

## JDXpert

### Frequently Asked Questions

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#### JDX SYSTEM FAQs

- 1. Does JDXpert (JDX) time-out automatically after a certain time?**  
To ensure the security of your work, please note that JDX sessions will time out after several minutes of inactivity. We highly recommend saving your work regularly to prevent any potential loss of data.
- 2. What is the best browser to use for JDXpert (JDX)?**  
At present, Firefox demonstrates optimal speed and functionality; however, it's worth noting that JDX is compatible with all browsers.
- 3. When using the search function, I can't find a job description I know exists in JDXpert (JDX). What could be happening?**  
An occasional challenge arises when a preset filter restricts your visibility. Please ensure all filters are cleared, then try searching again for optimal results.
- 4. Why can't I find the "Edit" slider button?**  
The primary reason for this occurrence is often accessing the job description via the JD Library instead of through your home page under "Tasks". Any job currently undergoing a workflow should appear in your "Tasks" or the "My Job Tasks" quick link. A Job Preparer can initiate workflow actions from either of these locations. Please note that the "Edit" slider button becomes accessible only when a workflow is in progress.
- 5. How does the system interface with UCPATH?**  
Currently, JDXpert (JDX) does not directly interface with UCPATH. UCOP runs a nightly Cognos report to seamlessly integrate employee and job data into JDX. This data from UCPATH ensures accurate connections between managers/supervisors and job descriptions in the "Jobs That Report To Me" quick link. It is important to note that while

JDX uses the position number from the JD template to establish these connections, the “Supervisor Name” fields on the JD template do not automatically update with UCPATH position numbers. If position information changes are made in JDX, the Position Updater will need to update that information into UCPATH as well.

**6. Is there a way to link job descriptions so if there are changes to a position across the board, they are reflected on all?**

While changes to individual job descriptions are not applied directly, updates to job standards will automatically reflect in the “For Reference Only” sections on each job description template. It is important to note that the “For Reference Only” sections do not appear in the printed version of the job description.

**7. What file types are accepted to be uploaded as attachments in JDXpert (JDX)?**

While a variety of file types can be attached, not all file types are supported for preview within the system. Typically, file types such as PDF, Excel Workbook, and Word Documents will display in the preview pane under the “Attachments” tab. However, the system does not currently support previewing PowerPoint files within JDX. You can download the PowerPoint files as needed.

**8. How do I print out a job description or download as a Word or PDF?**

To view the job description in JDXpert (JDX), utilize the “Preview” pane or preview icon. Within this interface, you'll notice icons representing both Word and PDF documents. Simply click on the respective icon, then select “Download file” to access the document.

## WORKFLOW FAQs

**9. I started a workflow in accidentally. How do I delete/cancel it?**

Kindly reach out to your Compensation Analyst with the position ID, and they will assist you in deleting the workflow promptly.

**10. If I started a workflow action but didn't finish it, how do I go back in and continue working on it?**

To access all workflows currently in progress, navigate to your home page under “Tasks” (double-click on the job to enter workflow), or simply select the quick link “My Job Tasks”. From there, you can click on the “View/Edit” icon located under the “Action” column.

**11. How do I transfer a workflow to someone else?**

To delegate a task in JDXpert (JDX), first, log in and navigate to the “My Job Tasks” quick link. Locate the job description and click once to open it. On the right-hand side, you'll notice a green toolbar. Click on the document icon labeled “Workflow Details”. Within this view, find your name and click on the person with a line icon, denoting “Replace Participant”. Here, you can add the other user to the step of the workflow in place of yourself. Remember to save your changes.

**12. When the next reviewer's workflow step is ready, will they receive an email directing them to go into the system?**

Yes, unless the last participant in the workflow has specifically disabled email notifications. Additionally, you can log into JDXpert (JDX) to review if there are any job descriptions currently in active workflow awaiting your review in your designated step.

**13. How can I edit a job description if I have already submitted it for review and approval via workflow?**

Please ensure that any edits to a job description are completed while the JD is in your designated step of the workflow. It's crucial to refrain from "approving" (Thumbs Up) your step until you have thoroughly reviewed the JD and it's prepared for the next participant's review. Should you require further edits, communicate with the participant in the subsequent step (via email) and request them to "return" (Thumbs Down) the JD back to your step of the workflow.

**14. Can more than one person work on a job description? i.e. the document is shared among several people.**

While job descriptions can be shared with multiple individuals by adding them as participants in a step of the workflow, it is important to note that only one person can edit and save changes at a time.

**15. If I receive a job description and make edits or suggestions, if I click the "thumbs down" icon, would that return the job description with my edits/suggestions? Or is it better to note edits or suggestions outside the system's document when sharing it with a manager/supervisor?**

Upon making your edits and saving them, the job description will be sent to the previous step of the workflow along with your suggestions. Additionally, you have the option to utilize the "Workflow Comments" icon located in the workflow toolbar to provide context regarding the specific edits you've made.

**16. When I'm in the workflow and I click "Save" and "Save and/or Close" is the job description routed through the workflow process?**

Please note that selecting "Save" or "Save & Close" does not initiate the workflow process for the job description. To advance the JD to the next step, users need to select the "thumbs up" button/icon in the green toolbar. Upon selection, a screen will appear where users can add any necessary comments to be included in the notification sent to the next step of the workflow.

## STAFF FAQs

**17. How do I find a copy of my own job description?**

Log into [JDX](#). Click on "View My Job" under Quick Links. You can download the Job Description in Word, PDF, or share a link. Note: If you download the Job Description in

Word, you will not be able to edit. If you need to edit your job description, work with your manager.

**Note for Campus and College of Health Sciences:** If the Workflow Finalized Date says “1/1/1900”, that means that your Job Description has not been updated. Work with your manager to update your Job Description.

## MANAGER AND SUPERVISOR FAQs

### 18. How do we store new job descriptions signed by employees?

We're excited to introduce an employee acknowledgment function which will streamline the process of employee's signing job descriptions. This approach will replace the current process of paper-based signatures or DocuSign. Once this feature is live, Human Resources will distribute an update with comprehensive details and step-by-step instructions. In the meantime, we encourage you to provide your employees with a copy of their job description for their reference.

### 19. Why can't I find all my direct reports under “Jobs that Report to Me”?

The data feed from UCPATH includes the names and titles of employees you supervise. To ensure accuracy, please work with your HR representative to update the “Reports To” field in UCPATH for each of your direct reports. This ensures that the organizational chart function in JDXpert (JDX) reflects the most current information. Additionally, vacant positions will not appear in the “Jobs that Report to Me” section until they are filled with an employee.

### 20. As a manager/supervisor, what do I have access to in JDXpert (JDX)?

Managers and supervisors will now have the convenience of self-service access, available 24/7, to both current and historical job descriptions of their direct and indirect reports. They will also benefit from a comprehensive job description library, streamlining the process and making job description writing easier than ever. Additionally, they will gain access to a job standard matrix, simplifying the comparison of Career Tracks titles. Lastly, they'll have access to new reports to aid them in their managerial responsibilities.

### 21. What should I do if I can't find a job description for one of my employees?

Contact the UCI Employee Experience Center (EEC) at [eec@uci.edu](mailto:eec@uci.edu) or 949.824.0500, Monday – Friday, 8:30 a.m. – 5:00 p.m. for assistance. They may be able to find the JD using their global search functionality.

### 22. Where can I find a copy of an old job description?

We're pleased to inform you that job descriptions have been seamlessly integrated into JDXpert (JDX). You should now be able to access the most up-to-date version relevant to your position, if available.