

Help After Go-Live

Today's Agenda

- **Help resources available after go-live**
- **Open Q&A**

Help Resources

- Online training & training documentation
- CATalyst/PeopleSoft Portal Page
- Request Help Via Footprints



Online Help

Outline	Concept
- Navigation Tutorial - Chart of Accounts - Employee Self Service - Employee Self Service for HR - Name Change - Address Change - Phone number add/change - Emergency Contact - View Compensation History - Employee Self Service for Payroll - Viewing Paycheck - Update W-4 Information - Request W-2 Reissue - Direct Deposit - Voluntary Deductions - Timesheet Entry - Hourly - Exception Time Entry - Salaried - Employee Self Service for Benefits - View Benefits Statement Summary 403b Contribution & Fund Changes - Change Beneficiaries - Family Status Changes (Marriage, birth) - Enrollment Changes - Employee Self Service Learning & Development - Training Summary, Enrollment Requests & Request Status - Professional Training, Education & Languages - Licenses & Certifications - Compliance Development Plan & Reviews - Manager Self Service - Query I - Query II - Crystal Reports - UVM Budgets - UVM Resources - ESS-CopyExtra - CopyBenf	UVM PeopleSoft eProfile self-service transactions interface with the PeopleSoft Human Resources system. These transactions enable you to review, add, update, delete (where appropriate), or submit for approval changes to your personal profile information. The self-service transactions that make up eProfile are: • Name change • Address Change • Phone number add/change * Emergency Contact * View Compensation History
	Introduction





THE UNIVERSITY
OF VERMONT

PeopleSoft®

Human Resources Login

UVM
Netid:
Password:

catalyst.uvm.edu



**THE UNIVERSITY
OF VERMONT**

alumni & friends | business, government & community | current students | faculty & staff | parents

directorysearchuvm a-zABOUT UVMACADEMICSADMISSIONSRESEARCHRESOURCESCAMPUS LIFE

**Project CATalyst: The PeopleSoft Implementation**

19 Roosevelt Hwy, Suite 200 Colchester, VT 05446
Phone: 802-656-4466 Fax: 802-656-4321

Current News
[Additional Employee Self-Service Training Added!
InfoEd/PeopleSoft Overview](#)
[Employee Self Service Training Q & A Log](#)
[Footprints Training Schedule \(Help after Go Live\)](#)
[March Roundtable - Navigation](#)
[Chart of Accounts Training Schedule](#)
[February CATalyst Chronicle](#)
[1/24 Roundtable Slideshow - Requisitions](#)
[1/24 Roundtable Q&A Log - Requisitions](#)
[2006 Roundtable Schedule](#)
[CATalyst News Archive...](#)

News & Events

- Oracle's Letter to Customers

Q & A

- FAQ
- CATalyst Fast Facts
- General Information Brochure
- Roundtable Q&A Log

Related Links

- Oracle/PeopleSoft
- HEUG

Contact Us/Team Bios

PROJECT
ADMIN.

HR

SPONSORED
PROJECTS/
FINANCE

BUDGET

AP/PO

TECH

CHANGE
MGMT.

CATalyst
CHRONICLE

CATalyst
CHANGES

CATalyst
TRAINING


Rumor Mill

Click Here to take
Employee Self
Service Training


Desktop
Readiness
Assessment


Employee
Self-
Service
Training


SUBSCRIBE
TO
CATSKILL


UVM
NetID
ACCOUNTS

www.uvm.edu/catalyst (Project site)

Requesting CATalyst Help

- Submit request through Footprints
- Initial response within 30 minutes

Why Footprints?

- Track common issues
- Monitor for response time
- One Source

Why Footprints?

