

TIPS FOR EFFICIENT EPERFORMANCE FUNCTIONING

THIS	NOT THIS 
Disable the Pop-Up blocker from the PeopleSoft homepage to allow the PeopleSoft Time-out Reminder message to appear. When the Time-Out Message does not appear and you do not know that there has been inactivity for 20 minutes, your unsaved material may be lost.	<u>Enabled Pop up blocker</u> in the ePerformance site (It prevents the PeopleSoft Time-Out Reminder Message from appearing).
Navigate in the ePerformance environment by clicking the links in the Menu to the left of the page(s) or the links in the ePerformance documents or pages.	Using the back and forth buttons in the PeopleSoft Internet browser to navigate.
Clear your Internet Cache periodically (For instructions, refer to): http://asmp.in.dc.gov/asmp/cwp/view.asp?a=1191&q=488274 and click on the 7 th bullet.	Internet Explorer cache that needs clearing.
Only one ePerformance page should be viewed at a time.	Clicking on “New Window” and seeing multiple views of ePerformance pages.
Passwords are for the exclusive use of the individual.	Sharing PeopleSoft passwords.

Information about saving your work in ePerformance:

Problem: Does ePerformance have an auto save function?

Resolution: PeopleSoft does not support an auto save function. A user’s PeopleSoft session will eventually time-out, however, the user will receive a notice letting her/him know the session will expire.

Problem: A user claims that as s/he typed content into the comments fields the 20 minute inactivity pop-up appeared.

Resolution: The 20 minute inactivity pop-up will appear if the user has not clicked the “Save for Later” button while entering comments. When the 20 minute inactivity pop-up appears the user must *immediately* click the “Ok” button, and then click the “Save for Later” button to avoid losing her/his work.

Problem: A user claims that the content s/he entered into the evaluation was not saved, and therefore does not appear in the document.

Resolution: The user’s work *cannot* be retrieved. Moving forward, the user will need to click the “Save for Later” button frequently. When the 20 minute inactivity pop-up appears the user must immediately click the “Ok” button and then click the “Save for Later” button to avoid losing her/his work.