

## **People @ Columbia Top 10 Countdown: “Things You Need to Do to be Ready for P@C”**

---

### **#10 – Activate Your University Network ID (UNI)**

To obtain access to the new faculty and staff, and manager self-service online services, you must activate your University Network ID (UNI) and establish a password before October 2004.

You can activate your UNI on the web at  
[www.columbia.edu/acis/accounts/create/current.html](http://www.columbia.edu/acis/accounts/create/current.html).

## #9 – PAF submission deadlines prior to P@C Go-Live

In order for you to process Faculty & Staff PAF transactions during August & September, 2004, please adhere to the following revised deadlines for PAF submission:

- Thursday, August 19:** Terminate/Extend Appointments Ending 6/30/04 and 7/31/04
- Friday, September 3:** Submit Re/Appointments, New Hires, Title/Salary Changes
- Thursday, September 9:** Submit Data Corrections Based on PAF Review
- Monday, September 13:** Final Deadline to Submit PAF supporting documentation to HR/Business Offices
- Monday, October 4:** P@C will be on-line and ready for PAF transacting, etc.

In order to ensure that your Faculty & Staff are enrolled in their benefits and receive their payroll for September, 2004, and are properly converted into the new P@C system, please make sure your PAF transactions are submitted to your HR/Business Offices by September 13<sup>th</sup>.

## **#8 - Manager Self Service Training**

The People@Columbia Manager Self Service (MSS) Training is currently available. Departmental Administrators who have been identified to receive MSS Training will receive an email on Monday, August 16th that provides detailed information on items below. If you have been identified as an MSS Training participant, please read the following reminder:

Manager Self Service Training is a self-study course available to download from the web (<https://www1.columbia.edu/sec/cu/pac/>). This is a secure web page accessible only to those who have been identified to receive MSS Training.

To aid your understanding of the material, we provide MSS users with access to a Practice system on the web.

Additionally, we are holding Manager Self Service (MSS) Learning Labs over the next three weeks where you can walk-in with your questions on the MSS Training and we will help you resolve them. The MSS Learning Labs are open, walk-in sessions (no appointment necessary), where you can speak with the PAC Training Instructor or your HR Service Manager/Administrator regarding your questions about the MSS course or the new PAF Glossary Guide.

If you have not yet been identified to receive the MSS Training but believe that you should, please contact your Manager or Supervisor for more information.

If you have any questions about the MSS Training, please contact Bridget Burke via email [bkb8@columbia.edu](mailto:bkb8@columbia.edu) or by phone at 212-851-2943.

## #7 - Hardware & Software Recommended and Minimum Requirements

This email describes the minimum and recommended desktop requirements that departments/schools need to meet for each DA and manager desktop that will be accessing PeopleSoft Manager and/or Employee Self Service, as well as requirements for day-to-day users, such as Central Payroll, Human Resources and Benefits employees.

Please take a few minutes to review the minimum and recommended specification below to ensure your uninterrupted access to the PeopleSoft system. *(If you are unable to review the information below, the specifications have been attached to this email for your convenience.)*

### Hardware Minimum Requirements

The PeopleSoft application requires either a Windows or Apple computer.

#### *Manager and/or Employee Self-Service Users - Department Administrators and Managers*

Listed below are the minimum and recommended specifications for a desktop computer to run the Manager and/or Employee Self Service application.

#### Windows Computer

Hardware	Configuration	Considerations
Intel Processor	Pentium 266MHz	Minimum speed requirement only for casual self-service users. <b>(500 MHz RECOMMENDED)</b>
Memory	64MB	Memory needed for OS, plus 10MB for each internet window the user has open. <b>(256MB RECOMMENDED)</b>
Disk space	Minimal disk space for swap files	Less free disk space will reduce performance of the machine overall.
Devices	SVGA controller and display	800 x 600 resolution or higher <b>(1024x768, 16 bit color RECOMMENDED)</b>
	Network Interface Card	Must connect to the Internet
	Mouse pointing device	

#### Macintosh Computer

Hardware	Configuration	Considerations
Motorola Processor	Power PC	Minimum speed requirement only for casual self-service users. <b>(PowerPC G3 RECOMMENDED)</b>
Memory	64MB	Memory needed for OS, plus 10MB for each internet window the user has open. <b>(256MB RECOMMENDED)</b>
Disk space	Minimal disk space for swap files	Less free disk space will reduce performance of the machine overall.

