ePAR Best Practices

OS Requirements

The Browser Requirements are listed below. Some agencies have reported slowness when using the system with other browsers. Although CSC IT Division will do our best to assist Agencies with system performance optimization, we believe that each agency network administrator is the most expert to work with OIT WAN and Portal group in setting the configuration of network firewalls, filters, and proxies correctly to improve performance. If there is no system performance issues, Agency network administrator is not expected (or required) to do any configuration change.

The minimum browser requirement is Internet Explorer 9 running on Windows 7. The Microsoft team have partially tested other browsers and versions. Partial testing is defined as verification of critical component functionality only. The table below outlines our compatibility matrix and test approach.

OS	Browser	Primary	Testing
Windows 7	**IE 9**	**Yes**	**Full Suite**
Windows 8	IE 10	No	Partial
OS	Browser	Primary	Testing
Windows 7 or 8	Chrome (version 32.0)	No	Partial
Windows 7 or 8	Firefox (version 27.0)	No	Partial
Windows 7	Safari (version 5.1.7)	No	Partial

ePAR Training

ePAR User training is available on the eLearning system. It is now a featured course in the catalog called <u>ePAR Training for Users</u>. The ePAR User guide is posted both on the myNJ portal and on the Civil Service Commission website.

Basic Time Out Restrictions

There are 3 distinct timeout scenarios for ePar.

1 - 30 minutes of inactivity times a user out of myNJ.

2 - Hours maximum myNJ session then a user is timed out of myNJ.

3 - ePar has a 2 hour maximum session with any other proxy'd application. This timer starts when   either ePar is first called or if another proxy'd application is first called. Proxy'd applications share   their session timeout.
Our advice is for a user to start a new myNJ session and go immediately into ePar to eliminate any unforeseen timeouts. That gives them a full 2 hours of ePar work time. Maybe ePar could put a session timer on the screen to help the user manage their session?

Page Errors

If a user is receiving the "working on it" page for longer than 10 seconds or just a blank loading page have them hit the F5 key to refresh the page to see if that clears up any loading issues.
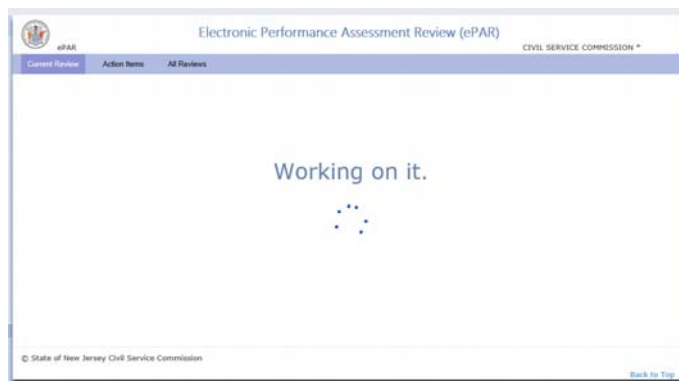
ePAR Self Registration

