PAGEUP FREQUENTLY ASK QUESTIONS FOR HR

1. **How are the roles in PageUp assigned to each user?**

   - User roles were initially assigned based on your role as listed in Cardinal. We are in the process of implementing an ongoing user access request process. More information to follow.

2. **If I have a question about PageUp or would like to request a change, how can that be done?**

   - Submit all request to the mailbox rmsinuiry@dhrm.virginia.gov and we will respond to your inquiry within 24 to 48 hours.

3. **How do we submit our recruiter LinkedIn credentials to use them in PageUp?**

   - Send an email to Allen Blair, allen.blair@dhrm.virginia.gov or Jamie Norman, jamie.norman@dhrm.virginia.gov and they will forward your information to PageUp and have your credentials put in the system.

4. **How do I know I'm searching for current job postings?**

   - All current postings are found at www.jobs.virginia.gov . If you have a bookmarked that contains "People Admin" somewhere in the URL, those links are no longer valid.

5. **How many System Administrators (SA) will each agency be allocated and when will training be conducted?**

   - Currently we have no date assigned to train SA's but will do so within the next month.

**6.	Is there a way to export application information, preferred qualifications and minimum qualifications to a graded spreadsheet to assist in the hiring process?**

- Currently we are working on this with PageUp. A process should be developed and ready for use in the next couple of weeks.

**7.	How can current HR staff that missed the initial training for PageUp receive the training?**

- The following link https://www.dhrm.virginia.gov/pageup-project will take you to our page where we have recordings available.

**8.	How can I access PageUp?**

If you are in the COV Network, you can SSO into PageUp using this link, https://dhrm.dc4.pageuppeople.com/default.aspx. If you are not in the COV Network, you can access PageUp using the following link, https://dhrm.login.pageuppeople.com/. Non COV Network users will need to create a username and profile by using the right-side log in option for non-COV. For the first time log in, enter your agency email address and click "Forgot Password". Follow the directions on how to set up your password. For future log ins use the same link and set password.

**9.	How do I know what filters I've selected (and how do I change them)?**

- On the left-hand side of the search job postings page, put a check mark next to the options you want to use to filter your job search. You can uncheck the box to remove the filter.

- Once you find a position that you're interested in, you will apply and you will create a profile while applying to that position. Once you've applied to a position, your account will be created.

**10.	Do I need to have a PD (position description) created for each position I recruit for?**
- Yes

**11.	Are jobs on the new career site searchable by pay band?**

- Yes, in the top search bar you can type in Pay Band 1-9 and it will pull all jobs with that information in the posting.