PeopleSoft HCM 9.1 Upgrade FAQs

1. **Why is Howard University upgrading to PeopleSoft HCM 9.1?**
   Howard University is upgrading to PeopleSoft HCM 9.1 to provide a more streamlined and efficient HR system. PeopleSoft HCM 9.1 will also allow the University to be in compliance with Oracle's system maintenance and updates.

2. **Who is impacted by the PeopleSoft HCM 9.1 upgrade?**
   End users with manager and time-approver access will be affected by the changes to the PeopleSoft HR application.

3. **Will the employee self-service functionality change?**
   No, there will not be any changes to employee self-service.

4. **When will the upgrade occur, and how long will the system be down?**
   ETS will conduct an outage of the PeopleSoft Finance and Human Capital Management (HCM) systems beginning at **7:00 pm on Wednesday, May 29, 2013 until 6:59 am on Monday, June 3, 2013. The system will be available for use at 7:00 am on Monday, June 3, 2013.**

5. **Will I be able to use the system during the upgrade?**
   You will be able to view your employee self-service information during the upgrade. You will not be allowed to make any data changes during this time.

6. **What is ePAR?**
   ePAR is Howard University's new electronic Personnel Action Request. The new ePAR replaces the Position Request (PR), and automates manual HR processing and transactions such as changes to positions, job data, salary, funding sources, leave, separations, additional pay requests, and access requests for non-employees.

7. **Will I be able to use the ePAR to process my transactions on June 3rd?**
   If you have attended one of the PeopleSoft HR training sessions that began in April, you will have access to the system and will be able to use the ePAR application. If you have not attended training, and you currently have manager and time-approver access, you will not have access to the ePAR application.

8. **Is training available on the new PeopleSoft HR functions for Howard University campus users?**
   Yes, HR training is mandatory and available for those persons with manager and time-approver access in the PeopleSoft HCM system. Be sure to check the PeopleSoft Portal for information regarding training.

9. **Will I need to get a new password when the new system goes live?**
   No, you will be able to use your same password in the new system. However, if you forget your password, click the _Forgot My Password?_ link on the PeopleSoft Portal page.

10. **Is there a plan to make sure people get paid?**
    The PeopleSoft upgrade process will not commence until payroll processing for pay period ending May 18, 2013 is completed. Employees will be paid on May 31, 2013 as scheduled.

11. **Will my favorites saved in PeopleSoft still be there after the upgrade?**
    Your favorites will transfer to the PS 9.1 system. Some favorites may need to be recreated in the new system.

12. **Who do I contact if I have questions or concerns?**

Concern/Question About…	Contact
PeopleSoft Access	ETS Service Help Desk at 202.806.2020 and select option (1).
Payroll	202.806.1240 payroll@howard.edu
Time & Labor	202.806.1240
Position Management (position information, compensation, titles, reports to, salary increases, additional pay, position numbers, promotions, transfers)	Compensation@Howard.edu
Job Data (employee information, POIs, leave, separations, direct deposits, changes to tax exemptions, additional job)	Classification@Howard.edu
PeopleSoft HR End-User Access Forms	AccessRequest@howard.edu
Recruitment	Recruitment@Howard.edu