

EPAR FREQUENTLY ASKED QUESTIONS (FAQ)

REGISTRATION & LOGIN

WHERE DO I ACCESS THE EPAR?

The ePAR system is located within the State of NJ's [My NJ Portal](#) website. Once you have registered and logged into the My NJ Portal, you will see the link to the ePAR on the left-hand side of the main dashboard.

DO I NEED A MY NJ PORTAL ACCOUNT?

All employees who participate in the ePAR process need a My NJ Portal account. This is the only way that you are able to access the ePAR system.

I'M A NEW EMPLOYEE AND I NEED TO SET-UP AN EPAR ACCOUNT. WHERE DO I GET MY INFORMATION?

Once a new employee has been added to the ePAR system, HR will send the employee an email prompting him/her to register for the ePAR. This email will contain the necessary links and registration information.

I ALREADY HAVE A MY NJ PORTAL ACCOUNT. DO I NEED TO CREATE A NEW ONE?

No. If you already have a My NJ Portal account, you may link the ePAR to your existing account. Follow the directions laid out in the [ePAR Self Registration Guide](#) to link your existing account to your ePAR access. Note: you will need to obtain your Employee ID Number from HR.

I DON'T HAVE A MY NJ PORTAL ACCOUNT. HOW DO I CREATE ONE?

To create a My NJ Portal account, follow the directions laid out in the [ePAR Self Registration Guide](#). This registration process will allow you to both create a My NJ Portal account and link your ePAR access to the account at the same time. Note: you will need to obtain your Employee ID Number from HR.

I HAVE/HAD A MY NJ PORTAL ACCOUNT, BUT I DO NOT REMEMBER MY LOG ON ID AND/OR PASSWORD. CAN HR PROVIDE IT FOR ME?

The My NJ Portal is a State of NJ website, not a Rowan website. HR is not able to recover log on IDs or passwords for the My NJ Portal. If you need help recovering your information, visit the [My NJ Portal](#) website. On the logon page, select the "Forgot your logon ID" or "Forgot your password" link to recover your information. If you are unsuccessful with the links, visit the My NJ Portal [Help page](#) and contact My NJ Support.

I AM TRYING TO SELF-REGISTER AND/OR LINK MY EPAR, BUT I KEEP GETTING ERROR MESSAGES. CAN YOU HELP?

Please review the below list to ensure that you are entering your information correctly.

- Are you entering the Employee ID provided to you by HR? This is not your Banner ID number.
- Are you entering your birthdate exactly as provided by HR? Enter in the birthdate provided by HR in the registration email you received even if one of the digits is off. An update can be made later to adjust your birthdate to the correct date.
- Are you entering in your full name? The system will not recognize shortened names or nick names.
- Are you using your Rowan email address? All accounts are linked to the employee's Rowan email address.
- If you have an employee ID that begins with NS, are you using the birthdate of 1/1/1990? This is the birthdate automatically assigned by the system.
- Still not working? Please contact hrtraining@rowan.edu.

I AM NOT SEEING THE LINK TO THE ePAR WHEN I LOG INTO THE MY NJ PORTAL. WHAT'S GOING ON?

If you do not see the ePAR link that means you have not linked your ePAR access to your My NJ Portal account. Follow the directions laid out in the [ePAR Self Registration Guide](#) to link the accounts.

COMPLETING THE ePAR

WHO CONFIRMS THE FACE-TO-FACE MEETING IN THE ePAR SYSTEM?

After the Rater and the Ratee have met to discuss the ePAR, the Rater should confirm the face-to-face meeting in the system. Once the meeting is confirmed, the ePAR will automatically be sent to the Ratee for signature.

THE RATEE HAS ALREADY SIGNED THE ePAR. CAN THE RATER MAKE CHANGES?

No changes can be made once the employee has electronically signed. However, if something needs to be added, use the Significant Events function to add any necessary changes.

I AM THE REVIEWER AND I AM TRYING TO SIGN THE ePAR. I AM ABLE TO ENTER MY COMMENTS, BUT THE SYSTEM WILL NOT ALLOW ME TO CHECK THE BOX. HELP?

If the Rater has already signed, then you do not need to check the box that says "(If Rater signature missing) I certify as Rater." Please scroll up to the top of the page, where you will see a sign button in the top left-hand corner of the screen. You just need to click the sign button and the ePAR will be signed and submitted.

WHERE CAN I RECORD PERFORMANCE EVENTS THAT HAPPEN THROUGHOUT THE YEAR?

Raters can use the Notes section or the Significant Events section. The Notes section appears only on the Rater's screen and allows the Rater to keep track of notes during the rating cycle. Rater's notes are not part of the ePAR record and delete automatically at the end of the cycle. The Significant Events screen is available throughout the rating cycle and is used to record any

noteworthy event (positive or negative) or any other amendments/changes that need to be made to the signed ePAR. Significant Events are viewable to both supervisor and employee and become part of their performance record.

I AM THE RATER AND STARTED AN ePAR FOR MY RATEE. THE RATEE NOW REPORTS TO A DIFFERENT SUPERVISOR, LEFT THE UNIVERSITY, OR CHANGED JOB TITLES. HOW DO I REMOVE THIS EMPLOYEE FROM MY LIST?

First, you will need to close out the employee's ePAR. This will finalize the existing ePAR (regardless of place in the cycle) for the employee. To complete the ePAR close-out, follow the directions on pages 58 – 65 of the [ePAR User Guide](#). Once you have completed the close-out, email hrtraining@rowan.edu to have the Ratee removed from your list.

IF I TRANSFER TO ANOTHER POSITION, WHAT HAPPENS TO MY ePAR?

Your former Rater must close out your ePAR so your new Rater can set job expectations for you. Your former Rater should do this as soon as you leave the department, as your new Rater is required to complete a Job Expectations ePAR when you begin your new position to establish your job expectations.

WHAT DOES THE RATER DO IF A RATEE IS NOT LISTED?

If you are unable to see one of your Ratees within the ePAR system, please contact hrtraining@rowan.edu.

WHY DO I KEEP GETTING EMAIL NOTIFICATIONS SAYING MY ePAR IS LATE?

Late notification emails are sent to all participants (Ratee, Rater, and Reviewer) associated with an ePAR that has not been fully completed. This means if the Ratee and Rater have completed their parts but the Reviewer has not, all three participants will receive the late notification. Raters are responsible for ensuring the ePAR is completed and should keep track of where the ePAR is in the process. Further, Raters can always check their dashboards to see the status of an ePAR.

FOR THE JOB EXPECTATIONS ePAR, CAN THE RATEE MAKE CHANGES TO THE GOALS AND JOB EXPECTATIONS IN THE ePAR SYSTEM?

Prior to the ePAR being sent to the Ratee to sign, the Rater may make changes to the goals and job expectations section by selecting the Edit button while viewing the Ratee's ePAR. A Ratee can suggest a change be made by their Rater, but the Ratee cannot physically make any edits to the ePAR within the system.

FOR THE JOB EXPECTATIONS ePAR, I RECEIVED AN EMAIL SAYING THAT "JOB EXPECTATIONS ARE AVAILABLE FOR YOUR REVIEW", BUT WHEN I LOG INTO THE SYSTEM EVERYTHING IS GRAYED OUT. WHY CAN'T I SIGN THE ePAR?

The first ePAR email that the Ratee receives states that the job expectations are available for review. This is referring to the opportunity for the Ratee to review the job expectations prior to the face-to-face meeting with the Rater. After this meeting is held and confirmed in the system, the Ratee will be able to sign the ePAR.