

How to Guide:

# UNCLASSIFIED SERVICE APPOINTMENT FORM

Interview Exchange  
Electronic Forms Module



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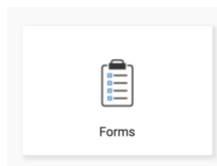
## Login to Interview Exchange

- 1.) [Click here](#) to sign into Hirezon/Interview Exchange using single sign on. If you do use the [old link](#) it will still direct you to the single sign on screen once you put in your long email address (first.lastname@oswego.edu).
- 2.) You will then enter your Laker NetID and password, click Login and it will direct you to the main Hirezon/Interview Exchange page.

\*\*For department Hirezon/Interview Exchange accounts you will continue to login the same way you currently do using the [old link](#) and your Interview Exchange department email and associated password.

*Note: If you have a non-Oswego email address you will continue to login with your individual Hirezon/Interview Exchange account credentials (email address and associated password) through [this link](#).*

- 3.) Click on this icon:



- 4.) This will bring you to your main Dashboard.

## User Dashboard

*Tab: Created by me*

**Incomplete Forms:** Forms created by you and have not yet been sent for approval or completed.

**Completed Forms:** Forms created by you which are now completed.

**Published Forms:** Forms created by you which are pending task completion or routing review and approval.

**Waiting for Form Approval:** Forms created by you and waiting for approval from others.

**Waiting for Task Approval:** Forms created by you and have tasks waiting for approval from others.

**Guest Reviews:** User can view forms in read-only mode with no action required by them.

0 Created by me

0 Assigned to me  
2 Guest Reviews

+ Start New Form

Incomplete Forms

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

No Records Found

Completed Forms

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

No Records Found

Published Forms

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

No Records Found

Waiting for Form Approval

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

No Records Found

Waiting for Task Approval

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

Guest Reviews

ID	Title	Originator	Template	Updated
----	-------	------------	----------	---------

*Tab: Assigned to me*

**Task Assigned to Me:** Forms created by other users and tasks assigned to you for completion.

**Form Approval:** Forms created by other users and are pending review and approval by you.

**Task Approval:** Forms created by other users with tasks pending review and approval by you.

**Guest Reviews:** Forms available to you in read-only mode with no action required.

*Note: User can view all completed Forms/Tasks by clicking the Show Completed checkboxes.*

0 Created by me 0 Assigned to me 2 Guest Reviews [+ Start New Form](#)

**Tasks Assigned to Me**  Show Completed

ID	Title	Originator	Template	Updated
10522	Liz Employee	HR Super Admin User	Staff Development	07/22/2019

1 Records from 1 to 1 of 1

**Waiting for Form Approval**  Show Completed

ID	Title	Originator	Template	Updated
No Records Found				

No Records Found

**Waiting for Task Approval**  Show Completed

ID	Title	Originator	Template	Updated
No Records Found				

No Records Found

**Guest Reviews**  Show Completed

ID	Title	Originator	Template	Updated
11087	Chemistry Instructor	HR Super Admin User	Position Management	05/29/2018
10123	HR Assistant	HR Super Admin User	Request to Fill Demo	04/22/2018

1 Records from 1 to 2 of 2

## How to Start Form

**+Start Form** – Look for this icon in the top right corner of your screen, click this button. It will bring you to this screen:

Hirezon | Exchange SUNY Oswego [Dashboard](#) Leah Holmes [Notifications \(36\)](#) [Help](#) [Instructions](#) [Logout](#)

**Start New Form**

Department:

Category:

