

For: FSA Employees

**EmpowHR Performance and Awards Functions Training**

Approved by: Administrator



**1 EmpowHR Performance and Awards Functions Training Availability**

**A Background**

Notice PM-2679 announced EmpowHR and informed offices **not** currently using EmpowHR that they were required to use EmpowHR employee self service and manager self service functions for performance plans, reviews, appraisals, and awards in FY 2009. The deadline for implementation was December 31, 2008. Notice PM-2691 revised this deadline to January 30, 2009.

**Before** employees and managers can use EmpowHR, they **must** first be trained on how to use EmpowHR.

**B Purpose**

This notice announces the availability of training and other support for EmpowHR users, as follows:

- HRD’s web site hosts online training in the use of the Performance and Awards functions
- online transition training is available on the differences between EmpowHR Versions 8.8 and 9.0
- training in the Performance and Awards functions will be available in AgLearn; this training will include a PowerPoint slide presentation accompanied by audio instructions
- NFC EmpowHR Procedures Manuals are available on NFC’s web site
- user assistance is provided by HRD’s EmpowHR Help Desk; HRD’s EmpowHR Help Desk is the liaison between EmpowHR users and NFC’s EmpowHR Help Desk.

<b>Disposal Date</b>	<b>Distribution</b>
March 1, 2009	All FSA employees; State Offices relay to County Offices

**2 Training**

**A Training Options**

There are 3 training options, as follows:

- online System Profile setup and using Performance and Awards functions, including audio, through HRD’s web site (subparagraph B)
- online EmpowHR transition, Version 8.8 versus Version 9.0 (subparagraph C)
- online System Profile setup and using Performance and Awards functions through AgLearn (subparagraph D).

**B Online System Profile Setup and Using Performance and Awards Functions**

Online training is available at [www.fsa.usda.gov/FSA/hrdapp?area=hrdwebapp&subject=landing&topic=emp](http://www.fsa.usda.gov/FSA/hrdapp?area=hrdwebapp&subject=landing&topic=emp) for setting up a user’s system profile, and using the Performance and Awards functions.

Under the EmpowHR Guide Menu, click the topic of interest. Instructions are provided through PowerPoint slide presentations that document each step in the specific process. PowerPoint presentations are printable for later reference.

Online System Profile setup and using Performance and Awards functions training, including audio, is also available through HRD’s web site at [http://dc.ffasintranet.usda.gov/hrd/empowhr\\_training.htm](http://dc.ffasintranet.usda.gov/hrd/empowhr_training.htm).

**C Online Transition Training, Version 8.8 Versus Version 9.0**

NFC migrated EmpowHR from Version 8.8 to 9.0 on November 5, 2008. To facilitate the migration, NFC has developed user-friendly online training that documents the differences between Version 8.8 and 9.0. To access the training, follow this table.

Step	Action
1	Go to <a href="http://upk.cajana.com/empowhr">http://upk.cajana.com/empowhr</a> .
2	CLICK “ <b>Create new user</b> ”, enter an e-mail address and password, and CLICK “ <b>Create User and Login</b> ”.
3	<p>The training modules will be displayed on the left. To access, CLICK “+” and expand to the lowest level, then click on the module to be reviewed. The Playback Mode box buttons at the top right will become active. To:</p> <ul style="list-style-type: none"> <li>• view a module without any user interaction, CLICK “<b>SEE IT!</b>”</li> <li>• begin interactive training, CLICK “<b>TRY IT!</b>”</li> </ul>

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### 2 Training (Continued)

#### C Online Transition Training, Version 8.8 Versus Version 9.0 (Continued)

Step	Action
4	Instructions will be displayed. If users click “ <b>ACTION</b> ”, users will be allowed to go “ <b>forward</b> ”, “ <b>backward</b> ”, “ <b>restart the session</b> ”, “ <b>get help</b> ”, or “ <b>quit</b> ”.
5	Additional information and the EmpowHR Version 8.8 to Version 9.0 Transition Training Manual are available at <a href="http://www.empowhr.gov/9.0/training.html">www.empowhr.gov/9.0/training.html</a> .

#### D AgLearn Training

In the near future, the PowerPoint training slides currently posted on HRD’s web site on the Performance and Awards functions will be available in AgLearn. Additional information is forthcoming.

### 3 Additional Resources

#### A EmpowHR Documentation

EmpowHR Procedures Manuals are available online at [www.empowhr.gov/9.0/training.html](http://www.empowhr.gov/9.0/training.html).

For:

- Version 9.0 Draft Procedure Manual, CLICK “**Procedure Manual**”
- EmpowHR Version 8.8 to Version 9.0 Transition Training Manual, CLICK “**EmpowHR 8.8 to 9.0 Transition Training Manual**”
- additional information, click other links.

