County of Riverside
Employee Performance Manager (EPM) FAQs

How do I navigate to the Employee Performance Manager (EPM) website?

You can find the link to EPM on the **https://rc-hr.com/** website under HR Services. Click on Employee Performance Manager or you can go directly to the webpage at **https://epm.rc-hr.com/Login.aspx**. All employees have to be logged into their VPN in order to access the site.

If I am new to EPM, how do I log in for the first time?

To log in the first time, enter your username, which is your 6 digit Employee Identification Number (123456). Your password will be your 6 digit Employee Identification Number again, a colon and exclamation point followed by the last 4 digits of your Social Security Number (123456:!3333) and press Login.

Username: 6 digit Employee Identification Number (EID)
Password: EID, a colon and exclamation point followed by the last 4 of social i.e. (123456:!3333)

What do I do if I forget my password?

You will click on Forgot Password and the system will prompt you to reset password. If that does not work, you can reach out to your Department Administrator to reset your password for you.

Who do I contact if I lock myself out of the Employee Performance Management System?

If you lock yourself out of the system, you will reach out to your department's Administrator. They will be able to unlock your profile and reset your password. If you cannot get a hold of your department Administrator you can contact **PerformanceMgmt@rivco.org**.

What is the name of the Board Policy that governs Employee Evaluations?

Board Policy C-21, read the full policy here: **https://www.rivcocob.org/boardpolicies/policy-c/POLICY-C21.pdf**

Who do I contact if I want a basic overview of how to navigate in EPM?

If you are new to EPM you can reach out to your Department's Administrator and ask them to set up a virtual meeting so they can show you the basics of the system. Or you can reach out to **PerformanceMgmt@rivco.org** and request a meeting.

How soon can an evaluation be finalized?

Evaluations can only be finalized within 30 days of their due date.

My PeopleSoft Data in Employee Performance Management System does not match my current Job Tile or Job Entry date, how do I get that corrected?

You will need to reach out to **PerformanceMgmt@rivco.org** to get it corrected.

What do I do if an employee no longer works for the County of Riverside but has an evaluation due?

Once the termination has been keyed into PeopleSoft, EPM will automatically be updated with the termination date and the due evaluation will not appear on the compliance report.

When would an Employee's Annual Evaluation date change?

The annual evaluation date will change when an employee moves (promotes, demotes, transfers) to a new classification or department.

If an Employee's Probationary period is extended should it change their Annual Evaluation date?

Job entry date does not change if a probationary period is extended. Probationary period will not change the date the employee entered into that classification, the anniversary date will only change if the employee moves to a new classification or department.

What do I do after my Employee signs their Acknowledgement form?

Once you have reviewed the employee's evaluation with them and had them sign the Acknowledgement form you will either upload it in EPM under "Supporting Documents" or you will file them away in their personnel file, this will be based on your department's current practices. Once you have uploaded or filed the document you will go back into the evaluation and click "Received Acknowledgement Form" to have the evaluation be marked as complete. The evaluation will have the status of "Pending Administrator Sign-off" until the acknowledgement form has been received.

What are the different levels of Access in the Employee Performance Management Site?

Administrator Access- allows someone to add and delete evaluations, edit and add/delete templates, finalize and unfinalize evaluations (all evaluations but PRPs), look up and edit any employee in their department. Administrators in departments only have access to their own department's evaluations. For example, the Probation EPM administrator can only see Probation employees' evaluations and not TLMA's evaluations.

Manager Access- allows a manager/supervisor to add an evaluation for an employee or complete an evaluation. Manager access does not allow the manager/supervisor to delete anything or make changes to an evaluation after they have finalized it. Managers can see evaluations for their employees and their direct reports employees within their department only.

Are At-Will employees exempt from having to have Annual Evaluations?

At-Will employees in general are exempt from formal performance evaluation documentation. However, the At-Will designated classes that are Performance Recognition Plan (PRP) eligible are subject to PRP evaluation criteria when a PRP salary adjustment is granted. (Board of Supervisor From 11 approved action: http://rivcocob.org/agenda/2012/11_27_12/03.12.pdf,
Applicable PRP provisions stipulated in the current Management Resolution:
http://www.rc-hr.com/Portals/2/Management%20Resolution%202018-192%20Final.pdf).

What web browser should I be using to minimize glitches and error messages?

EPM is the most compatible with Chrome. Using any other web browser will cause EPM not to function properly.

How do I get a template updated or created to use for future evaluations?

You will reach out to your Department Administrator and let them know what template needs to be edited or created.

If you are creating a new template, you will need to send this information to the Administrator:

1. What classification is the evaluation pertaining to.
2. Do you want Physical Requirements and Working Conditions added?
3. Send the competencies you would like added to the template.

Once the template is created, the supervisor/manager can immediately use it on an evaluation.

If I finalize an evaluation can it be unfinalized if something needs to be fixed?

All evaluation types except Performance Recognition Plans (PRP) can be unfinalized by your Department Administrator. Once a PRP has been finalized it cannot be unfinalized, it will have to be deleted and re-entered.

What do I do if my Employee is on leave and they have an Evaluation due?

When an employee is out on leave and they have an evaluation due, it is advised that the supervisor not rate the competencies, mark the evaluation as incomplete and make a note in the final ratings comments that the employee is on leave and an eval will be completed when the employee returns. When the employee returns a new evaluation can be added to EPM and the supervisor can complete that evaluation.

How do I figure out who my Department's EPM Administrator is?

You can reach out to your manager/supervisor for the name of your Department's Administrator. You can also reach out to **PerformanceMgmt@Rivco.org** as they have the master list and can also assist.

My Department doesn't currently utilize EPM, but we are interested in beginning to do so. What are the first steps and who do I contact?

A representative for the department will need to reach out to **PerformanceMgmt@Rivco.org** and set up a meeting to assess what the needs of the department are and to identify who will need to be trained in the system. The Performance Management team will help the department get everything set up and ready for the department to start utilizing EPM.

If you have a question that is not answered in this document, please reach out to **PerformanceMgmt@Rivco.org**

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