- No waiting on the phone
- Your request cannot get misplaced
- You can track status online
- You will receive e-mails as the status of your request changes



Welcome to CATalyst/PeopleSoft Footprints Page
Log in Here to issue a Help Desk Ticket

NetID



<https://footprints.uvm.edu:2081/catalystgroup.html>

This login is only for
Help Desk
administrators, use
the CATALYST link
below



FOOTPRINTS

USER ID

PASSWORD

☐ Remember my ID and password

 Login

Footprints Ticket Self-Submission

[CIT Helpline](#)

[CATALYST](#)

[College of Medicine IS](#)

[College of Arts & Sciences IT](#)

[College of Agriculture and Life Sciences IT](#)

[CTL "Dr. Is In"](#)

OR go to [Footprints.uvm.edu](https://footprints.uvm.edu)
and then click on the CATALYST link



Ticket Title ☒ Keyword ☐ Number ☐
Search 
[Advanced](#)

Project **CATalyst Help Desk** 
User **Shirley Hayfield**

 [Home](#)

 [Requests](#)

[Submit](#)

[View Mine](#)

[Search](#)

 [Global Help Desk Ticket Knowledge Base](#)

[View All](#)

[Search](#)

 [Reports](#)

 [Change Project](#)

 [Help](#)

 [Logout](#)

Powered by

FOOTPRINTS

from UniPress Software

Welcome to Footprints at UVM! A list of the most popular solutions for CATalyst Help Desk can be found below. If you don't find the answer to your question there, use the buttons here to search the knowledge base or to submit a new request to CATalyst Help Desk. If you experience any problems using Footprints at UVM, please send email to blo@uvm.edu.


[Search Knowledge Base](#)


[Submit Request](#)


[View My Requests](#)

Most Popular Solutions for CATalyst Help Desk

Solution #	Ticket Title	Status
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There are no Public Solutions.

Note if you are an agent of another footprints project, email catalyst@uvm.edu and request you be added as a customer to the CATalyst Help Desk Project.
If you have never used Footprints before you can disregard this note, it only applies to current Footprints users.



This auto populates based on your net id. Make sure your phone # is filled in

YOUR CONTACT INFORMATION

netid	smayfiel	Last Name	Mayfield	First Name	Shirley
Department	VP Finance & Adminis	Email address	Sam.Mayfield@uvm.edu	Phone	(802)656-4466
Office Phone	(802) 656-4277	Job Title	Office/Progm Support		

GENERAL INFORMATION

Issue Title* Enter a title for your ticket

Priority* Medium (1 week) Select a priority

HELP DESK TICKET INFORMATION

Functional Area* Human Resource Select your functional area and topic

Topic Employee Self Se

DESCRIPTION OF PROBLEM*

Describe the issue you are having

ATTACHMENTS

Attach Files

Last Attachment [No files currently attached]

ADDITIONAL EMAIL NOTIFICATIONS

Addresses

GO Press Go to submit your help desk ticket



Issue Title ☒ Keyword ☐ Number ☐
Search 
[Advanced](#)

-  Home
-  Requests
 - Submit
 - View Mine**
- Search
 - Global Help Desk Ticket
 - Knowledge Base
 - View All
 - Search

My Active Requests for CATalyst Help Desk

REQUESTS			All	Active	Closed
Help Desk Ticket #	Issue Title	Status			
9	Viewing My Paycheck	Request			

The View Mine function will show you the tickets you have submitted. Click any field (help desk ticket #, ticket title, or status to view the in depth detail of your submission



HELP DESK TICKET 9 -- GENERAL HELP DESK TICKET INFORMATION

Issue Title	Viewing My Paycheck
Priority	High (1 day)
Status	Request
Submitter	Sam Mayfield

DESCRIPTION OF PROBLEM

Entered on 03/17/2006 at 10:47:35 by Shirley Mayfield:
I can't figure out how to view my paycheck

CONTACT INFORMATION

netid	smayfiel	Last Name	Mayfield	First Name	Shirley
Department	VP Finance & Administratn	Email address	sam.mayfield@uvm.edu	Phone	(802)656-4466
Office Phone	(802) 656-4277	Job Title	Office/Progm Support Asst		

HELP DESK TICKET INFORMATION

Functional Area	Human Resources/Payroll	Topic	Employee Self Service
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This is what your submitted footprint will look like.
Every time a person touches your ticket, it will be time and date stamped and the new text will appear, so you can track the progress of your submission.