Hardware	Configuration	Considerations
Devices	Apple video card and a display	800 x 600 resolution or higher <b>(1024x768, 16 bit color RECOMMENDED)</b>
	Network Interface Card	Must connect to the Internet
	Mouse pointing device	

### ***Day-to-Day Users - Central Payroll, Human Resources, Benefits***

Listed below are the minimum and recommended specifications for a Central Payroll, Benefits or Human Resources employee's desktop computer to run the PeopleSoft application.

#### **Windows Computer**

Hardware	Configuration	Considerations
Intel Processor	Pentium 500MHz	Day-to-day users should have higher speed processors than self-service users. <b>(800 MHz RECOMMENDED)</b>
Memory	128MB	Memory needed for OS, plus 10MB for each internet window the user has open. <b>(512MB RECOMMENDED)</b>
Disk space	Minimal disk space for swap files	Less free disk space will reduce performance of the machine overall.
Devices	SVGA controller and display	800 x 600 resolution or higher <b>(1024x768, 16 bit color RECOMMENDED)</b>
	Network Interface Card	Must connect to the Internet
	Mouse pointing device	

#### **Macintosh Computer**

Hardware	Configuration	Considerations
Motorola Processor	Power PC	Day-to-day users should have higher speed processors than self-service users. <b>(PowerPC G4 RECOMMENDED)</b>
Memory	128MB	Memory needed for OS, plus 10MB for each internet window the user has open. <b>(512MB RECOMMENDED)</b>
Disk space	Minimal disk space for swap files	Less free disk space will reduce performance of the machine overall.
Devices	Apple video card and a display	800 x 600 resolution or higher <b>(1024x768, 16 bit color RECOMMENDED)</b>
	Network Interface Card	Must connect to the Internet
	Mouse pointing device	

## Software Minimum Requirements

The PeopleSoft application requires specific OS, web browser, and Adobe Acrobat Reader combinations on certain hardware platforms. Listed below are the supported and tested software configurations necessary for all users.

Browser	Acrobat	Operating System	Considerations
<b>Internet Explorer 5, 5.5, or 6</b>	<b>Reader 5</b>	<b>Windows NT4, 2000, or XP</b>	<b>RECOMMENDED</b>
Internet Explorer 6	Reader 4	Windows 98, NT4, 2000, or XP	Supported and tested configurations
Internet Explorer 5 and 5.5	Reader 4	Windows NT4, 9x, or 2000	Supported and tested configurations
Internet Explorer 5	Reader 4	Mac OS 7.6.1+	Supported and tested configurations
Netscape Navigator 6.2	Reader 4	Windows 9x, NT4, 2000, XP, Mac OS 9/X	Supported and tested configurations
Netscape Communicator 4.7x	Reader 4	Windows NT4, 9x, 2000, Linux, UNIX, Mac OS 7.6.1+	Supported and tested configurations
Netscape 7	Reader 4	Windows NT4, 2000, XP, Linux, UNIX, Mac OS 9/X	Supported and tested configurations

*Note: Any users that are running Pop-up blocking programs may experience problems when trying to access Managerial Self Service. It is recommended that Pop-up blocking programs are disabled or product overrides are executed during these sessions.*

## Required Encryption

The PeopleSoft application requires of 128 Bit encryption. If your browser does not already have 128 Bit encryption you will need to download the patch.

Browser	128 Bit Encryption	Link to Patch
Internet Explorer 6	Included	
Internet Explorer 5.5*	Included	
Internet Explorer 5.0 and 5.01	Install High Encryption Pack	<a href="http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp">http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp</a>
Internet Explorer 4.0	Install High Encryption Pack	<a href="http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp">http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp</a>
Netscape Navigator 6.2	Included	
Netscape Communicator 4.7x	Included	
Netscape 7	Included	

\*Internet Explorer 5.5 includes 128-bit encryption. If you already have Internet Explorer 5.5 installed, you do not need to upgrade your browser with the Internet Explorer High Encryption Pack. If you are running Windows 2000, installing Internet Explorer 5.5 will not change the current level of encryption on your computer; you will need to install the Windows 2000 High Encryption Pack.