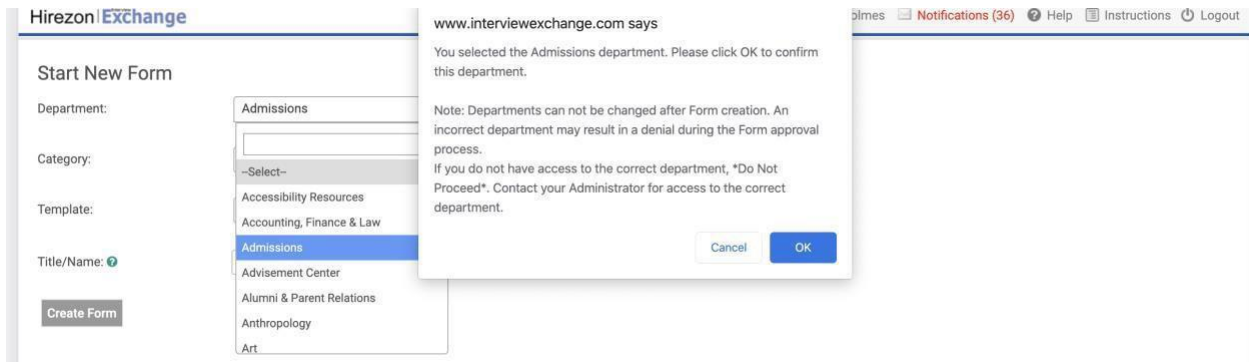
Template:

Title/Name:

[Create Form](#)

### Steps:

1.) Select the department this employee works for.



*Note: This should be the department the creator of this form also works in. Each user (creator of form) only has access to the department they currently work in. If you are completing the form for someone in another department you can change the name of the department within the form in the department field.*

2.) Select the category: Personnel Records

3.) Select the template: Unclassified Service Appointment Form

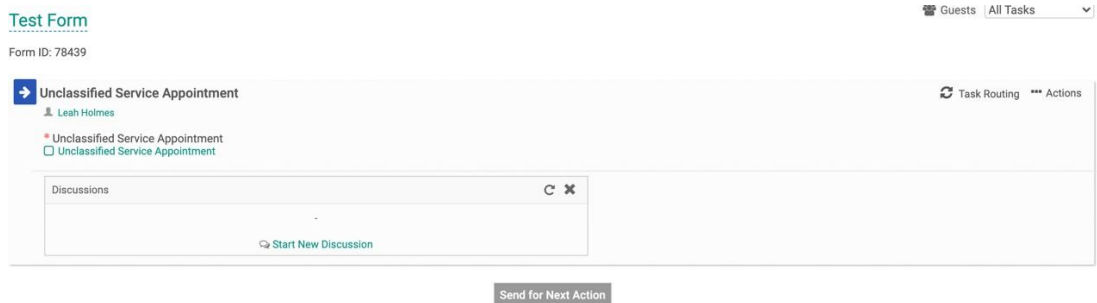
4.) Enter the Employees Name

*Note: This section does say Title/Name- do not enter the title of this employee- it must be the employees name. This will allow for easy recognition when going through the approval process.*



Click: **Create Form**

This will be the next screen:



5.) Click on: **Unclassified Service Appointment**

This will be your next screen- the appointment form you will fill out and complete.

**Note:**

Within the Employee Information section 4 fields on the form are for **New Hires ONLY**. They are the employee's email address, phone number, date of birth and social security number. These 4 fields will not be fillable unless you click New Hire in the "Choose Appointment Request" drop down in the Appointment Information section. If you are completing the form for a New Hire and choose that drop down option, your screen will change to the below:

**\*All 4 fields will become fillable and required. If you have any new hire paperwork from a new hire please email all documents to [hr@oswego.edu](mailto:hr@oswego.edu).**

6.) Complete the Unclassified Service Appointment Form with all the required and applicable

information to the appointment. The last section of form is the Employment Action Justification. [Click here](#) for guidance if needed.

**Employment Action Justification**

[Click here](#) for Employment Action Justification guidelines.

\*Please select the SUNY criteria that justifies this position:  
 --Select--

\*SUNY criteria description

\*Please include an explanation as to how this action specifically meets the SUNY criteria selected above?

\*Describe the critical need for this action, including but not limited to, the impact on the College if this action is not taken?

**Note:** The Employment Action Justification section is **required for all Unclassified Service Appointment forms.**

Click Save & Submit. Then click Continue.

