

FREQUENTLY ASKED QUESTIONS

- How do I create a People Admin user account?
 - Go to the website (www.troyuniversityjobs.com/hr) and select the 'Request an account' link under the login box. Complete the form and submit for approval. The user will receive an email notification once the account is approved.

- How do I create a brand new position?
 - Submit a Position Request to create a new position description. A User Manual is available on the Homepage of the People Admin employment system in the right-hand column under Useful Links. The User Manual will provide detailed instructions for completing a Position Request (page 9).
(<http://trojan.troy.edu/employees/humanresources/documents/PA7-User-Manual.pdf>)

- An employee resigned/retired/dismissed. How do I vacate the position and/or request to refill it?
 - Submit a Position Request to modify the existing position description. A User Manual is available on the Homepage of the People Admin employment system in the right-hand column under Useful Links. The User Manual will provide detailed instructions for completing a Position Request (page 11).
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- How do I make a change to an existing position without vacating the position?
 - Submit a Position Request to modify the existing position description. A User Manual is available on the Homepage of the People Admin employment system in the right-hand column under Useful Links. The User Manual will provide detailed instructions for completing a Position Request (page 11).
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- How do I create/open/edit/close a posting?
 - Only HR users can work with postings. All other users can only view postings. Please contact Human Resources for any assistance with postings.

- The hiring supervisor/search committee has selected a final candidate to fill a vacant, posted position. How do I hire the selected candidate?
 - Submit a Hiring Proposal to hire the selected candidate into the vacant position. A User Manual is available on the Homepage of the People Admin employment system in the right-hand column under Useful Links. The User Manual will provide detailed instructions for completing a Hiring Proposal (page 25).
<http://trojan.troy.edu/employees/humanresources/documents/PA7-User-Manual.pdf>

- What is the status of my position request/hiring proposal?
 - You can check the status of your position request at any time by changing to the Position Management module, going to the Position Descriptions tab, and selecting Position Requests for the appropriate position type. Check the Action Workflow State column for the current status. You can check the status of your hiring proposal at any time by changing to the Applicant Tracking module, going to the Hiring Proposals tab, and selecting the appropriate position type. Check the Hiring Proposal Workflow State column for the current status.

- I need to submit/approve a position request, but I cannot locate the employee and/or access the position. How do I locate/access the employee/position?
 - Please contact Human Resources. We will determine whether or not the employee is listed in the correct department, and whether or not the user has access to the appropriate department.

- A candidate told me they applied, but their application isn't listed on the posting. How can I access the candidate's application?
 - Either the application is Incomplete, the application was disqualified, or the candidate applied to a different posting. Please contact Human Resources to determine the problem and a solution.

- A candidate accidentally answered a posting question incorrectly and their application was disqualified, but they do meet the minimum qualifications of the position. How can I access the candidate's application?
 - Please contact Human Resources for assistance. We can make a note in their application file and change the status of their application to make it available to the department for review.

- My position has been filled, but the posting still shows as Active. How can I finalize this posting?
 - Departments must change all applicant statuses to Not Hired (except the Hired candidate), and then notify HR so that we can move the posting to an Inactive status.

- When can the selected candidate begin work?
 - The background check must be complete and the hiring proposal must receive final approval before a candidate can begin work. You will receive notification once these steps are complete. Additionally, the selected candidate should complete employment paperwork (<http://trojan.troy.edu/employees/humanresources/newhire.html>) prior to their first day of work.