
USPTO HRCONNECT FREQUENTLY ASKED QUESTIONS

System Overview	
<i>What is HRConnect?</i>	HRConnect is an Office of Personnel Management (OPM) approved Human Resource Line of Business (HRLOB) and PeopleSoft/Oracle web-based system. HRConnect is hosted and maintained by the Treasury Department. HRConnect is a human resource management system that provides a broad range of applications, services and information to HR offices, employees and managers. Employees can view employment information, update personal information and review leave totals. HRConnect can help supervisors manage their human capital and use organizational data for strategic decision-making. Supervisors are able to request paperless personnel actions and electronically route those actions for approval, reducing the time it takes to process a personnel action.
<i>Is HRConnect a proven system?</i>	Yes. HRConnect has a proven track record and is currently being used by the Department of Commerce and more than 20 other Federal organizations, including ten Treasury Bureaus, HUD, USAID, Department of Labor, ATF, and the Secret Service.
<i>Is HRConnect a secure system?</i>	Yes, HRConnect is secure. It is an OPM-selected HR Line of Business supplier; passing a series of tests and meeting OPM's acceptance criteria. HRConnect ensures the confidentiality, integrity and availability of employee data, and enables effective stewardship of all employee information. Access to the system requires a User ID and Password. The security and privacy of sensitive personal information is restricted to those with a need to know or an appropriate level of authority.

System Access	
<i>As a new user, how can I sign into HRConnect?</i>	As a Federal employee, you must “authenticate” in the system (first time registration/log in). This is a process you must follow in order to obtain a User ID and temporary password. Use the job aid called “ New User Registration – Get Started with HRConnect! ”. It’s located on the intranet site under “User Resources” for “Employees.” Follow those step by step instructions to authenticate with HRConnect.
<i>How can I get the right role in the system? (HRSS, MSS, ESS, Proxy/Group)</i>	When you authenticate into HRConnect, you will automatically see the My Info tab. If you are a Manager and after you have authenticated, it takes up to 24 hours for the My Team tab to appear. If you have any issues, contact HRConnect_Support@uspto.gov .
<i>Is there a system requirement to reset the password and if so, how often does it need to be reset?</i>	HRConnect passwords expire after 90 days.
<i>Can I use the system while I’m at home teleworking?</i>	Yes. You can access HRConnect from home or on the road, 24/7, through the secure VPN connection you normally use when teleworking or while on travel.
<i>When will HRConnect time-out?</i>	There is a Warning at 18 minutes. Inactivity logout is at 20 minutes.
<i>Is HRConnect supported on mobile devices such as iPads?</i>	HRConnect has not been tested or certified on mobile devices.
<i>What browsers does HRConnect support?</i>	HRConnect is tested and certified with the Microsoft Internet Explorer browser version only. HRConnect works on Chrome and Safari 2x or higher but it is not supported on these browsers.

System Functionality	
<i>What type of information can an employee request to change in HRConnect?</i>	Some types of personal information (such as home address, emergency contact information, alternate email addresses, phone numbers, educational information, handicap, race and ethnicity, etc.) can be entered or updated by employees directly using ESS. Others, including a change in name or veteran's preference, will require OHR review. In some cases, documentation may be requested by OHR as part of the review process.
<i>When I update my personal phone numbers and personal email addresses in ESS, will my Manager be able to see this information in MSS?</i>	Yes

Training and Support	
<i>Will there be training on how to use HRConnect?</i>	HR professionals, managers, and proxies have received training. ESS is very easy to use so no official training is done. However, ESS training can be provided upon request.

Training and Support

Where can I go to receive support with HRConnect?

There are four main sources for support as follows:

- The intranet site <http://ptoweb.uspto.gov/ptointranet/ohr/connect/index.html>
- [Business Unit and OHR HRConnect Liaisons](#) listed on the “Support” page of the intranet site
- HRConnect_Support@uspto.gov

Policies	
<p><i>Are there any privacy laws that prevent contractors from viewing the personnel records of government employees in HRConnect?</i></p>	<p>No. Notes:</p> <ul style="list-style-type: none"> • USPTO personnel records are covered by the Department of Commerce’s System of Records Notice, COMMERCE/DEPT-1. • Between the law set forth in the Privacy Act and the routine uses designated in COMMERCE/DEPT-1, DOC is authorized to share the personnel records of Civil Servants with contractors.
<p><i>Can paper SF-52s still be used (rather than using HRConnect)?</i></p>	<p>HRConnect will replace paper SF-52s for all Personnel Action Requests (PARs) submitted by supervisors and managers.</p> <p>Employees will use HRConnect to request changes to personal information. Employees will also have the ability to request some actions such as Retirements and Resignations. Use of HRConnect is not mandatory for employees.</p>