Below are the required steps to activate the ePAR link on the myNewJersey Portal page. All state employees are automatically enrolled by the portal team as part of the agency activation process.
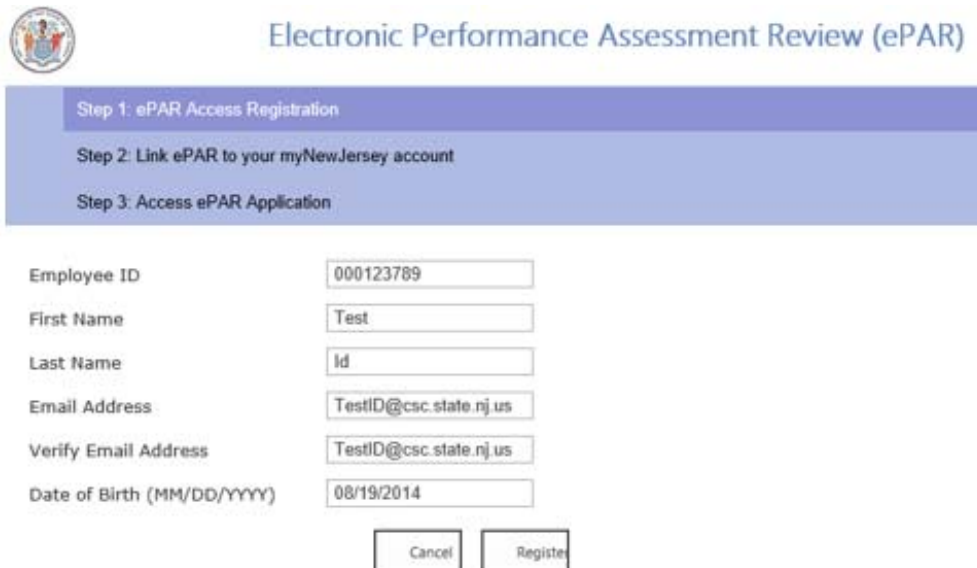
For new employees who do not have an existing myNewJersey Portal account OR for employees hired **after** an agency is activated, a self-registration mechanism is in place to enable the link on the portal.

Please follow the directions below:

1.   Navigate to the self-registration page below:

https://wwwnet1.state.nj.us/NJ/NJ_ePar_Reg/SelfRegistration.aspx

2.   Fill in Step 1 with your employee information and click Register. If you need your EID you can either find the information on your paystub or contact your HR department.

3.   On Step 2 enter the myNewJersey Portal account you have associated with paystub, or create a new one if you do not have one.

Link ePAR to Your myNewJersey Account

Do you have a myNewJersey Logon ID?

◉ Yes

◯ No

Information about your existing myNewJersey account

myNewJersey Logon ID: [   ]

myNewJersey Password: [   ]

[Next]

a.   If you chose to create a new myNewJersey Portal account, you'll fill out a similar page like the screenshot below.

Log On ID TestID	Logon IDs can only contain letters, numbers, and these four characters: @ . - _
Password ••••••••	Passwords must be at least 8 characters long, chosen from at least two of these groups: lowercase letters, uppercase letters, digits, and other characters (except space, quotes, <, >, & and \).
Retype your password ••••••••	You'll be able to change all of your entries later, except your logon ID, using the "change profile" link any time you're logged in to myNewJersey.
First name Test	
Last name ID	
Question you want us to ask What training is this	If you forget your logon ID or password in the future, the system will ask you the question you enter here. If the answer you give then matches the answer you enter now, the system will send your ID or a new password to the email address you provide here. Pick a question and answer you can remember, but only you would know.
Your answer ePAR	
Email address TestID@state.nj.us	
Retype your email address TestID@state.nj.us	

Take a moment to review your sign-up information and be sure it's correct before you click the Create Account button.

[Create myNewJersey Account]

b.   Complete the required information for your portal logon and then click "Create myNewJersey Account".

4.   Once you have completed the steps you will automatically be brought to the ePAR dashboard.

5.   To make sure everything works, close all browsers, then open a new browser, and try to log back in to the myNewJersey Portal by navigating to http://nj.gov.

Your portal account should now correctly show the ePAR application under the Civil Service Commission Application section.

ePAR Frequently Asked Questions (FAQs)

Q. How should I handle the issue of not having an ePAR icon on the myNJ portal page?

A. Ask them if they have more than one myNJ portal account. If so, please tell them to check all accounts to see if the icon appears on a different account.
If this is unsuccessful or they only have one account, tell them to follow the instructions on the link below for self-registration. If they need assistance in regards to the employee number EID number, please tell them to check their pay stub, eCATS or you may help them with this information.
Self-Registration link:
	https://wwwnet1.state.nj.us/NJ/NJ_ePar_Reg/SelfRegistration.aspx

Q. Why am I getting an error message when I try to save ePAR Job Expectations in Draft?

A. When saving a draft ePAR, information has to be entered into related sections before the document can be saved successfully. For example**, Major Goals of the Agency** and **Major Goals of the** Ratee are related fields. Both fields require text before the document can be saved (at least one character). In other words, you cannot leave one of the two related fields "orphaned". Another example of related fields are Job **Responsibility 1** and **Essential Criteria 1**. If one section is started, the second related field also needs text to satisfy the Save Draft command. It doesn't need to be complete, only a minimum of one character is required.

