Appendix D. FAQs

Question: ***I can't access Online PMP. Where is it located?***

Answer: Online PMP is accessed from the HR Applications Gateway on the DCOP intranet. To access this system, you must be connected to the DC WAN. You cannot access the system from a home computer, or from any other remote site. The URL for the HR Applications Gateway is http://dcopedm.dcop.dc.gov/gateway/. After logging into the HR Gateway, click **Online PMP** on the **APPLICATIONS** menu.

Question: ***How do I get a PMP system password?***

Answer: In order to get access to the PMP system, you must be identified as a PMP employee, supervisor, reviewer, etc., with a need to access the system. Prior to getting access to the system, users must complete a System Security Sheet, and provide this document to their servicing HR advisor. The HR advisor then forwards this sheet/system request to the HR Gateway Office (email address: HRGateway_Admin@dc.gov). It may take up to five business days to get access to Online PMP, so request system access early.

Question: ***I've tried entering the PMP website address in my Internet browser for the HR Gateway. Why can't I access the site?***

Answer 1: If you cannot access the HR Gateway or the DCOP intranet site, you must contact your agency's IT staff. The problem may be that firewalls in your agency's system prevent you from accessing the site.

Answer 2: If you successfully logged into the system once, but the system will not allow you to re-enter the next time you try to login, you should contact your agency's IT staff. The problem may be that Internet "cookies" are disabled on your computer.

Question: ***Why is my title, grade, position type, etc., incorrectly listed or vacant in my PMP personal profile?***

Answer: All information in Online PMP reflects information currently contained in the District's payroll system, UPPS. Online PMP does not maintain a separate employee database. Online PMP is updated with information from UPPS biweekly. The UPPS database should be constantly monitored and updated with correct personnel data as erroneous information is discovered—based on employees' reviews of their pay stubs, or based on more formal reviews of the UPPS database by your servicing HR advisor.

Any updates to your official personnel information must be initiated by an official personnel action. Your servicing HR advisor can do this for you by filling out the appropriate personnel form (Standard Form 52), and submitting it to the personnel office at either Reeves Center or Judiciary Square. Even though these personnel data have been updated in UPPS, they are not reflected in the PMP system until the next PMP rating cycle (when a new Performance Plan is developed).

If an employee assumes a new position (new title, grade, etc.) during the fiscal year, a new performance plan, reflecting the employee's new position information, should be issued.

Question: ***Why isn't my supervisor's name listed on my PMP draft performance plan? What do I do if the reporting relationship for my performance plan or evaluation is incorrect (in other words, I'm assigned to the wrong supervisor or reviewer for approval of my performance plan/evaluation)?***

Answer: Your supervisor must add your name to his or her list of subordinates in Online PMP. Once this is done, his or her name appears as your supervisor on your draft performance plan. If a former supervisor's name is showing up on your draft performance plan, then the former supervisor must go into Online PMP and remove your name from his or her list of subordinates.

If your former supervisor has left employment with the District and failed to remove your name from his or her list of subordinates, then your new supervisor should send an email to your agency's HR advisor. The email should include the name of the former supervisor, a list of the former supervisor's subordinates, and a request that all subordinates be released from the former supervisor's PMP subordinate list. The HR advisor will work with the DCOP Performance Management Unit to release the subordinates in Online PMP.

Question: ***How do I go about modifying my draft performance plan? May I submit subsequent versions of my draft performance plan to my supervisor for his or her approval?***

Answer: You may only create and send *one* draft performance plan to your supervisor during the performance rating cycle. At any time during your performance rating period when you believe that your performance plan should be modified, you should communicate your observations to your supervisor. He or she has the right to modify your approved performance plan; however, modifications must occur on or before June 30. No modifications are allowed after June 30 or within 90 days from when your performance evaluation will be rendered.

Question: ***When I printed my draft performance plan, only a few lines of my goals appeared on the hard copy. Did I just lose all of the data I entered?***

Answer: No, you did not lose the text you just entered. To successfully print your complete draft performance plan, use the print icon located within Adobe Acrobat Reader, *not* your Internet browser's print icon. Online PMP formats your document using Adobe Acrobat 5.0. You must have Adobe Acrobat Reader 5.0 loaded on your computer to view and print your draft performance plan. If you need to upgrade your Adobe Acrobat from version 4.0, go to http://www.adobe.com to download version 5.0.

Question: ***What dates do I need to remember for PMP?***

Answer: Approved performance plans must be in place by June 30. Annual performance evaluations must be completed by Friday of the first full week in the month of November. Signed and approved annual performance evaluations must be forwarded to the servicing HR advisor, who forwards them to the DCOP Performance Management Unit for filing in employees' OPFs, by December 1. Approved performance plans for the next fiscal year must be completed by the Friday after Thanksgiving.