#### B EmpowHR Help Desk Support and Procedures

An FSA EmpowHR Help Desk representative has been assigned to each of the 5 regions in the country. The FSA EmpowHR Help Desk services all Servicing Personnel Offices (SPO’s) and Kansas City, St. Louis, APFO, and Washington, DC, area employees. FSA’s EmpowHR Help Desk is the liaison between EmpowHR users and NFC’s EmpowHR Help Desk.

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**3 Additional Resources (Continued)**

**C Contacts for Training Information**

If assistance is needed with EmpowHR training information, employees shall contact the appropriate office according to the following.

<b>IF assistance is needed with...</b>	<b>AND office is located in....</b>	<b>THEN contact...</b>
training information	Washington, DC, area	Rande Young, FSA HRD lead for the EmpowHR system by e-mail to <b>rande.young@wdc.usda.gov</b> .
	<ul style="list-style-type: none"> <li>• APFO</li> <li>• Kansas City</li> <li>• St. Louis</li> <li>• State Office SPO</li> </ul>	Whilemenia Duncan by either of the following: <ul style="list-style-type: none"> <li>• e-mail to <b>whilemenia.duncan@kcc.usda.gov</b></li> <li>• telephone at 816-823-4669.</li> </ul>
	County Office	State Office Administrative Officer.

**D Contacts for Help with EmpowHR System Issues**

If assistance is needed with EmpowHR system issues, employees shall contact the appropriate office according to the following.

<b>IF assistance is needed with...</b>	<b>AND is located in....</b>	<b>THEN contact...</b>
access questions, password resets, or system and operational questions		SPO according to subparagraph E.
error messages because of network or server problems		local IT support staff to complete a help desk ticket to forward to ITSD.
EmpowHR system questions	SPO	either of the following: <ul style="list-style-type: none"> <li>• regional service representative of the Kansas City Help Desk according to subparagraph F</li> <li>• Rande Young, FSA lead for the EmpowHR system by e-mail to <b>rande.young@wdc.usda.gov</b>.</li> </ul>

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**3 Additional Resources (Continued)**

**E SPO Contact Information**

If assistance is needed with access questions, passwords resets, or system and operational questions, contact the appropriate office according to the following.

<b>IF you are a...</b>	<b>THEN contact...</b>
National Office employee	the Payroll Personnel Office by either of the following: <ul style="list-style-type: none"> <li>• e-mail to <b>rande.young@wdc.usda.gov</b></li> <li>• telephone at 202-401-0674 or 202-401-0677.</li> </ul>
APFO, Kansas City, or St. Louis employee	Kansas City Help Desk according to subparagraph F.
State Office SPO employee	
State or County Office employee	State Office SPO.

**F Regional Contact Information**

If assistance is needed with access questions, passwords resets, or system and operational questions, State Office SPO, APFO, Kansas City, or St. Louis employees shall contact the appropriate Kansas City Help Desk representative according to the following.

<b>Region</b>	<b>IF located in...</b>	<b>THEN contact...</b>
Midwest	IA, IL, IN, MI, MN, OH, or WI	Debbie Rogers at 816-926-6148.
Northeast	CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, or WV	
Northwest	AK, ID, MT, ND, NE, OR, SD, WA, or WY	Connie Crook at 816-823-2304.
Southeast	AL, AR, FL, GA, KY, LA, MS, NC, Puerto Rico, SC, TN, VA, or Virgin Islands	
Southwest	AZ, CA, CO, HI, KS, NM, NV, OK, TX, or UT	Debbie Lee at 816-823-3997.

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**3 Additional Resources (Continued)**

**G Contacts for Performance Management Policy**

If assistance is needed with performance management policy questions, employees shall contact the appropriate office according to the following.

<b>IF assistance is needed with...</b>	<b>AND office is located in....</b>	<b>THEN contact...</b>
performance management policy questions	Washington, DC, area	Stephen Crisp by either of the following: <ul style="list-style-type: none"> <li>• e-mail to <b>stephen.crisp@wdc.usda.gov</b></li> <li>• telephone at 202-401-0679.</li> </ul>
	<ul style="list-style-type: none"> <li>• APFO</li> <li>• Kansas City</li> <li>• St. Louis</li> <li>• State Office SPO</li> </ul>	Whilemenia Duncan by either of the following: <ul style="list-style-type: none"> <li>• e-mail to <b>whilemenia.duncan@kcc.usda.gov</b></li> <li>• telephone at 816-823-4669.</li> </ul>
	County Office	State Office Administrative Officer.