7.) You will be back to this screen:

John Smith-TEST Guests All Tasks

Form ID: 44827


**Unclassified Service Appointment** Task Routing Actions

Leah Holmes

\* Unclassified Service Appointment  
 Unclassified Service Appointment -081120

Discussions Start New Discussion

Send for Next Action

8.) Next, click on the “Task Routing” in the top right corner.  Task Routing

9.) This is where you will setup the task routing for the appropriate approvals. Click on the pencil icon on the right, the left pencil means this approver has editing access to the form:

Task Routing			
Approver Title	User	Status	Act
Chair/Supervisor			
Dean/Director/Administrative Officer			
Provost/Vice President			
Payroll	Payroll Office	Not Initiated	
Finance Office	Finance Office	Not Initiated	
Human Resources	IE Forms -HR	Not Initiated	



It will drop down to this screen:

Approver Title: ? User: Permission: ?

Chair/Supervisor

Instructions (optional)

Permission for EForm(s) ?

Unclassified Service Appointment:

Secure\_Info\_Hide

Save Routing Cancel

**Note:**

When setting up the task routing approvers you will see a drop down that states Permission for EForm(s) with the two options of “Secure\_Info\_Hide” and “Secure\_Info\_View.” ALL approvers are automatically hard coded to the “Secure\_Info\_Hide” option. **Please leave it on the Secure Info Hide for ALL approvers.** For security purposes this option will hide the date of birth and social security number that may have been entered for a New Hire on the form. The only approver that will have access to see that information will be the Office of Human Resources.

Click in the box under “User” and type in the individual’s name or if the approver is a certain department type the department name. The email should pop up and you click on it to autofill into the box. Once selected you have the option to write any instructions or comments in the box then click **Save Routing**. Do this for the first three approvers. The rest are auto-filled for you.

*Note: Do not enter the employee/department email-it will not pop up. It must be a name then the email will pop up*

## Approver Title Email Guidance

**Chair/Supervisor:** Department Chair or Supervisor. Depending on your department's internal process enter either the individuals email or general department email.

**Dean/Director/Administrative Officer:** Dean, Director of department/area or Administrative Officer. Depending on the department/areas internal process enter either the individuals email or general department email. If Dean's Office please use general email:

School of Business: [business@oswego.edu](mailto:business@oswego.edu)

College of Liberal Arts & Sciences: [clas@oswego.edu](mailto:clas@oswego.edu)

School of Communication Media & the Arts: [scma@oswego.edu](mailto:scma@oswego.edu)

School of Education: [educate@oswego.edu](mailto:educate@oswego.edu)

**Provost/Vice President:** Depending on the division you are in will determine the email you enter:

Academic Affairs: [provost@oswego.edu](mailto:provost@oswego.edu)

Student Affairs: [studentaffairs@oswego.edu](mailto:studentaffairs@oswego.edu)

Alumni & Development: [develop@oswego.edu](mailto:develop@oswego.edu)

Administration & Finance: [adminfinance@oswego.edu](mailto:adminfinance@oswego.edu)

### *Other areas:*

Communications & Marketing: [wayne.westervelt@oswego.edu](mailto:wayne.westervelt@oswego.edu)

Office of Business and Community Relations: [jill.pippin@oswego.edu](mailto:jill.pippin@oswego.edu)

Office of Diversity & Inclusion: [kendra.cadogan@oswego.edu](mailto:kendra.cadogan@oswego.edu)

Institutional Research & Assessment: [deborah.furlong@oswego.edu](mailto:deborah.furlong@oswego.edu)

**Payroll Office:** The Payroll Office email is hard-coded into the task routing so you do not need to enter anything.

**Finance Office:** The Finance Office email is hard-coded into the task routing so you do not need to enter anything.

**Human Resources:** The Human Resources Office email is hard-coded into the task routing so you do not need to enter anything.