[Advanced](#)

To add more data to your ticket click on edit

[Home](#)

[Details](#) [Edit](#) [Close](#)

[Requests](#)

[Submit](#)

[View Mine](#)

[Search](#)

[Global Help
Desk Ticket
Knowledge
Base](#)

[View All](#)

[Search](#)

[Reports](#)

[Help](#)

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FootPrints

from UniPress Software

HELP DESK TICKET 9 -- GENERAL HELP DESK TICKET INFORMATION

Issue Title	Viewing My Paycheck
Priority	High (1 day)
Status	Open
Submitter	Sam Mayfield

DESCRIPTION OF PROBLEM

Entered on 03/17/2006 at 10:47:35 by Shirley Mayfield:
I can't figure out how to view my paycheck

CONTACT INFORMATION

netid	smayfiel	Last Name	Mayfield	First Name	Shirley
Department	VP Finance & Administratn	Email address	sam.mayfield@uvm.edu	Phone	(802)656-4466
Office Phone	(802) 656-4277	Job Title	Office/Progm Support Asst		

HELP DESK TICKET INFORMATION

Functional Area	Human Resources/Payroll	Topic	Employee Self Service
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Details Edit Close

EDIT HELP DESK TICKET 9 IN CATALYST HELP DESK

** Mandatory fields are highlighted and preceded by an asterisk.

GENERAL INFORMATION

Issue Title	Viewing My Paycheck	Status	Open
Priority	High (1 day)		

HELP DESK TICKET INFORMATION

Functional Area*	Human Resource:	Topic	Employee Self Se
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APPEND A NEW DESCRIPTION OF PROBLEM

View Complete Description of Problem

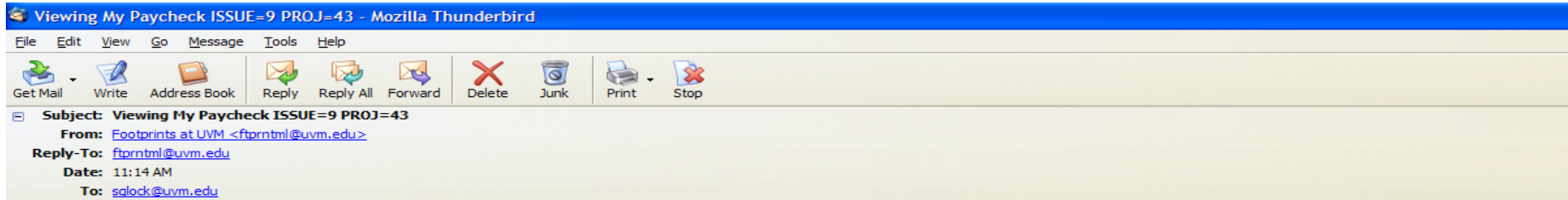
Type the new text into the description box and then click go

ATTACHMENTS

Attach Files

Last Attachment [No files currently attached]

GO



When replying, type your text above this line.

Notification of Help Desk Ticket Change

The following changes have been made to this Help Desk Ticket: *Changed Submitted By to Footprints, Changed Status to Open, Added Assignee : Stephanie Glock*

The following ticket was opened/modified by Stephanie Glock from CATalyst Help Desk.

Viewing My Paycheck

Project: CATalyst Help Desk
Help Desk Ticket: Viewing My Paycheck
Help Desk Ticket Number:9

Priority: High (1 day) **Status:** Open
Date: 03/17/2006 **Time:** 11:14:51
Creation Date:03/17/2006 **Creation Time:**10:47:35
Created By: Sam Mayfield

[Click here to view Help Desk Ticket in Browser](#)

Description of Problem:

Entered on 03/17/2006 at 10:47:35 by Shirley Mayfield:
I can't figure out how to view my paycheck

Current Assignees: Stephanie Glock

CC(s):

Help Desk Ticket Information:

Functional Area:Human Resources/Payroll **Topic:**Employee Self Service

Submitted By: Footprints

Contact Information:

netid: smayfiel	Last Name: Mayfield
First Name: Shirley	Department: VP Finance & Administratn
Email address: sam.mayfield@uvm.edu	Phone: (802)656-4466
Office Phone: (802) 656-4277	Job Title: Office/Progm Support Asst

You will also get an email notification upon submission, and every time your ticket is touched.

Q&A



Thank You