

PAPERS – PD MODULE  
FAQs  
March 12, 2007



## Logging onto PAPERS

### General Information about Logging into PAPERS

1. Who needs access to PAPERS?
  - All classified employees
  - All supervisors of classified employees
  - Anyone who reviews classified employee performance plans & evaluations
  
2. How do I know if I have a user account?
  - If you have been the hiring manager on any classified or hourly recruitment you have a user account. You will use the same user name and password that you used as the hiring manager for a recruitment for this certify process and all PAPERS actions.
  - User accounts were created in the system for those employees who had a University LAN account as of October 2006. Try logging in using your LAN user name as the user name and password in PAPERS if you had a LAN account at that time. If this doesn't work, call Human Resources to check for you.
  - Employees at Teletechnet Sites and other remote locations probably do not have a LAN account.
  - Employees whose jobs do not require them to use a computer that accesses the University LAN probably do not have an account. This would include many of the Facilities Management staff, Housekeepers, Grounds Workers, Security Officers. Call Human Resources to check for you.
  - You do not need a LAN account in order to access PAPERS. You just need access to the internet.
  
3. How do I get an account in order to log into PAPERS?
  - If you have determined that you need an account, Go to the PAPERS site: [jobs.odu.edu/hr](http://jobs.odu.edu/hr). There will be an option on the left side of the screen: "Create User Account". Follow the instructions.

4. Do I need a University LAN account to use PAPERS?
  - No, you do not need a university account to have a PAPERS account. You only need internet access and you can go directly to the web site, [jobs.odu.edu/hr](http://jobs.odu.edu/hr), and create an account for PAPERS.
  
5. I can't log in to PAPERS. What do I do?
  - Are you on the correct web site, [jobs.odu.edu/hr](http://jobs.odu.edu/hr)?
    - Sometimes we find that people have gone to the applicant web site. The user names and passwords are not the same.
  - Have you forgotten your password?
    - You can call Human Resources to have your password reset.
  - Have you forgotten your user name?
    - You can call Human Resources. We can look up your user name and reset your password.
  - Are you able to Login, but not able to change your password?
    - The current password field in the Change password process is case sensitive. Call Human Resources for assistance. They can tell you exactly what your user name is and if it is upper or lower case.
  
6. I don't know if I have a PAPERS account. How can I find out?
  - You can call Human Resources to check whether you have an account.
  
7. How do I get to the PAPERS site to begin the certify process?
  - The PAPERS web site is [jobs.odu.edu/hr](http://jobs.odu.edu/hr). This site is for all position actions and for the recruitment actions as well.