**MyBiz+ & MyPerformance FAQs/Information**

*As of 1 April 2020*

**Background:** DCPDS feeds information in to MyBiz+. Therefore, the DCPDS hierarchy drives the MyBiz+ team view/org chart. For hierarchy changes, contact HRO, Classification.

**Access:**

* There are many troubleshooting steps to obtain access, depending on where you are in the process:
  + If you/your subordinate have never accessed MyBiz+ or are uncertain of your access status, try these steps:
    - Go to <https://compo.dcpds.cpms.osd.mil/>.
    - Select the green button, “Smart Card Log In,” when prompted for your CAC certificate, always select the non-email (ID) certificate; if you see the purple and yellow boxes, select the purple box and you will select ok on the Privacy Act Statement; if you do not see the boxes continue following these steps
    - Select the “Register” hyperlink below the green smart card log in button; when prompted to enter your SSN/ID number, always enter your SSN with dashes; if you see the purple and yellow boxes, select the purple box and you will select ok on the Privacy Act Statement; if you do not see the boxes continue following these steps
    - (This is also used after you’ve obtained a new CAC) Select the “Re-register” hyperlink below the green smart card log in button; when prompted to enter your SSN/ID number, always enter your SSN with dashes; if you see the purple and yellow boxes, select the purple box and you will select ok on the Privacy Act Statement; if you do not see the boxes, contact HRO, Information Systems.

**Supervisors’ Info:**

* If you can log in to MyBiz+ but do not see the “My Team” icon at the very bottom right of your screen, contact HRO, Information Systems. This may be a problem with a setting in DCPDS. If the issue is an incorrect hierarchy structure, you may be directed to HRO, Classification.

**Hierarchy Issues:**

* As a supervisor, if you look at your MyTeam organizational structure and do not see your subordinates, you need to contact Classification ([ng.wv.wvarng.list.hro-classification@mail.mil](mailto:ng.wv.wvarng.list.hro-classification@mail.mil)) to help correct any errors. Ideally, you send a copy of an updated organizational chart to clarify your command structure.

**Helpful Hints & Reminders:**

* PAA is a system designed for technicians. AGRs will be granted access if they supervise Technicians.
  + FOR AGRs:
    - Again this system is designed for technicians. If you are an AGR who supervises technicians, contact HRO, Information Systems, to have your account updated so you can have visibility of your technicians.
    - If you are an AGR who has previously been a technician, contact HRO, Information Systems, and your accounts will be associated to ensure visibility of your technicians.
* Temporary technicians may appear under your MyTeam view, but they do not require annual Performance Appraisals (PAs.)

**IMPORTANT CHANGES (shown in bold below):**

* + **New system – DoD Performance Management Appraisal Program**
  + **PA’s will now be dated 1 April through 31 March** (rating period will no longer coincide with the FY)**;**
  + **PA’s will use only the DoD Performance Management Appraisal Program selection** (you will no longer use NG Title 32 option)**;**
  + **There will now be a three-level rating pattern of Outstanding-5, Fully Successful-3 and Unacceptable-1** (instead of the five-level rating pattern)**; and**
  + **90 days is now the magic number** (no longer 120 days)…**if you have supervised/been supervised over 90 days, you need an appraisal every year.**
    - If you have a new technician in your section starting 1 January, for example, since you will not supervise them for >90 days in the new rating period, their PA for the next rating period will be dated 1 Jan 19-31 Mar 20.
    - If you are losing a technician from your section mid-rating period, i.e. in November, you should do a close out PA for that technician…as long as you have observed them for >90.
  + There are special situations where dates may vary. Refer to TPR 430 for more detailed information.

**Common Questions/Issues:**

* When you try to search for a name (i.e. rating official, HLR, etc.), start typing the “last name, first” and give it a couple of seconds and a list of names should populate, verify you are selecting the right person, and click on their name from the dropdown list, then select Find. If you have to search for another person immediately following your first search, select clear, and then repeat the steps above.
  + If the person has a suffix (i.e. Jr., II, etc.) sometimes you’ll need to enter the name to search as “Smith, Jr, M”, other times as “Smith Jr, M”, etc.
* \*Never “Close” a PA; this is almost like deleting it; if you do accidentally “Close” it, contact HRO, Information Systems.
* \*You can copy an existing plan from a previous year and use/change the job objectives. NOTE: You cannot access both systems at the same time, i.e. you cannot copy from the old (NG Title 32) to the new (DoD Performance Management Appraisal Program) system.
* \*The technician or the supervisor can initiate the plan.
* \*Don’t panic if you cannot see completed PA’s…from the performance main page, scroll down slightly and select the “Show Completed Plans/Appraisals” hyperlink.

**Basic flow of a PA:**

* + The Plan is completed first. The Interim Review is completed next. (This is a recommended step but it is an optional step.) Finally, the Appraisal is completed. Be sure you work from the respective tab. A tab for each type of action will appear on the top row of your screen. For example, if you are working on a Plan, select the plan tab and then progress through the subtabs to complete all of the steps.
* Always review the main screen to ensure you have ownership of the PA before you try to take action on it. If you do not have ownership of the PA, you cannot make changes to it.
* One of the most helpful screens is the Track Progress screen. You can see where the PA has been and where it has left to go before completion.
  + The PA is not considered 100% complete until after the HLR reviews/approves it and transfers it back to the employee for acknowledgement.
* If you are working on a PA from a previous rating period, be certain to check the prepopulated dates when you work on the start, end and effective dates of the PA and each Job Objective. All dates prepopulate to the current FY. If dates do not coincide with the rating period of the PA you are working on, a date error will appear and prevent approval.
* It is highly recommended you complete all comments (Self-Assessment, Rater, etc.) in a word document to prevent the potential loss of information while working in MyPerformance, and copy the comments from Word into MyPerformance.
* If the page times out or you receive an error, select the back arrow and then try to proceed again.
* The HRS-IS can help with changes/mistakes to a certain point. Once the HLR approves it, the HRS-IS must contact the NGB helpdesk for assistance to have it reset.
* There is a step by step guide accessible through the “Need help?” hyperlink at the top of the MyPerformance main page.

**HRO CONTACT INFORMATION**

**Technician Hotline – 304-561-6749**

**AGR Hotline – 304-561-6679**