

FAQs for Lawson Career Management



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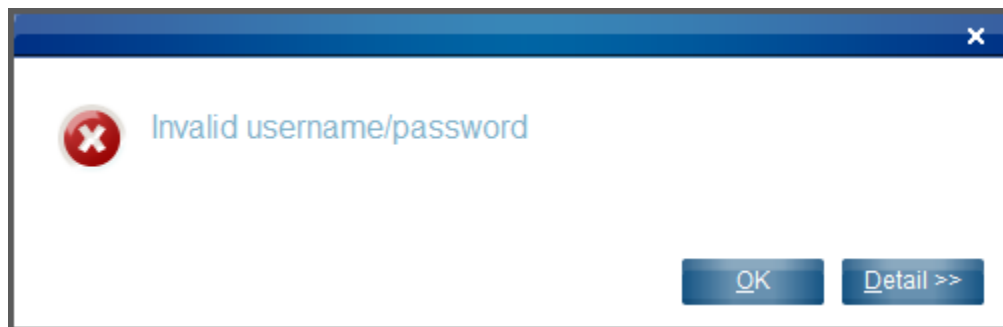
FAQ – Why will Lawson Career Management not accept my district username and password?

Current GCS employees must be on a district computer to access Lawson Career Management via the employee portal. The employee's login name will be the same as you use for your district email, but the password will be the last 5 digits of your social security number.

This information is also provided on the How to Apply for Employment in Greenville County Schools' webpage at the following link:

http://www.greenville.k12.sc.us/Departments/main.asp?titleid=hr_howtoapply

A wrong password is the most common reason you will receive the error.

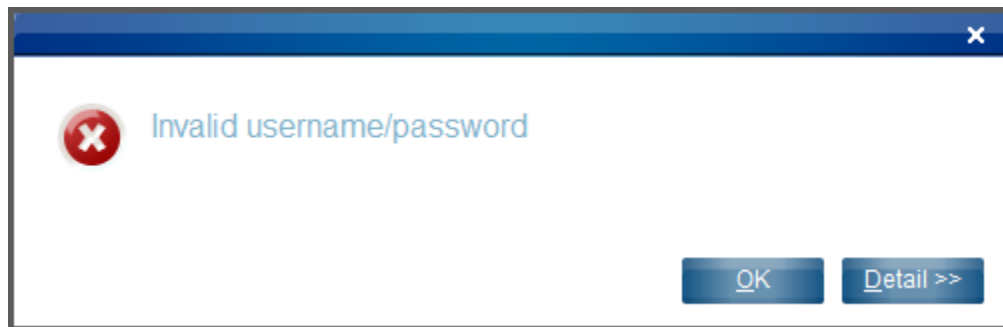


If you are using the correct login credentials and you continue to receive the invalid username/password error, please submit a Lawson Support Request with Lawson Career Management as the Area Affected. Use the following link to report the error.

<http://infoweb.greenville.k12.sc.us/lawson/request.asp>

FAQ – Why do I receive an Invalid username/password error since my recent name change?

Employees with recent name changes have reported the following error when they try to login to LCM with their **new username** and the last 5 of their social security number.



If you have had a recent name change, (or a name change since LCM implementation) you will need to use your **old username** plus the last 5 of your social security number to login to LCM.

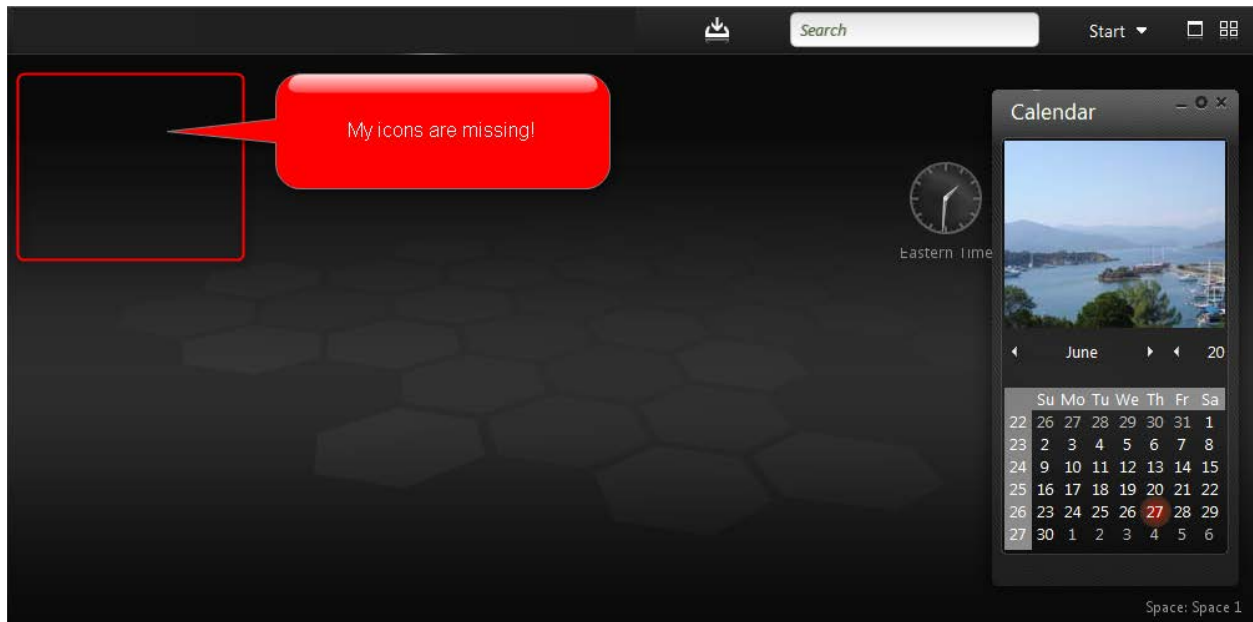
If you do not remember your **old username**, contact the Help Desk for the information.