<http://www.microsoft.com/windows2000/downloads/recommended/encryption/download.asp>

## Desktop Technical Contacts

- To download the latest browsers or troubleshoot browser install/upgrade issues, please visit the AcIS web site at <http://www.columbia.edu/acis/software/inet/> or call 212-854-1212. If you are on the Medical Center campus, please call Take Five at 212-305-HELP. As a reminder, all critical updates to the operating system and browser need to be installed and kept current.
- If you are the technical manager for your department and you have a question about the hardware or software requirements listed above, please email our technical desktop liaison Liang Huang at [lh71@columbia.edu](mailto:lh71@columbia.edu).

## #6 – Columbia University Email Account Required

In order to enhance communication to faculty and staff, deploy self-service for personal, benefit, and payroll information, prevent email delivery failures, and support a common user authentication method, all faculty and staff need to leverage their own columbia.edu email accounts.

Communications from People @ Columbia will be sent to only columbia.edu email accounts. If your columbia.edu email account is not activated, you will not receive any notifications via email from People @ Columbia; and you will not be able to access the new PeopleSoft self service system. It is therefore important for you and your staff to activate your columbia.edu email account.

### ***Columbia.edu Email Account Activation***

If you have not already activated your columbia.edu email account, you can do so by going to the AcIS website <http://www.columbia.edu/acis/accounts/create/current.html>, click the ***Activate a NEW Account*** link and then follow the AcIS online instructions.

### ***Email Forwarding***

Faculty and staff who choose to use an email address other than their official Columbia email will need to forward their official Columbia email to their chosen account. To forward email, visit the AcIS website <http://www.columbia.edu/acis/email/delivery/>, click the ***change my forward settings*** pushbutton and then follow the AcIS online instructions.

If you have any questions regarding this email, please contact us at [PAC@columbia.edu](mailto:PAC@columbia.edu).

## #5 – Payroll Schedule Changes

This is a reminder that beginning October 2004, new University payroll schedule changes for weekly and biweekly paid faculty and staff will go into effect.

### *Special Notice: Payroll Check Distribution*

Payroll checks will no longer be routed to the Payroll department prior to distribution. Payroll check distribution and direct deposit advice distribution (for weekly and biweekly paid staff only) will be handled entirely by Central Mail Services which is located at 101 Services Building. (Near Avery Hall)

Work Study checks will be distributed directly to students at the address listed on their check; they will no longer arrive in envelopes addressed to the respective departments.

Direct Deposit advices will no longer be distributed for monthly paid faculty and staff; they will be available online to view and print via [People@Columbia](#) payroll self service. They will be available online 2 days in advance of the pay date, with history available online for 2 years (inception 10/2004).

If you have any questions regarding the payroll schedule change or check distribution; Email [Payroll@columbia.edu](mailto:Payroll@columbia.edu) or call the Payroll Department at (212) 854-4061.

## #4 – Accessing Managerial Self Service (MSS)

Beginning October 2004, you will be able to access the People@Columbia Manager Self Service functionality via the University Portal. To access Manager Self Service take the following steps:

1. Open your web browser (e.g. Internet Explorer, Netscape). In the Address Bar, enter <https://my.columbia.edu>. Press the Enter key.
2. Click on the link, “Log in with your Columbia UNI”. The Portal Log In page will appear. Enter your UNI and UNI Password, and then press the Login button. You will be logged into myColumbia, a user interface that brings together access to key information and services into one common place.
3. Click on the “Administration” Tab.
4. In the lower left corner of the page, under Tools, is a link to People @ Columbia - Self Service. To understand the new self service features, we recommend that you click on the link to the Manager Self Service Guide and read it **before** using the online self services.
5. When you are ready to access the new Manager Self Service, click on the Manager Self Service link to view employee personal and pay information as well as to print a populated PAF for an employee.

*Note: If you have difficulty logging into myColumbia, please email [info@my.columbia.edu](mailto:info@my.columbia.edu) or call the AcIS Help Desk at 212-854-1919. Alternatively, you can access the Manager Self Service online directly at <https://pac.enterprise.columbia.edu/>.*

If you have any questions regarding this email, please contact us at [PAC@columbia.edu](mailto:PAC@columbia.edu).

### **#3 – Accessing People@Columbia Reports**

Beginning early **October, 2004**, you will be able to access the new People@Columbia reports via the Administration tab in the myColumbia portal website.

#### **Accessing the Administration Tab:**

1. Open your web browser (e.g. Internet Explorer, Netscape). In the Address Bar, enter <https://my.columbia.edu>. Press the Enter key.
2. Click on the link, “Log in with your Columbia UNI”. The Portal Log In page will appear. Enter your UNI and UNI Password, and then press the Login button. You will be logged into myColumbia, a user interface that brings together access to key information and services into one common place.
3. Click on the “Administration” Tab.

