


COMMON ISSUES & SOLUTIONS

Common Issue	Solution
View/display if off; unable to see scrolling bars; page doesn't adjust to different size screens	UCOP is aware of this issue and working with JDX to resolve. In the meantime, you may have to adjust the zoom percentage in your internet browser.
Job description is locked; unable to edit.	Once the job description is open, at the top of the Position Information tab, ensure that the Edit button is green. 
JDX is slow.	UCOP is aware of this issue and working with JDX to resolve. JDX seems to be working the fastest in Microsoft Edge.
Total percentage under Key Responsibilities will automatically add up but won't flag if total is less than or higher than 100%.	We don't currently have a solution for this, but hope to have one in the future.
Computer crashed; lost my job description	Save job description changes frequently as JDX does not have an automatic save function.
JDX doesn't notify Workforce Relations when a position is changing to non-represented.	The final approver will need to work with Workforce Relations (outside of JDX) to ensure that positions changing from represented to non-represented receive appropriate approval.