NOTE: This problem with the application has been reported to the vendor. All affected employees (employees with name changes since LCM was implemented) will be notified when this login issue has been corrected.

If you are using the correct login credentials and you continue to receive the invalid username/password error, please submit a Lawson Support Request with Lawson Career Management as the Area Affected. Use the following link to report the error.

<http://infoweb.greenville.k12.sc.us/lawson/request.asp>

FAQ – How do I restore my missing icons in Lawson Career Management?



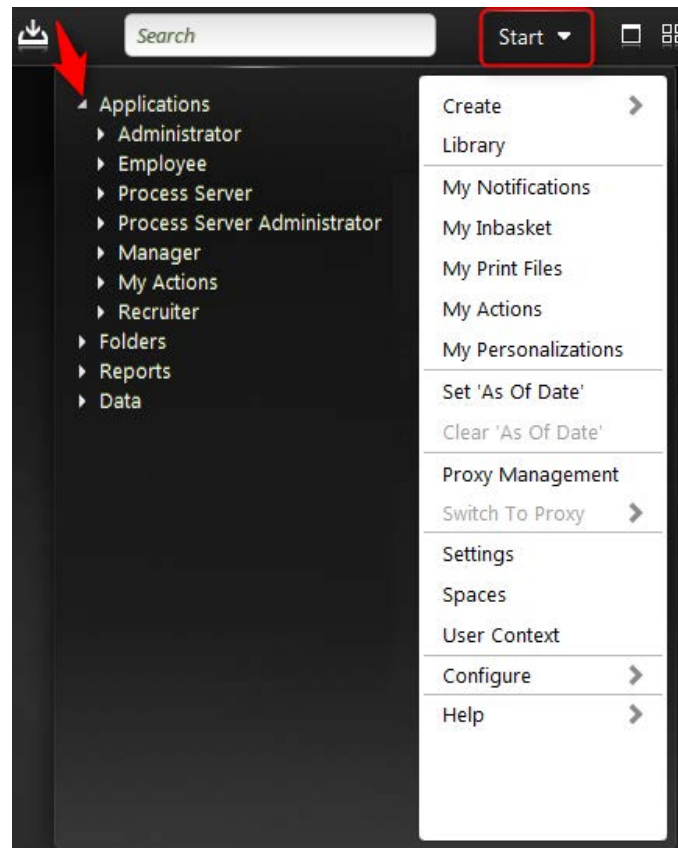
Use the following steps to create you icons.