*Note: For most departments, you will be using their general emails instead of an individual's name. This will allow for all forms in each department to be located in the same dashboard and for more than one individual in a department to have access to these forms and to create them if needed.*

*\*If an approver is the same person for multiple approver lines, they must be listed in each one and approve/deny for each approval line.*

10.) Once the Task Routing is setup and complete, exit out. You will return to this screen:

Unclassified Service Appointment

Leah Holmes

\* Unclassified Service Appointment  
 Unclassified Service Appointment -081120

Discussions

Start New Discussion

Send for Next Action

Click on **Send for Next Action**. This submits the form to the first approver.

## Task Routing Features

### **Check Status:**

1.) As the creator of the form and any approver of a form you can view the task routing at any time and check to see where it is in the approval process.

#### Creator Steps:

- a.) Go back to your Dashboard screen, go to the Waiting for Task Approval section. This is where your forms will be when still in the task routing approval process.
- b.) Find the form you want to review. Click on the box with pencil icon to the left of the form title. It will bring you back to this screen:

Unclassified Service Appointment

Leah Holmes

\* Unclassified Service Appointment  
 Unclassified Service Appointment -5/7

Task Routing

- c.) Click on Task Routing in the upper right corner. This will bring you to the task routing screen and you can see all approvers, the date and time the form was approved and what approver the form is sitting with.

#### Approver Steps:

- a.) Go back to your Dashboard screen, click on the Show Completed box in the Waiting for Task Approval section. Once you click on that box, the section will be renamed to Completed Task Approval and all forms will be listed that you have approved.
- b.) Find the form you want to review. Click on the magnifying glass on the left of the form title.
- c.) This will bring the task routing screen up to show you all of the approvers, the date and time the form was approved and what approver the form is sitting with.

## Friendly Reminder:

2.) As the creator of the form you are able to send a “reminder” to an approver within the task routing. Note: This feature can only be used once within a 24 hour time-period.

### Steps:

- a.) Go back to your Dashboard screen, find the form you want to review.
- b.) Click on the box with the pencil icon on the left of the form title under “Actions.”
- c.) Click on Task Routing with the circle arrows icon in the top right of your screen.
- d.) This will bring you to the Task Routing screen. You can view what approver the form is sitting with.
- e.) To send a friendly reminder, click on the bell icon next to the approver’s name under “Actions.” This will automatically send an email to the approver to review this specific form.

Finance Office

 Finance Office

In Progress [05-05-2020 01:10 PM EDT]



*\*Note: Please be respectful with this feature and only send reminders when absolutely necessary.*

## Comments Box:

3.) Within the task routing the creator and any approvers may write a comment when approving/denying a form. This feature allows us to communicate certain information to everyone within the task routing that may be important to know and document.

Example: “Please note this is grant funded....etc.”

*\*Note: These comments cannot be deleted and will be a permanent record with the form.*

## See Changes Made to Form:

4.) If a change was made to a form the creator or any approver in the task routing can see what the change was within the task routing. If you click on the box with the pencil next to the form, then click on “Tasking Routing” in the top right corner. It will bring you to the task routing screen and you will see a clock with an arrow around it next to the approver who made the change- click on that icon and you will see the changes made.

Human Resources

 Human Resources

Complete [05-01-2020 08:41 AM EDT]



## Additional Approver:

5.) If there is an appointment for example that requires an additional approver for funding that is outside of the normal task routing approvers the following process should be followed:

### Steps:

- a.) The creator of the form should indicate in the comments box when initially

sending the appointment form that such “department/individual” must be an additional approver due to the funding source.

