

## 1.13 HOW TO GET HELP

There are a variety of sources of help available to you within the Payroll/Personnel System, in your office, by phone, by email or via the Internet. This section will help you to decide where your question can best be answered.

### General Application Questions

General PPS-related Questions: send email to the [pps\\_office@ucsc.edu](mailto:pps_office@ucsc.edu).

Training & PAN Routing: send email to the [pps\\_office@ucsc.edu](mailto:pps_office@ucsc.edu).

Local hardware and software needs (e.g., putting the PPS application on your workstation): email the ITS Help Desk at [help@ucsc.edu](mailto:help@ucsc.edu).

For other inquiries, please visit <http://pps.ucsc.edu/who2call.htm>.

### Data Definition Questions

For data definition questions, such as data entry codes and valid data ranges:

- On-line Help - Accessed by positioning your cursor to the appropriate field on any Payroll/Personnel On-line System screen and pressing the **F1 Help** key. For more information about how to use the On-line Help please refer to *On-line Help* later in this section.
- For further information about data elements, contact the appropriate office (e.g., Payroll, Human Resources or the Career Center).

### Policy and Procedure Questions

For information regarding University policies which impact procedures for on-line entry and update of payroll/personnel actions such as hires, promotions and separations, refer to:

Academic	UCSC Campus Academic Personnel Policies and Procedures Manual
Staff	Staff Human Resources Procedures Manual
Student	Student Employment Services Policies and Procedures Manual

For more information about payroll/personnel issues and policy consultation, contact the appropriate office:

- Academic Human Resources
- Staff Human Resources
- Career Center
- Payroll Office

The up to date list of contacts within these offices can be found on the PPS Web Page.

## ON-LINE HELP

### Overview

Help will provide you with general information about each screen and detailed information about each field on a screen.

There are two types of Help

- Screen Level Help
- Field Level Help

#### SCREEN-LEVEL HELP WINDOW

```

PANHINRS      Notification Review Selection      More: +
Function: INRS provides the user in Secondary Review mode
with the capability of specifying selection criteria to
retrieve notifications for review on the INRB screen. The user
can access INRS by entering INRS in the next function field of
any PAN screen.

Nature of Information: The user must specify at least one and
may specify up to six additional selection criteria in order to
retrieve the desired notification(s): application identifier,
transaction identifier, originator userid, department,
transaction date, transaction time, and notification addressee.
If the user does not enter a value in a given field, then all
Command ==>
F1=Help F2=EX help F3=eXit F4=copy F6=move F7=BKud F8=FUd
F9=Cancel
    
```

### Screen Level Help

Screen-Level Help provides three types of information about the screen:

- **Function** of the screen, including any special commands available
- **Nature of the information** on the screen

- **Translations** of any highly abbreviated screen labels used on the screen

Since the on-line Help function is an application independent of EDB Entry/Update, the screen appearance and the function key assignments are different in Help from those in EDB Entry/Update.

#### FIELD-LEVEL HELP WINDOW

```

PAN0030      NOTIFICATION APPLICATION SYSTE      More:
DRAFT: 12/15/93 "NOTIFICATION APPLICATION SYSTEM IDENTIFIER"
Description:  A unique set of characters identifying the
              application system for which a post
              authorization notification was recorded.
Format:       N/A
Code Interpr.: N/A

Command ==>
F1=Help F2=EX help F3=eXit F7=BKud F8=FUd F12=Cancel
    
```

### Field Level Help

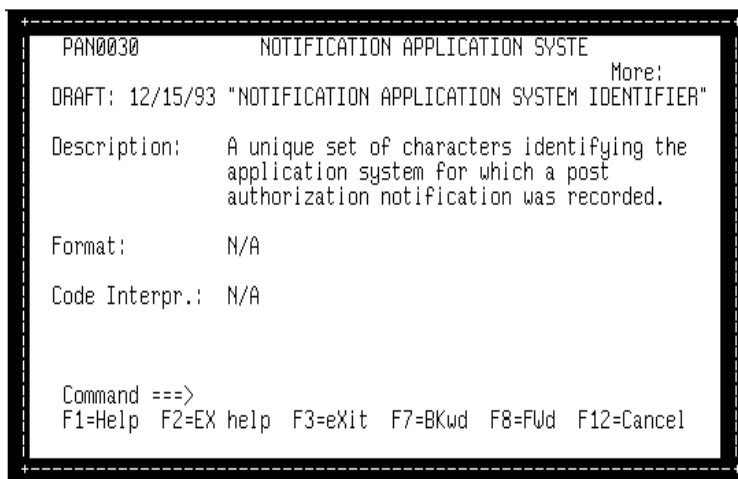
Field-Level Help provides one or more of the following types of information about the field being displayed:

