

Takedown and ID Browse Select

Stuck!

We've all experienced that kind of day when PPS decides to take a break. A long break. You know it's for real when a listserv notice comes out letting us know the system is down all over (it's not just you). When the whole system is down there's not much we can do but wait for the all-clear.

But sometimes, it really IS just you. Here are a couple of sticky situations you may encounter and what to do when you're stuck in them. You're frozen on a screen or function, or you've gotten either a blank screen or one with geek speak at the bottom. You can't move forwards, backwards or log off!

Close the window with your mouse (without logging off) and log on again. At the Supersession Main Menu, check out the 'Status' column on the right. The session from which you just bailed will show "Active", meaning it's still up and running. If you press Enter now you will end up back at the stuck place from which you had just escaped (and what would be the point of that?). You need to end this active session first. Type a "T" in the space to the left of the session name, Enter, and voila! Your prior session has been properly terminated and the Status will display "Takedown". Press Enter a second time and you can now continue with a fresh start.

You're processing a new hire (SHIR or AHIR) and you've gotten thrown into an unexpected screen called "ID Browse Select" after entering data in the Employee Identification screen (EEID). Pressing F3 (Return) doesn't let you out!

PPS thinks the employee you're trying to hire may have worked at UC in the past, and has thrown you into a browse screen from which you need to make a selection. It will NOT allow you to return to EEID until you do. Type an "S" (for Select) in the space to the left of the your employee's name, if it's there (aha! maybe your 'new' employee isn't so new). If your employee's name is NOT on the list, select 'NONE OF THE ABOVE - ASSIGN NEW ID'. After making your selection, press Enter. You should see the message, "Input accepted". NOW hit F3 to return to EEID.

Nice to know there are some situations where you don't have to stick around.

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