HR...Solutions for Success

HR UPDATE

CLASS STUDY UPDATE:
For the latest Class Study information go to http://doa.alaska.gov/dop/classification/classStudies/

HR Update
Let us Know What You Think

Please let us know what you think of our publication. If you have any suggestions about how to improve the HR Update or topics you think should be addressed, please contact holly.cox@alaska.gov.

LearnAlaska Tips and Tricks: Browser Settings

By LearnAlaska Help Desk

The use of LearnAlaska requires that some browser settings be updated in order to avoid potential issues. Most important is that you use Microsoft's Internet Explorer with your pop-up blocker disabled and Compatibility View enabled to access LearnAlaska.

A reference document titled Recommended Browser Settings was created to help you configure your browser settings and can be found on the LearnAlaska Portal page at http://doa.alaska.gov/dof/learnalaska/resource/Browser-Setup.pdf. Many of the issues that users contact the LearnAlaska Help Desk for assistance with can be resolved simply by updating browser settings. Here are a few issues that you might notice and which browser setting might fix them.

I click on the "Request Access" or "Enroll" button and nothing happens

This issue occurs most often when the pop-up blocker is turned on. If you turn off pop-up blocker you should have the following interaction to either "Request Access" or "Enroll" in a course.

When you click on "Request Access" or "Enroll" in LearnAlaska a window opens up over the screen that has the person select their appointment data before submitting the request to the system. Once the information from the window is submitted then the page reloads and the information changes based on the interaction submitted ("Request Access" or "Enroll").

I click on "Approve" and nothing happens

The specific issue happening depends on which approve button you are clicking. If you are clicking the button that appears at the bottom of the Approval Console after you have searched for the approval request than it is an issue with the pop-up blocker being turned on and you will need to check your browser settings and turn pop-up blocker off.

When you are processing an approval request a pop-up window appears that asks for your reason of approval or denial and asks that you select the appointment information of the user requesting approval. If this window does not appear than the approval will not be processed.

On the other hand if you get the window to appear, but when you click the button to submit it seems to just be taking a long time this can occur when the system is just taking a while to process and it is recommended you just give it a little extra time to process.

(...Continued from page 1)

I go to the course, but there is no information on the screen or I am not seeing anything listed in the Course Catalog

This issue usually occurs when you are using Internet Explorer 10 or higher but can happen in Internet Explorer 8 or 9 if you have not enabled Compatibility View. Please review the Recommended Browser Settings document for instructions on how to enable Compatibility View. Once you have completed those steps you should be able to refresh your browser page and navigate in LearnAlaska with better results.

The course details screen is not aligned correctly

Users of Internet Explorer 11 have found that the information panel is actually getting placed to the far right off the screen and if they scroll they can find the information. We have found that the solution is to add the LearnAlaska URL to your list of Intranet websites. Detailed instructions can be found in the Recommended Browser Settings document referenced above.

These are the most common inquires that the Help Desk receives. If changing your browser settings does not resolve your issues, please feel free to contact the LearnAlaska Help Desk for further assistance.

LearnAlaska Help Desk (http://doa.alaska.gov/dof/learnalaska/contact.html)

Learnalaska.helpdesk@alaska.gov

907-375-7700

Updated Performance Evaluation Form Features
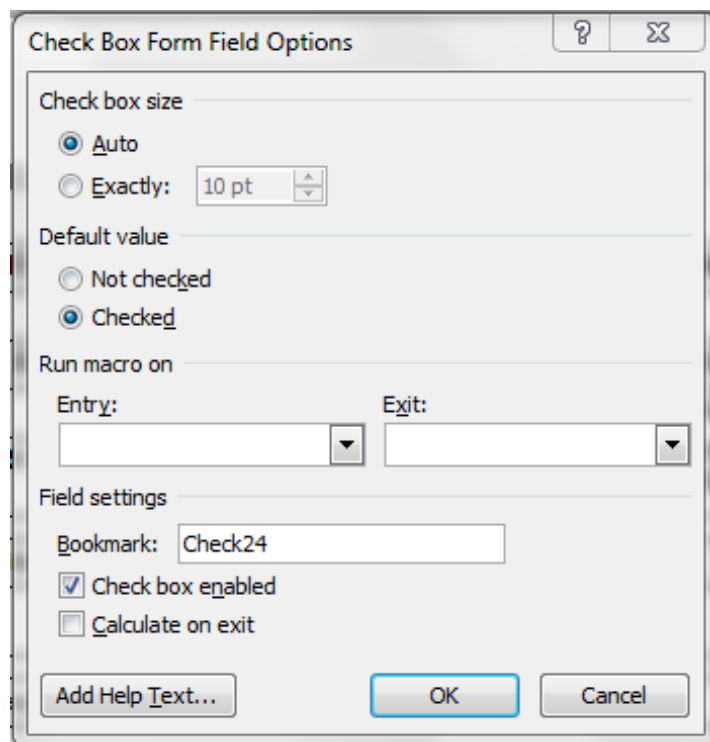
By Holly Cox