- b.) Once the form gets to the Finance Office, they will re-route the appointment form to the specified department/individual for approval.
- c.) The approval/denial process will be the same. This department/individual will receive an email to approve/deny. Once they complete the task the appointment form will continue through the set task routing approvers

*Note: There is a check box in the Account Information section to indicate a position is funded by Extended Learning if needed. This will help the Finance Office easily identify this information to re-route to Extended Learning.*

#### Account Information

**Note:** If more than one account should be charged, please indicate dollar amount/percentage for each.

Funded by Extended Learning

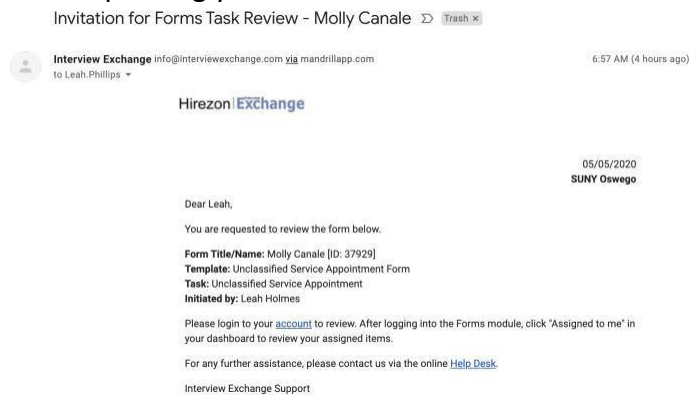
(\$/%): \_\_\_\_\_ Acct (1) to be charged (E.g. 860603-00): \_\_\_\_\_  
(\$/%): \_\_\_\_\_ Acct (2) to be charged (E.g. 860603-00): \_\_\_\_\_  
(\$/%): \_\_\_\_\_ Acct (3) to be charged (E.g. 860603-00): \_\_\_\_\_

### How to Review/Approve Form

As an approver within the task routing process you will receive an email to review and either approve or deny a form.

*Steps:*

1. Receive general email requesting you to review the form:





- 2.) Login into your Interview Exchange account and go to your Dashboard. Click the tab on the top: Assigned to Me.




- 3.) The forms that are requiring your review and approval/denial will be in the section titled

### Waiting for Task Approval:

Waiting for Task Approval   Show Completed



ID	Title	Originator	Template	Updated
 37947	Maria Smith	Leah Holmes	Unclassified Service A	05/05/2020


4.) Click on the box with pencil icon next to the form and it will bring you to this screen: 


Task Approvals on John Smith-TEST

Form ID: 44827



Please review the tasks below and click Approve or Deny.

 **Unclassified Service Appointment**  Task Routing


 Leah Holmes

 **Unclassified Service Appointment**

**Unclassified Service Appointment -081120**

Discussions  

-

 Start New Discussion

Please enter comments here.

[Return to Dashboard](#)

5.) Click on **Unclassified Service Appointment** and review the information on the form. When you are finished reviewing click Save & Submit then click Continue.

*\*Note: All approvers have the option to edit the form if necessary.*

6.) You then have the option to enter any comments if you'd like and click Approve or Deny.

*\*Note: As a reminder the comments and discussion box available to communicate with the creator and all approvers cannot be deleted and will become a permanent record with this appointment.*

7.) Once you click approve, an automatic email will be sent to the next approver within the task routing.

### Denied Form Process

1.) If an approver within the task routing has to deny a form, they have the option by clicking the deny button instead of the approve button when it gets to them in the process.

2.) That approver will have to put in a comment before submitting. If it is something that can be edited on the form, please indicate in the comments box so the creator can edit and resubmit the form.

3.) If a form is denied, only the creator will receive an email letting them know the form was denied. Anyone within the approval task routing process that already approved the form will still be able to see the form within their dashboard and if they click on the magnifying glass to view- they will see a big red X in the top left corner to show the form was denied and with the comments the approver who denied entered.

4.) If the form can be edited and resubmitted, the *creator* must:

*Steps:*

- a.) Click on the box with pencil on the left of the form.
- b.) It will bring you to this screen:

- c.) Click on the ...Actions drop down in the top right, and click “Mark as Incomplete.”
- d.) Click on the same ...Actions drop down in the top right, and this time click “Republish.”
- e.) This will bring you to this screen:

- f.) You will see the red comment stating to complete the tasks. Click on the **Unclassified Service Appointment**.
- g.) This will open up the form you submitted, you can then make edits. As a reminder: be sure to check the revised box are the top of the form. Click Save and Submit. Then next screen, click Continue.
- h.) If the task routing is the same, you can click **Send for Next Action**. If any of the approvers in the task routing need to be changed before you submit, you can make changes by clicking on Task Routing in the top right to edit.
- i.) This will email the first approver again for this form and through the approval process.