Q. Can I make changes to the Job Expectations of the ePAR after it is signed?

A. No once it is signed by Ratee, no changes may be made. You can use the Significant Event Sheet to document any after the fact amendments.

Q. How do I handle issues related to not receiving an email?

A. Check the user management profile of respective individual to see if email box is checked.

If checked, compare the accuracy of the email with NJ Direct.
	*Some agencies are transitioning to Microsoft 365 the ePAR conversion is occurring
	before new mail addresses are assigned. If problem persists, contact ePAR Help.

Q. Why am I having issues with Internet Explorer (IE) 11? It is a higher browser version.

A. Contact your IT Offices to make sure they have pushed out policy settings to all IE 11 workstations to trust all state.nj.us hosts (possibly via a registry setting) or allow users to manually tell IE to trust the ePAR site.   (see screenshot below):

> Instructions:
> go to Tools -> Internet Options -> Security tab -> Trusted sites icon -> Sites button
> copy this address: https://portal042.state.nj.us
> and paste it into the "Add this website to the zone" box, and click Add
> click Close, Apply and OK

Q. Why are staff getting late and delinquent notices when they have completed their ePARS?

A. The global notifications are set to send notifications to users as actions are completed. This works well during the Job Expectation development. Unfortunately, there is a system bug that sends the late (45 days) and delinquent (60 days) notifications to all users, regardless of completion or compliance. This defect is recognized, logged and scheduled to be fixed by Microsoft in the December system upgrade. It is recommended that you do one of two things after the initial rollout before the 45 day period:

    a.   Turn off the global notifications so that no one gets them.

    b.   Add in a line in the notifications to say, "If you have completed your ePAR, please disregard this notice."

Q. Some of the high level staff in your agency are getting an error message when they try to save the ePAR. What is happening?

A. Currently in order to successfully utilize the ePAR system, all three roles of Ratee, Rater & Reviewer must be fulfilled with people in the appointing authority. If any one of the roles is blank, an ePAR cannot be done. There is a workaround planned for this in Phase 2 Implementation.

Q. I notice the due dates in the dashboard are very restrictive. We usually allow staff to have up to __ days after the rating period to complete the ePAR. What should we do?

A. Yes, the dates in the dashboard are actually the rating cycle end dates. the labeling may be a little misleading. As an administrator, you may address the 30-day grace period in the system's notification email component. Please see "Editing Global Notifications" in the Administrator's Guide. You can adjust your Department's Due Dates and Reminders accordingly.

Q. When is Phase 2 Implementation planned to begin?

A. Phase 2 Implementation should begin in late November, early December.

Q. What enhancements will be occurring in Phase 2?

A. Phase 2 Implementation will include the following:
- Enhanced security & reporting's
- Ability to input paper based people in ePAR
- Ability to input non state employees as Raters & Reviewers in the ePAR

Q. I need further assistance. What do I do?

A. Forward the issue to ePARHelp@csc.state.nj.us along with the Following.

When sending in any questions about ePar please provide the following.
1 - Provide your name and employee identification number.
2 - Please provide the date & time you were accessing the application.
3 - What Operating System and Browser Version are you using? (call your IT Helpdesk if you don't know how to answer)
4 - Was the problem on a particular page, navigating across all pages, or performing an action? Please provide details.
5 - If you observe a particular issue or error – please provide a screenshot and steps to reproduce the error if possible.