Login to Lawson Career Management from the employee portal

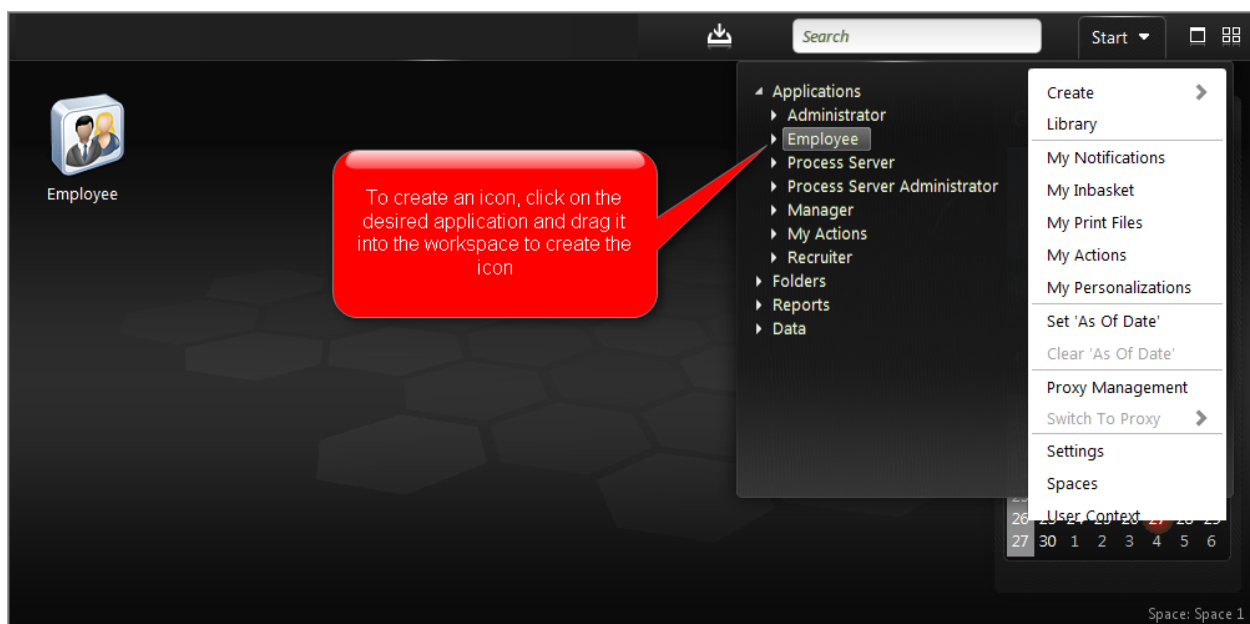


The application will open to your home page

Click the drop-down arrow on the Start button to display a shortcut menu and then **expand** Applications.



To create the icon, **click** on the desired application and **drag** it into the workspace and release the click.



FAQ – How to Identify which Recruiter Icon to Use?

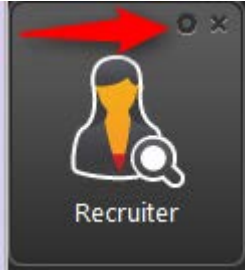
When an employee with the recruiter role (Secretary or Hiring Manager) also gains Recruiter Rank and Job Application Status change permission, it results in another Recruiter icon being placed on the employee's LCM workspace and another Recruiter menu item if you click Start>Applications.



To avoid confusion, you will need to **rename** the new recruiter icon to 'Recruiter Rank'. To determine which recruiter icon to rename, **double-click** one of the icons and go to Requisitions. The Requisition Dashboard should open and the user should see a Percent Fit column if it is the icon for Recruiter Rank tasks. If any requisitions are ready for ranking, a drop-down menu will be available in the Rank column.

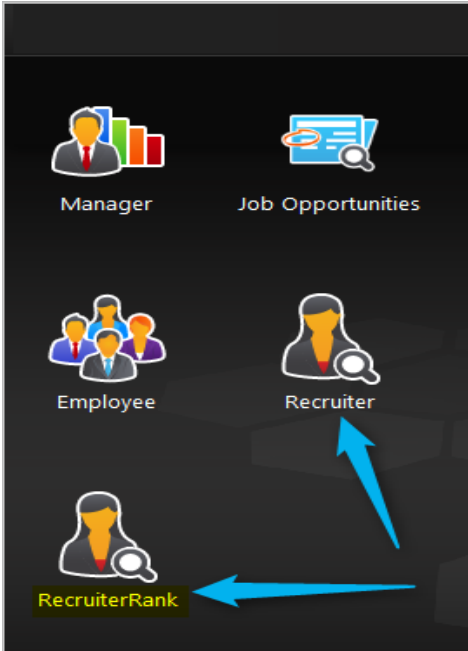
The screenshot shows the Requisition Dashboard with a table of candidates. The table has columns for Name, Percent Fit, Application Status, Rank, and Application Date. A red arrow points to the Rank column, which has a dropdown menu open showing options: 1-Not Recommended, 2-Conditionally Recommended, 3-Recommended, and 4-Highly Recommended. The Percent Fit column is highlighted with a red box.

Name	Percent Fit	Application Status	Rank	Application Date
Anna Barnes	0.00%			05/06/2013
Andrew Barnes	0.00%			13
Anna Barnes	0.00%			13
Lakisha Copeland	0.00%			13
Jonathan Day	0.00%			13



To rename an icon, mouse over the Recruiter icon and **click** the Settings icon.

A Shortcut settings dialog box will open and you can rename the icon. **Add** 'Rank' to Recruiter in the Name box and **click** the Save button. The icon is renamed.