#### **PeopleSoft Manager Self Service Reports:**

1. After accessing the “Administration” Tab, look in the lower left corner of the page, under Reports, for the link to People @ Columbia. Click the link to the report that you would like to run.
  - Manager Self Service Reports (Generate Personnel Action Report; Departments Earnings Register; Department Payroll Register)

#### **Data Warehouse HR Reports (Personal and Job Data, Personal Data, Overtime, Casual and Employee Earnings):**

1. After accessing the “Administration” Tab, look in the lower left corner of the page, under Reports, for the link to Enterprise Reports via Data Warehouse. Click on this link to launch the Data Warehouse.
  - Once in the Data Warehouse, select Human Resources Reports.
  - Select the report you would like to run from the list.

If you have any questions regarding this email, please contact us at [PAC@columbia.edu](mailto:PAC@columbia.edu) or at 212-851-2915.

## **#2 – End User Support for the People@Columbia HRMS System**

We are quickly approaching the October launch of the new People@Columbia HRMS system. In an effort to ensure that you have access to the new system and are able to get answers to your questions, we have attached the People@Columbia End User Support Guide. The Guide includes useful reference material including:

- Steps for Accessing People@Columbia Managerial and Employee Self Service
- What is End User Support
- Roles for End User Support
- General Resources/Contact Information
- Email Standards
- Specific Contacts Relating to Escalating Issues

### ***Important Messages:***

- The People@Columbia system (Manager and Employee Self Service, Pay Statements, etc.) and support staff will available beginning October 4, 2004.
- You should continue to reach out to your usual sources of support as you normally would if you need assistance. However, if you are not able to get assistance from these sources, you will be able to contact the new Human Resources Processing Center (HRPC) Help Desk as a point of contact for issues regarding Human Resources and Payroll. (Contact information is provided in the attachment.)
- People@Columbia encourages our Faculty & Staff to reach out to their Supervisors, Managers, or Department Administrators as their initial point of contact for assistance (similarly to what they do today).
- Issues that need to be escalated outside of the usual sources of support need to follow the email standards (provided in the attachment).

### ***Attachment:***

PAC\_End\_User\_Support\_Guide.pdf

If you have missed any of our other Top 10 Communications they can be found on our PAC website at:

<http://www.columbia.edu/cu/pac/PAC%20Top%2010%20%20Weekly%20Countdown%20091704.pdf>

If you have any questions regarding this email, please contact us at [PAC@columbia.edu](mailto:PAC@columbia.edu).

# Accessing People@Columbia

1



## Managerial Self Service Users

### Managerial Self Service is Available on myColumbia!!

#### To access Manager Self Service take the following steps:

1. Open your web browser (e.g. Internet Explorer, Netscape). In the Address Bar, enter <https://my.columbia.edu>. Press the Enter key.
2. Click on the link, "Log in with your Columbia UNI". The Portal Log In page will appear. Enter your UNI and UNI Password, and then press the Login button. You will be logged into myColumbia, a user interface that brings together access to key information and services into one common place.
3. Click on the "Administration" Tab.
4. In the lower left corner of the page, under Tools, is a link to People @ Columbia - Self Service. To understand the new self service features, we recommend that you click on the link to the Manager Self Service Guide and read it before using the online self services.
5. When you are ready to access the new Manager Self Service, click on the Manager Self Service link to view employee personal and pay information as well as to print a populated PAF for an employee.
6. Manager Self Service Reports can be accessed under the Reports Menu for People @ Columbia.

## Faculty & Staff Self Service

### Faculty and Staff Self Service is Available on myColumbia!

#### To access personal, benefits, and pay information:

1. Open your web browser (e.g. Internet Explorer, Netscape). In the Address Bar, enter <https://my.columbia.edu>. Press the Enter key.
2. Click on the link "Log in with your Columbia UNI". The Portal Log In page will appear. Enter your UNI and UNI Password, then press the Login button. You will be logged into myColumbia, a user interface that brings together access to key information and services into one common place.
3. Click on the "Faculty & Staff" Tab.
4. In the lower left corner of the page, under Tools, is a link to People@Columbia - Self Service. To understand the new self service features, we recommend that you click on the link to the People@Columbia Guide to Self Service and read it **before** using the online self services.
5. When you are ready to access the new self services, click on the appropriate link to view your personal, benefits, and pay information.

