplish. They cover the following four topics:

1. How to navigate the recruiting dashboard in My Compass

[My Compass-HM training-Overview](#)

2. How to create a hiring requisition (replaces ZHRAD)

[My Compass-HM training-Requisition](#)

3. How to review and delimit/disposition candidates

[My Compass-HM training-Candidate Management](#)

4. How to request an offer for a candidate that you would like to hire

[My Compass-HM training-Selecting Candidates](#)

In addition, there are written reference materials available for both the recruiting module and the learning management system module at http://hr.uams.edu/managers/uams-my-compass/

Learning Management System (LMS):

30. I completed a course but it's not marking as "complete" OR I clicked the Start button but the activity isn't launching
    a. These both commonly occur due to browser issues.
    b. Make sure you have enabled pop-ups for your My Compass website.
    c. *see website below to access directions on How to Enable Pop-Ups in Chrome.
    d. Clear your browser cache.
    e. Use Chrome to Launch My Compass. Please see the HR webpage http://hr.uams.edu/managers/uams-my-compass/ to locate direction on how to enable pop-ups in Chrome.
    f. It may also be an issue with the activity itself. For example, perhaps the activity has been previously accessed and the instructor has programmed the activity to have a limited number of attempts. Contact the instructor for details.
31. I was assigned an e-learning course and now I can't find the activity.
    a. Check your transcript to see if you have already completed it.
    b. If it is not already marked on your transcript as completed, you may search for the activity by clicking on the search icon located on your navigation ribbon. Next, click on the drop down menu located next to the search field and choose Activity to filter by activity. Type in the name of the activity in the search box and click Enter on your keyboard to execute the search. The system will generate a list of activities with the names of the activities generated by the search engine. Locate the name of your activity and click on the drop down menu to perform the desired action for the activity.
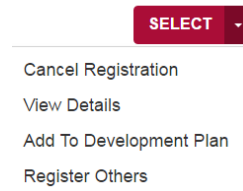
32. I can't register for an activity.
    a. The offering may be closed to registration because it is full or expired.
    b. It may have restrictions such as it is offered in a different domain (for example Clinical. However, you work in HR)
    c. It may require approval from your manager or the instructor
    d. Contact the instructor for information.
33. Will the information in Training Tracker migrate to My Compass?
    a. Yes. All of the historical information on trainings and scheduled activities are being migrated over from Training Tracker.
    b. If you wish to attend the in person My Compass training class that was offered in Training Tracker but don't know how to access it in My Compass here are instructions: *My Compass Learner Training*
34. Will there be a period of time when dual systems are ran to ensure accuracy (ex Training Tracker and My Compass)?

a. No. Training Tracker is being turned off on Monday April 10th, 2017 and all training activities will resume in My Compass on Tuesday April 11th, 2017.
35. Will it be easier to track people who do not have certain certifications requested by the Hiring Manager?
   a. Yes. Hiring managers and administrators will have the ability to see training completions for their employees and will be able to run reports off of that information.
36. Will grad assistants use My Compass too?
   a. Yes

Misc:

37. Where is the administrative icon in My Compass?
   a. This function is not on everyone's dashboards. Only administrator or classroom Instructors will see this icon currently.
   b. b. For all others - this function has not been enabled yet.
   c. c. If they need it for some reason or still have and issue with it, then give them the number to HR (501-686-5650) and try to transfer them. Everyone after 4:30 PM and before 8AM will have to email Askhr@uams.edu
38. What do we do if someone needs a specific security role?
   a. If anyone is having an issue with their security role or they need their security role changed, they are to email Kim Finne, Lindsay Wyatt or askHR@uams.edu directly with this question and their information. Once they create the helpdesk ticket, it will come into alert monitor and the TSC will assign it to Security ERP.
39. What about the zero clients and other machines that are generic logins and do not support single sign on?
   a. When double-clicking the My Compass icon on thin clients or zero clients (the computers that are logged onto the network with a generic user account), you should receive the login box below. You can enter your UAMS user name and password and can log in to My Compass. This fix was in place on Friday 4-14- 2017. It may, but should require, a restart of any thin client or zero client computer that's not allowing this. If a Generic Computer is NOT doing this after running the GPUpdate /force and/or a reboot, then assign the ticket with the computer information to EO Server to have them placed in the proper policy.
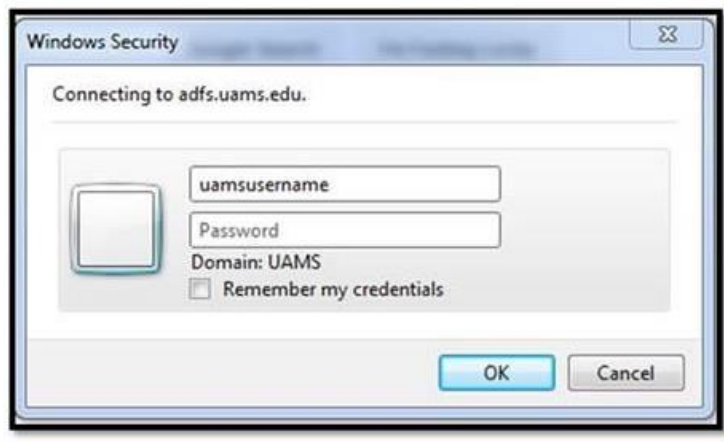
40. How to Clear you Browser History, Cookies, Cache on Chrome for Android, Safari (Apple iOS), Chrome for iOS, Firefox, Etc.: https://kb.iu.edu/d/ahic#about