The Division of Personnel and Labor Relations has been receiving feedback on the limited features available in the Performance Evaluation form. In an effort to create a more user friendly experience,   we have done some research and were able to add the following features to the locked form:

- Spell Check

- Format Text

- Add Comments

We recognize many users desired to have Track Changes available, but due to the way Microsoft Word allows forms to be locked, this is not possible at this time. Another change resulting from the new form is checkboxes will no longer be clickable objects. Instead, a user will need to double click on the checkbox. In the pop up box that opens up, select "Checked" for the "Default value" (see example right).

We hope these changes relieve some of the issues users have had in utilizing the form and that it can help create a more streamlined process. If there is a strong need to use track changes, it is recommended users create a separate Word document to finalize the text, and to paste the final text into the form.

2015 OSHA Reporting Requirements Update

By Erin Rybkowski

Starting January 1, 2015 reporting requirements for Occupational Safety and Health Administration (OSHA) were updated. This change requires fatalities to be reported within 8 hours, a current requirement for the State, and that all work related-inpatient hospitalizations, all amputations, and all losses of an eye must be reported within 24 hours. To learn more about this update you can visit:

https://www.osha.gov/recordkeeping2014/OSHA3745.pdf

These types of injuries can be reported by calling the numbers below AND by filling out a report of injury form:

- 1-800-770-4940 or (907)269-4940 (8 am to 5 pm M-F; AK time)

- 1-800-321-6742 (After 5 pm or on weekends and holiday)

Best practice when reporting any type of injury or illness is to report it immediately. For more information about reporting injuries you can visit the Department of Administration, Division of Risk Management website (http://doa.alaska.gov/drm/) where you can access both the employee reporting form and the employer reporting form (management) as both are typically required. The claims manual on the Risk Management website is also a great reference for additional information.

2014 W-2 Information

By EPIC

The 2014 W-2s were sent to the mailroom for distribution to State of Alaska employees on Tuesday, January 20, 2015. Requests for duplicate 2014 W-2 forms began to be processed on February 2.

Requests for 2014 W-2 reprints should be directed to the Employee Call Center by email at employeecallcenter@alaska.gov, by phone at 465-3009, or by fax at 465-6624. Every effort will be made to process duplicate 2014 W-2 requests within one business day between February 2 and April 15, 2015.

Employees of the Office of the Governor, Legislative Branch, and the Alaska Court System should direct requests to their Human Resource Office; all other employees should contact the Employee Call Center.

For information about the W-2 and how it relates to fields on an employee's pay stub, go to the document "How to Read Your Payroll Stub and Yearly W-2 Earnings Statement" at:

http://doa.alaska.gov/dof/payroll/resource/prstubref.pdf

New Third Party Administrator for Workers Compensation Claims

By Erin Rybkowski

Effective January 1, 2015 TRISTAR Risk Management became the new Third Party Administrator (TPA) for all state employee Workers' Compensation claims. All "Reports of Injury/Illness" should reflect the new contact information for TRISTAR, which is available on the Risk Management website at http://doa.alaska.gov/drm/. Any question or concerns about this transition should be directed to Serenity J. Thomas, Claims Administrator at (907)465-2184.

Hiring Manager Corner: Recruitment Services Tips and Tricks

For 2015 we are making a concerted effort toward educating our Hiring Managers and providing them with additional tips, tricks, and resources. This issue we want to highlight some of the current resources available to Hiring Managers. The first thing is the Hiring Manager resource page. This provides information for new Hiring Managers about training, as well as providing the most updated forms and guidance as you go through your recruitment process. This page can be accessed through the Workplace Alaska Homepage under Hiring Manager Resources (http://doa.alaska.gov/dop/workplace/hiringManagerResources/).

Another great resource is your Agency HR Recruitment staff. You can find this information through the DOP website under Agency HR. (http://doa.alaska.gov/dop/serviceCenters/contact/full_list/) Please contact them for any questions or concerns you might have.

We hope to provide additional information, resources, and guidance to help keep you up to date on recruitment issues while you fulfill the missions and goals of your agency.