*Note: If you have difficulty logging into myColumbia, please email [info@my.columbia.edu](mailto:info@my.columbia.edu). Alternatively, you can access the Manager Self Service online directly at <https://pac.enterprise.columbia.edu/>.*



## What is End User Support?

## Roles of Each Tier

### **Stabilization Period - *October, 2004 to December 31, 2004***

- Stabilization refers to the period used to fix any identified processes or functionality that does not work as expected, and to support core users, faculty and staff.
- Only critical and high priority issues that impede the University from conducting its business are addressed during the stabilization period.
- Development of enhancements is deferred until after Stabilization (after 1/1/05).

### **Creation of the New Human Resources Processing Center (HRPC)**

- Support includes HR Processing Center for HR and Payroll transacting.
- Staffed with live Help Desk Operators to triage issues related to Human Resources and Payroll, and assign them to the appropriate group for resolution.

### **End User Support will use a 3-Tier Structure**

- 3-Tier structures allow for issues to start at Tier 1 and then only escalate up to Tier 2 or Tier 3 when issues are not able to be resolved.
- Tier 1 and Tier 2 are made up of existing contacts between Faculty & Staff, Supervisors, Managers, Departmental Administrators, Local and Central Technical Support.
- Tier 3 will be available during the stabilization period in order to support the new People@Columbia system.

### **Tier 1 – Support Facilitators - The first point of contact for end users.**

- Provides basic functional and/or technical support.
- Troubleshoots issues using scripts to determine the nature of the problem.
- Communicates resolution to end users.

### **Tier 2 – Process Managers - Will investigate issues escalated from Tier 1.**

- Investigates, attempts to resolve and communicates resolution back to Tier 1.
- Works directly with end user to resolve issue where appropriate.
- Provides University knowledge regarding policies and procedures.

### **Tier 3 – Process & System Owners - “Owners” of the PeopleSoft application.**

- Determines updates to the PeopleSoft system (configuration, patches, updates, bug fixes).
- Provides deep and broad knowledge of the application and University policies.
- Develops new reports and queries.
- Adds and removes user access to the application.

# Tier 1 Resources

3



## Resources for Assistance

**Personal Information, Employment Information, Payroll**  
Work with other Supervisors, Managers, or Department Administrators for assistance.

**Human Resources Process Center Help Desk:**

Phone: 212-851-2888 Email: [hrpc@columbia.edu](mailto:hrpc@columbia.edu)

**Benefits**

**Morningside, Lamont & Nevis Campuses — Faculty & Staff Services**

Phone: 212-870-3074 Email: [hrfss@columbia.edu](mailto:hrfss@columbia.edu)

Web: <http://www.hr.columbia.edu/hr/> Click "Benefits"

**Medical Center Campus — Human Resources**

Phone: 212-305-3819

Web: <http://www.cumc.columbia.edu/hs/hr/>

**UNI ID/Password**

**Morningside, Lamont & Nevis Campuses — University Computing Help Desk**

Phone: 212-854-1919 Email: [consultant@columbia.edu](mailto:consultant@columbia.edu)

Web: <http://www.columbia.edu/acis/accounts/tools>

**Medical Center Campus — CUMC Help Desk**

Phone: 212-305-4357 Email: [5-help@columbia.edu](mailto:5-help@columbia.edu)

Web: <http://www.cubhis.org/5help.html>

## Email Standards

**In order to ensure appropriate tracking and resolution of issues, we are asking for some standard formats around email communication from Tier 1 and Tier 2 to Tier 3.**

**Specifically, we are requesting the following:**

- Employee ID
- Employee DOB (MM/DD)
- Description of the Issue
- Steps Taken to Generate/Recreate the issue
- Screen Shot if Applicable

**For Security Purposes Do not send the following in email:**

- Social Security Number
- Personal Employee Information e.g. name and salary

**When you call the HRPC Help Desk you can expect to be authenticated before the analyst will assist with specific account information.**

- DA – *Employee ID or last 4 digits of SSN, and DOB (MMDD)*
- Employee – *Employee ID or last 4 digits of SSN, and DOB (MMDD)*
- DA on behalf of an employee – *Employee ID or last 4 digits of SSN, and DOB (MMDD) for both the DA and the employee*

**Any issues that can not be resolved within Tier 1 should be escalated to the Tier 2 contacts listed on the following page.**