ePAR Frequently Asked Questions (FAQs)

1- **Why don't I see the ePAR icon on my NJ portal?**

If you have more than one myNJ portal account, please check all to see if the icon appears on a different account.

If this is unsuccessful or you only have one account, please click on this link to follow the instructions for self-registration. If you need assistance in regards to your Employee ID number, please check your pay stub, eCATS or contact your Human Resources Office.

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

2- **I am having trouble navigating through ePAR on my computer.**

The main supported browser for the ePAR application is updated version of **Edge**

When these questions are asked, ePARHelp need the following information along with a screenshot.

- Browser type and version

- PC operating system and version

3- **The system seems to be stuck on "Working on it." How can I get it to move forward?**

Try pressing "F5" to refresh the system. or contact your IT unit to check your computer's fire walls and security levels.

4- **Why am I getting an error message when I try to save ePAR Job Expectations in Draft?**

There are three reasons for which may impact your ability to save in ePAR?

1. Timing issue: There are three distinct timeout scenarios for ePAR:
a. Thirty (30) minutes of inactivity times a user out of myNJ.

b. Two (2) Hours maximum myNJ session then a user is timed out of myNJ.

c. Two (2) hour maximum session with ePAR and any other proxy'd application.

2. **Role Issue:** Currently in order to successfully utilize the ePAR system, all three roles of Ratee, Rater & Reviewer must be populated. If any one of the roles is blank, an ePAR cannot be done. The ePAR system will not let one move forward unless all three roles (ratee, rater and reviewer) are populated. Please contact the agency PAR Coordinator to ensure all roles are completed.

3. **Orphan issue:** 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.

5- **Can I make changes to the Job Expectations of the ePAR after it is signed?**

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

6- **I previously had ePAR access and now I am having trouble accessing the application. What should I do?**

Have your ePAR Coordinator check your employee profile to ensure the Electronic Indicator and ePAR Access boxes are checked.

7- **How do I handle issues related to not receiving an email?**

Ask your ePAR Coordinator to check your user profile details to see if the email notification 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 email addresses are assigned. If problem persists, contact ePAR Help.

8- **Can I share the ePAR record with the Reviewer before submitting it to the Ratee?**

Yes, clicking the Feedback button will share the record with the Reviewer. It is recommended to do this before clicking submit.

9- **What is the Character Limit for each field within ePAR?**

Justification/ Development Plan – 5000 characters with space
Job Responsibility/ Criteria – 2000 characters with space
Ratee, Rater, Reviewer Comment field – 2000 characters with space
Significant Events Comment – 2000 characters with space
Significant Events Description – 500 characters with space

Any Questions not addressed above, please do the following:

1. Provide your name and employee identification number.
2. Provide the date & time you were accessing the application.
3. What Operating System and Browser Version are you using? (call your 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.