5.) If the form was denied for other reasons that cannot be edited the creator must:

*Steps:*

- a.) Forward the automatic denial email they received from Interview Exchange to everyone who already approved the form and HR.
- b.) HR will then “close out” the form.

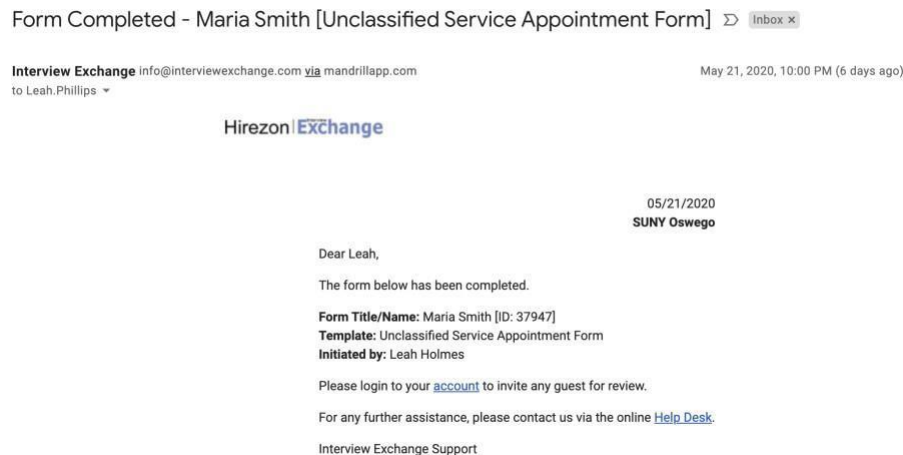
## Completed Forms

Once a form has been approved by everyone in the task routing process the form is considered complete and ready to process.

If you created a form or was an approver of a form you will see all of those forms within your Dashboard.

See the steps below on where to find all of the completed forms depending on if you were the creator of the form or an approver.

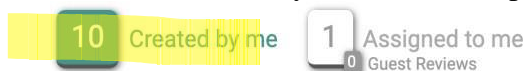
If you were the creator of the form you will first receive an automatic email stating the form you submitted is complete:



To find the completed forms:

*Steps:*











- a.) Login to your Interview Exchange account and go to your Dashboard.
- b.) Click on the Created by me tab at the top:



- c.) Then look in the Completed Forms section in the top right of your screen:




### Completed Forms ?

ID	Title	Originator	Template	Updated
  37353	Rachel McAdams	Leah Holmes	Unclassified Service Appoi	05/01/2020
  37311	Harrison Holmes	Leah Holmes	Unclassified Service Appoi	05/01/2020
  37416	John Smith	Leah Holmes	Unclassified Service Appoi	04/30/2020
  37761	Michael Jordan	Leah Holmes	Unclassified Service Appoi	04/30/2020
  37352	Emma Stone	Leah Holmes	Unclassified Service Appoi	04/27/2020

1 to 5 of 7 Records Page 1

d.) You will be able to view any of these forms by clicking on the magnifying glass on the left of the form and it will bring you to this preview screen:

Preview



Rachel McAdams

Form ID: 37353  
Template: Unclassified Service Appointment Form  
Originator: Leah Holmes  
Created: 04-24-2020 08:12 AM EDT  
Completed: 05-01-2020 08:41 AM EDT

Unclassified Service Appointment  
Completed: 05-01-2020 08:41 AM EDT [Leah Holmes]  
\* Unclassified Service Appointment  
 Unclassified Service Appointment

e.) You have the option to download into a PDF in the top right corner so you can print or save each completed/approved form.