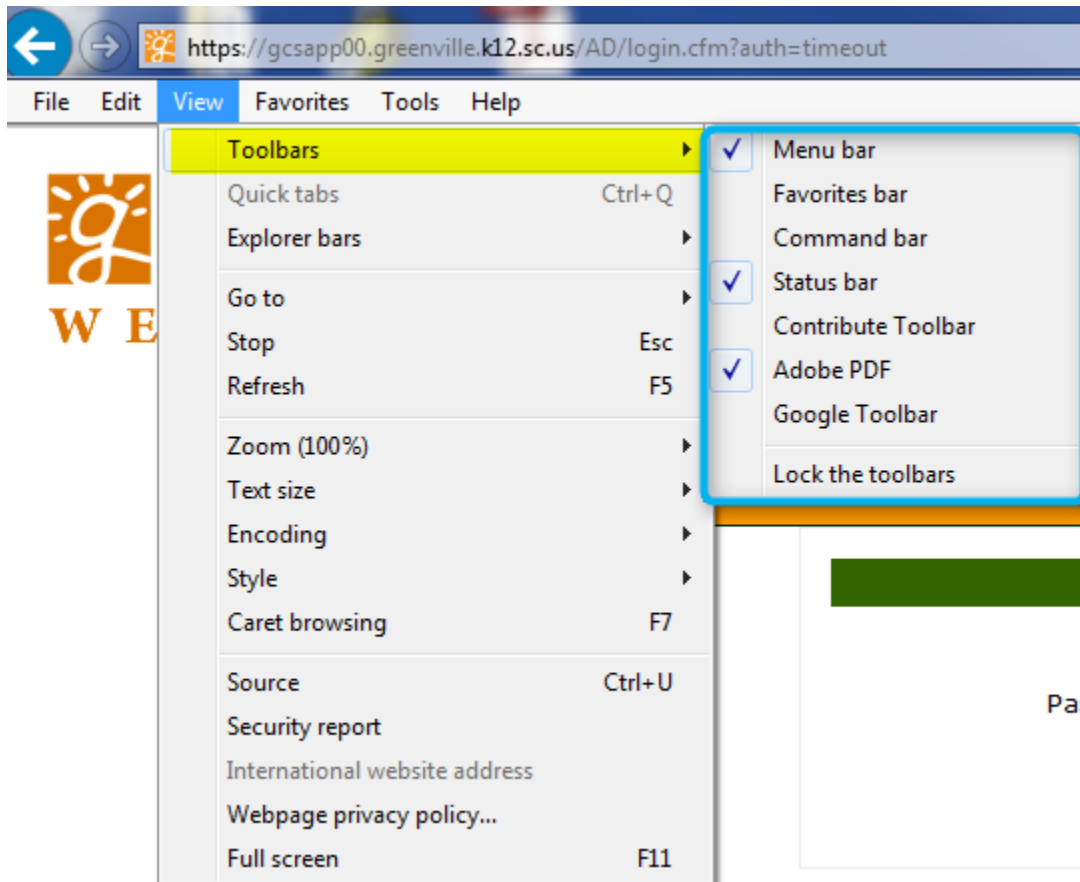
NOTE: Renaming the icon does not rename the Applications>Recruiter menu item. If you lose your Recruiter Rank icon from your workspace, you will have to rename the icon again when the icon is restored.

FAQ – Why am I Unable to Scroll Down to See the Entire Page in LCM

Some callers have reported not being able to see a full screen, the inability to view the vetting fields, or the inability to scroll down to the approve button in LCM. This problem is an Internet Explorer Toolbars issue where too many toolbars are active and using extra viewing space on your screen.

If you are unable to complete the following steps, please open a non-Lawson support request with the Help Desk.

Select View>Toolbars from the Internet Explorer menu bar. Review the items listed in the short-cut menu. **Click** to uncheck all but the Menu bar and the Status Bar.



NOTE: If you use any of the listed toolbars, temporarily uncheck the toolbar to enable full scrolling in LCM, complete your tasks in LCM, and then click the needed toolbar to restore. In the example shown in the screenshot, the user was able to scroll while leaving the Adobe PDF toolbar checked.

If you are still unable to scroll, contact the employee that closed the call or contact the Help Desk and reference the HEAT call number.

FAQ – What do I do if I Cannot Use LCM with a Windows XP Desktop

Many plant engineers have problems loading Lawson Career Management (LCM) web application, (Rich Client) from the District portal. Some of the plant engineers have older desktops with Windows XP running and although the desktops satisfied the required specifications for running LCM, they have reported difficulty using LCM.

If the tech has replaced and re-installed Java as well as the server-load-directory under C:\Documents and Settings\Users, and LCM still will not load, have the plant engineer use Google Chrome instead of Internet Explorer to load and work with LCM.