

## Frequently Asked Questions

**How do I log on the HR Direct?** <http://www.umassmed.edu/hr/hrdirect1.aspx>

**How do I reach the HR Service Center?** X65260

**Where can I find online training manuals?** Go to HR Direct and click on the Job Aids link in the left navigation.

**How do I print an ePAF form?** Using the manual “View ePAF”, bring up the ePAF form you wish to print. Once the form shows on your screen, use your internet tools options to print.

**Who do I contact if I have a problem or question about using the ePAF form?** Send an email to [HRSysGroup@umassmed.edu](mailto:HRSysGroup@umassmed.edu)

**How do I, as an approver, know if I have something to approve?** The Worklist is where any ePAF form will be that is pending your approval. You will also receive an email notification.

**Can an approver change an ePAF form?** If an approver needs to change an ePAF form, they would have to send back the form using the “Reprocess chg” button at the end of the form. The comments section should note what needs to be changed on the form.

**How do I check the status of an ePAF form?** Using the manual “View ePAF”, bring up the ePAF form you wish to check the status on. Go to the last page of the form and review the column titled “Workflow Form Status” in the Transaction Log.

**How do I know who my ePAF form is with?** Using the manual “View ePAF”, bring up the ePAF form you wish to check on. Go to the last page of the form and review the column titled “User Description” in the Transaction Log.

**How do I pull back an ePAF form that I started and it is still in the approval process?** Follow the instructions noted in the manual “Resubmit or Withdraw”.

**What is the difference between Resubmit and Withdraw?** Resubmit is used by an initiator if an ePAF is in the approval process and it needs to be changed or by an approver that needs the form changed. Resubmit always brings the ePAF form back to the initiator, the form is updated and the approval process starts again. Withdraw cancels the ePAF form.

**How do I, as an initiator, know if an ePAF form has been sent back to me?** The Worklist is where any ePAF form will be located if one is sent back to you. You will also receive an email notification.

**How do I retrieve an ePAF form that, as an initiator, I have started and clicked on the “Save for later” button?** Navigate to and click on the link [Resubmit, Change, or Withdraw an ePAF](#) At the search box, enter the ePAF form number or the employee id. The pending form will show and you can continue working on it.

**How do I pull back an ePAF form that has already been completed?** Send an email to [HRSysGroup@umassmed.edu](mailto:HRSysGroup@umassmed.edu) as soon as you know there is a need to undo a completed ePAF transaction.

**What effective date should I use for an ePAF form?** Always try to use the beginning day (Sunday) of a current pay period. There will be times when that date might not apply and therefore, you might need to use a mid-pay period date.

**What is an “Employee Group”?** This field is similar to the “Class” field that is used on the current PA form.

### **ePAF Employee Groups**

Classified (W20) AFSCME  
Classified (W21) NEPBA Police  
Classified (W22) MNA  
Classified (W23) NEPBA Sergeants  
Classified (W25) Non Unit Classified  
Classified (W28) SHARE  
Classified (W50) NAGE  
UMCH Classified  
UMCH Professional  
Faculty  
Grad Students  
Post Docs  
Professional (W50) Prof NAGE  
Professional (W60) Non Unit  
Residents  
Students  
Temprite