

BSU's HR-TMS Help-At-A-Glance

<https://bsu.peopleadmin.com/help/>

SOLVING PROBLEMS:

LOGGING IN

You are unable to log in.

What can cause this: You may have entered your username or password incorrectly. After the third try, your account is locked for 5 minutes.

If the 5-minute lock happens three times in a row, your account is disabled if your next login attempt fails.

What to do: If you are not certain of your username and password, or if your account is disabled, contact HR for help.

ACCESS TO TASKS

You can log in but cannot view or complete any tasks.

What can cause this: You may be set up to log in with the Employee group or another group with similarly limited permissions.

What to do: Change to a different active permission group: Select the appropriate group from the permission group box in the header area of the page, then select the **Refresh** control. If necessary, open your profile for editing and select the appropriate **Preferred Group On Login**. See [Setting Your Preferred System Role and Area at Login](#).

You don't see the tab you need.

What can cause this:

- You may be in a different area from the tab you need.
- You may be using a permission group that does not have access to the tab.

What to do:

- Change to the product area you need.
- Change to the permission group you need.

The buttons in a dialog box are off the screen.

What can cause this: The dialog box contains too many items to display within your browser window.

What to do: Use the down-arrow on your keyboard to scroll down through the dialog box.

The help talks about items that you don't see.

What can cause this:

The help system is based on typical levels of access. Because the system is highly customizable, you may have access to help topics on features that are not available to you, either because your organization does not use them or your permissions do not give you access to them.

PeopleAdmin SelectSuite[®] can be configured to use your organization's terminology on the buttons, links, and menu items in the user interface. Because of this, the controls in your system may have names that don't match the names in the help.

What to do: Nothing. This is normal.

DOCUMENT CONVERSION FAILURE

An application or recommendation has an attached document that failed in the conversion process.

What can cause this: The applicant uploaded a file that is password-protected, corrupted, or infected with a virus.

What to do: Contact HR for help.