- **Data element number** and **name** associated with the field being viewed
- A brief **description** of the information
- The **format** for entry and display of the information

- The **valid values** and **code interpretation** for those values

## Help Window Layout

### HELP WINDOW LAYOUT



Help appears in *pop-up windows* and overlays a portion of the screen being viewed before Help was invoked. Each window has three sections:

- Header
- Body
- Footer

### Header Section

The first two lines comprise the header section. This information is used to help identify the window and includes the following:

1. Window Identifier
2. Window Title – The title is a brief descriptive name assigned to the Help window.

3. More (+/-) – “More” indicates there are additional or previous pages of Help text available.

- More: + Additional pages of information are available.
- More: +- Previous and additional pages of information are available.
- More: - Previous pages of information are available.

### Body Section

The body of the Help window is where the variable Help text appears. Help text includes descriptive information about the screen or the field.

### Footer Section

Command line – This is a line which may be used to key in a function key number or to enter help commands.

Function key lines – These lines display an abbreviated description of the use of some of the F keys.

## Using On-line Help

You may select Help by pressing the **F1 Help** key from any screen. Either field-level Help or screen-level Help will be displayed, depending on the position of the cursor on the screen at the time F1 Help is pressed.

- **Field-level Help** is presented when the cursor is positioned on a screen label or on a Data Entry field.
- **Screen-level Help** is presented when the cursor is positioned anywhere on a screen that is not a field label or Data Entry field.

Help text will appear in a window on the screen. When a Help window is displayed, information cannot be entered on the underlying screen and the F keys on the bottom of the Inquiry or Entry/Update functions are not active.

Only the F keys associated with the Help function may be used. On-line Help F key functions are different from the EDB Entry/Update F key functions.

### Help Function Keys/Commands

Help function keys and their corresponding commands are listed below. To issue a command, use the appropriate Help F key or tab to the Help window Command Line and enter the bold character(s) shown.

F Key	Command	Description
F1	Help	Display field-level or screen level help.  You may also obtain help on a Help Screen at any stage of the Help process by pressing <b>F1</b> while in any Help window.
F2	<u>E</u> Xtended help	Pressing <b>F2</b> on any Help window causes screen-level Help for the current application screen to be displayed. The screen-level Help will overlay any other Help windows currently displayed. If you are already viewing Screen-level Help, pressing <b>F2</b> will have no effect.

F3	eXit	Pressing <b>F3</b> on any Help window causes a return to the Payroll/Personnel System screen. It clears all Help windows off your screen, regardless of how many Help windows are displayed.
F4	Copy	Pressing <b>F4</b> while the cursor is positioned on a highlighted value on a field-level Help window causes the value to be copied back to the Data Entry field.
F5	<u>F</u> Next	Pressing <b>F5</b> finds the next occurrence of the character string specified in the previous Find command. A Find command must be entered before <b>F5</b> will be enabled.
F7	BKwd	Pressing <b>F7</b> displays the previous page of help text. "More: -" displayed in the upper right of the help window indicates that previous page(s) of information are available.
F8	FWd	Pressing <b>F8</b> displays the next page of help text. "More: +" displayed in the upper right of the help window indicates that additional page(s) of information are available.
F9	level	Pressing <b>F9</b> returns you to the first help window when more than one help window is displayed.

F12	Cancel	Pressing <b>F12</b> on any help window causes a return to the underlying help window; if there is no underlying help window, it causes a return to the Payroll/Personnel System screen.
f <i>string</i>	Find <i>string</i>	<p>The Find command (there is no F key) causes Help to position the list at the first occurrence in the Help text of the specified character string.</p> <p>Enter <b>F <i>string</i></b> (where <i>string</i> is the character string to be found) on the Command Line of the Help screen.</p> <p>If there is no match to the entered character string, the message <b>**NOT FOUND**</b> is displayed at the top of the list.</p>

## Hints for F Keys

- All F keys displayed on the Help windows are not necessarily available for a given function.
- Because of the limited space on the Help windows, some F keys are not displayed even though the associated function is available, (e.g., F9)