If you were an approver of the form:


*Steps:*

- Login to your Interview Exchange account and go to your Dashboard.
- Click on the Assigned to me tab at the top of your screen:

10 Created by me 1 Assigned to me 0 Guest Reviews


c.) Look at the Waiting for Task Approval section- find the Show Completed box and click on it:






Waiting for Task Approval ?  Show Completed

ID	Title	Originator	Template	Updated
 37947	Maria Smith	Leah Holmes	Unclassified Service A	05/05/2020

1 to 1 of 1 Records Page 1


d.) It will bring you to this screen. The Show Completed box has a blue check mark and the section is now named Completed Task Approval:

Completed Task Approval   Show Completed

ID	Title	Originator	Template	Updated
 37311	Harrison Holmes	Leah Holmes	Unclassified Service Aj	05/01/2020
 37416	John Smith	Leah Holmes	Unclassified Service Aj	04/30/2020
 37761	Michael Jordan	Leah Holmes	Unclassified Service Aj	04/30/2020
 37314	GA- L. Higgins	Devin M Higgins	Unclassified Service Aj	04/27/2020
 37257	Ziggy Ciciarelli	Holly DeMar	Unclassified Service Aj	04/23/2020

11 to 15 of 17 Records Page 3

e.) You will be able to view any of these forms by clicking on the magnifying glass on the left of the form and it will bring you to this preview screen:



**Maggie Thompson**

Form ID: 37928  
 Template: Unclassified Service Appointment Form  
 Originator: Leah Holmes  
 Created: 05-05-2020 06:47 AM EDT  
 Completed: 05-06-2020 03:54 PM EDT

**Unclassified Service Appointment**  
 Completed: 05-06-2020 03:54 PM EDT [Leah Holmes]

\* Unclassified Service Appointment

Unclassified Service Appointment -5/7

Task Routing

f.) Click on the **Unclassified Service Appointment**. You have the option to download into a PDF in the top right corner so you can print or save each completed/approved form.



## Unclassified Service Appointment Form

### Employee Information

First Name: (Required)

Last Name: (Required)

IE Posting ID# (if applicable):

If this was a searched position and posted in Interview Exchange you can enter the Job Posting ID number.

Revised:

Check this box when you are submitting a revised form.

Home Address: (Required)

City: (Required)

State: (Required)

Zip: (Required)

Campus Building: (Required)

Office/Room#

Banner # (if applicable):

Email Address, Phone Number, DOB, SSN- *New Hires ONLY*

### Appointment Information

Choose Appointment Request: (Required)<sup>1</sup>

If other changed selected, please specify in the box below:

Employment Type: (Required)<sup>2</sup>

Appointment Type: (Required)<sup>3</sup>

Work Obligation: (Required)<sup>4</sup>

If other is selected, please specify in the box below:

Line # (if applicable):

PSR                      TS    [Line Number]  
This is not required. If you do not know, it will be completed by the Finance Office.

Previous individual in this position:

Position Type: (Required)<sup>5</sup>

Part-Time (requires %)

This % determines eligibility for health insurance and is required if employee is part-time.

Department:

This field will auto populate based on the department you choose when you started the form.

Salary:

Salary Increase Check Box(if applicable)

<sup>1</sup> There are four options to choose from: New Hire, Renewal, Promotion, Other Change.

<sup>2</sup> There are three options to choose from: United University Professionals (UUP), Management Confidential (MC), Technical Assistant Casual

<sup>3</sup> There are five options to choose from: Term, Temporary, Permanent (Professional Only), Continuing (Faculty Only), Management Confidential (M/C)

<sup>4</sup> There are four options to choose from: Annual, 10-Month, Semester, Other

<sup>5</sup> There are two options to choose from: Full-Time, Part-Time

Effective Begin Date:

Effective End Date:

Supervisor: (Required)

Employee Local Title: (Required)

Employee State Title: (Required)

SL: (Salary Level)

Click on State Titles for the link to all the titles available with salary levels.

