How do I get support for RIMS?
- You can create a support case with the Rowan Support Desk by either:
  a. Emailing support@rowan.edu (please include RIMS in the Subject line of your email)
  b. Calling the Support Desk at 856-256-4400

What is an organization?
- An organization is the representation of your structural unit or division within the University and should reflect the operational reporting structure currently in place. This would be your name of the group or department you supervise. Each person who supervises other people must create a name for their own organization.

Who can create new organizations, job titles, and positions?
- A supervisor can request the creation of a structural organization.
- Within the organization, the supervisor can create job titles and positions specific to that organization.
- All organizations, job titles and positions will need to be approved by the requestor’s supervisor.

How do you Remove or Update information in RIMS?
- There is a removal section in the Submit a Request area of RIMS that can be used to remove users from a position, an unoccupied position, an unoccupied organization, an unused job title or a proxy user from a current position.
- Organizations, job titles and positions can be updated (changed) in the Submit a Request area of RIMS.

Who approves or denies requests?
- The supervisor of the requestor will approve or deny requests.
- Once the supervisor approves the request, it is followed by another review of Human Resources who will approve or deny local job titles and roles.
- Removals will be approved by supervisors, but do NOT need to be approved by Human Resources.
- Supervisors will receive a Daily Digest Email only if they have approvals in their queue.

Who is a supervisor within the context of RIMS?
- A person responsible for the operations of a group of individuals. For example, a department head is naturally the supervisor for his/her dept. A graduate assistant overseeing student workers of a project is also a supervisor.
- Supervisors in RIMS will not necessarily correlate with your time sheet supervisor but should reflect the reporting structure of your organization.

What if there is a mistake in spelling a job title or organization?
- The requestor will use the “update” functionality in RIMS to make the correction.

Who has to approve any positions I create as a supervisor?
- For any positions the requestor creates, the supervisor of the requestor within your organization will approve the request.

What happens if I move to a new position on campus?
- If you move to a new position on campus, your new supervisor must add you to the new organization to which you report, and the previous supervisor must remove you from his/her organization.

What if a person has two positions on campus?
• A person should be reflected in RIMS as many times as necessary. Individuals are not restricted to one position or organization. In the case of a “dotted line” reporting structure, the individual reporting to two or more organizations should be entered into two distinct positions within each respective organization.

• Users can indicate their Preferred Position in Identity Info/User Info.

**What is the difference between a user and a position?**

• A position (job assignment) in RIMS can exist without user (person) occupying the position. In the case of employees leaving the institution or the growth of a department or division, positions can be created provided they reflect the operational and organizational structure of the unit.

• Creating a position within RIMS is in no way reflective of the actual hiring process or expectation of obtaining a position without going through the hiring process.

**Can I leave a position unassigned while we are waiting to hire someone?**

• Yes, a position can be left unassigned to a user (person) until someone is hired and occupies the position.

**How long does it take for a RIM’s request to be approved?**

• Approvals in RIMS can take place as soon as they are submitted by the requestor. The requestor’s supervisor will be able to review and respond to the approval request within the RIMS application.

• Human Resources will be able to review and respond to job title requests in RIMS as soon as the requestor’s supervisor has completed the above.

**What is the role of a proxy?**

• A proxy is a user who has been granted the privilege of action on behalf of another user in the RIMS application.

**Who can serve as a proxy?**

• Anyone can serve as a proxy and must be designated as such by the individual requestor.

• Proxies will have the same privileges in RIMS as the requestor.

**What if my whole organization moves under another division?**

• If there are considerable large scale changes to your organization, please contact Rowan Support, support@rowan.edu, to discuss the changes.

**Do we include temporary employees, adjuncts, grad students, student workers?**

• Any person within your organization that requires access to resources at the University should be entered into RIMS.

**How do we indicate if it is a part-time, 10 month or 12 month position?**

• No, there is no need to distinguish in the length of a position in RIMS.

**How do I know what job title (state title or local job title) to use?**

• In RIMS, please use the HR approved local job titles found within the drop down list in RIMS as your guideline. This list is also located on HR’s webpage, [http://www.rowan.edu/adminfinance/hr/rims/](http://www.rowan.edu/adminfinance/hr/rims/).

• In the case where you are unable to find a suitable local job title in the list, the requestor may free text a job title, and it will approved or denied by the requestor’s supervisor as well as HR.