Comments:

Any additional comments can be added here.

**Account Information**

(Check Box) Funded by Extended Learning

%/ \$: \_\_\_\_\_

Acct. to be charged: \_\_\_\_\_

%/ \$: \_\_\_\_\_

Acct. to be charged: \_\_\_\_\_

%/ \$: \_\_\_\_\_

Acct. to be charged: \_\_\_\_\_

*Note: You are able to indicate up to 3 accounts that may be charged for each appointment. If there is more than 1 account charged, it is **required** to indicate the dollar amount/ percentage of each account.*

**Part-Time Faculty Only**

Number of courses:

Number of courses with enrollment of 90 students or more (if applicable):

Total credit hours or credit hour equivalent:

Comments:

*Note: This section is **required** to be completed for all part-time faculty. This will assist in determining the correct salary and also eligibility for health insurance.*

**Employment Action Justification**

*\*The Employment Action Justification section is **required** for all employment actions.*

Please select the SUNY criteria that justifies this position:      SUNY criteria description:

*\*When you select one of the drop down options the description will pop up on the right.*

Please include an explanation as to how this action specifically meets the SUNY criteria selected above?

Describe the critical need for this action, including but not limited to, the impact on the College if this action is not taken?

Describe all other possible alternatives that have been explored for fulfilling these responsibilities (reassignment of work to existing staff within your department, division or another campus area, reorganization, reclassification of position, decrease of FTE, eliminate duties, etc.):

Describe the overall impact on FTE, headcount, and/or budget (salary/compensation) this action will have on your unit:

Demonstrate the specific cost and savings to your budget. How much cost savings will this generate?

## Frequently Asked Questions

### **Q.) Can you edit the form after you submit?**

A.) You have two options:

- Check the task routing and see which approver the form is sitting with. Email that approver and either ask them to deny the form so you can make a correction or if they have editing access and willing to edit the form for you they can. If that approver denies the form you can then “Mark as Incomplete” and “Republish” the form so you can edit and resubmit. Full instructions are on pages 14-15.
- You can “Mark as Incomplete” and “Republish” (full instructions on pages 14-15) to bring the form back to you so you can edit and resubmit.

### **Q.) How do I get the form to Extended Learning (or another department that needs to approve (funding, etc.))?**

A.) You do not include them into the task routing when you are setting it up. Once the form gets to the Finance Office for approval, they will re-route the form to Extended Learning (or appropriate department) for approval.

\*\*When completing the form be sure to include the appropriate funding account (ie. Extended Learning). Be sure to check the box stating the appointment is Funded by Extended Learning in the Account Information section. These indicators will let Finance know this form must be re-routed.

### **Q.) Why isn't someone's name popping up in the task routing?**

A.) If someone is not popping up in the task routing that usually means they do not have an account setup yet or access to the forms. Please email [hr@oswego.edu](mailto:hr@oswego.edu) and we can get them added into the system.

### **Q.) When I type in the email address into task routing, I receive an error message?**

A.) When putting in approvers within task routing the system only reads employee/department names. You cannot put in an email address. Once you type in a person's name or department name the email address should pop up for you to click on.

### **Q.) Should I be putting the title of employee or name of employee when completing the Unclassified Service Appointment form?**

A.) In the Title/Name section when starting a new Unclassified Service Appointment form you must put the Employees Name. That way it is easy to recognize when going through the approval process.

**Q.) When I receive a notification email from Interview Exchange stating I have a form I must review, when I click on the link within the email to go to my account I receive an error message stating “You do not have the permission to perform the operation.”**

A.) If you receive this error message, do not click on the link within the email. You must click [this link](#) to login to your Interview Exchange account. This is also located on the front page of the [HR website](#).

**Q.) What should I do with new hire paperwork I have received from a new hire (tax forms, I-9, etc.)?**

A.) If a new hire completes any new hire paperwork and/or you have completed the I-9 with them please email ALL documents to [hr@oswego.edu](mailto:hr@oswego.edu).