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I received the university communication, how come I am not an allocated user?

All Murdoch University staff will be able to see the Base Organisational Chart. At present OrgPlus only represents HR data and further access is only provided to staff whom require access to view HR data as part of their role as identified by Faculty and School Deans/Directors and Managers of the different areas within the university.

How do I login?

You will need to enter this link into your internet explorer (IE) browser:

<http://orgchart.ad.murdoch.edu.au/>

Tip: For quick and easy access in the future save this link in your favourites.

The home page looks like the below:

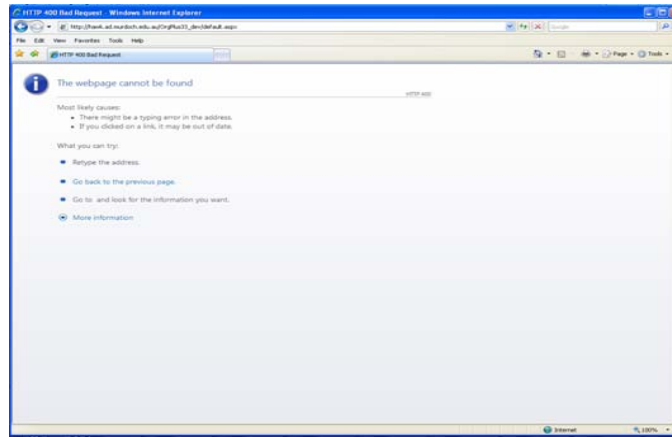


You should not need to enter your Murdoch Username and Password if you have already logged into your computer on the Murdoch University Network.

What if there are problems with logging in?

Please note that IE is the preferred browser, (Full functionality of the system is not available on Mozilla Firefox or Safari browsers). If you are using a Mac and you have Mozilla and Safari on your computer, only one or the other will open OrgPlus, so you will need to check both browsers for what works on your computer. If you only have Safari on your Mac and it does not open OrgPlus you will need to request Mozilla to be uploaded onto your machine via the IT Services Help Desk.

If you are having problems when logging in via IE it may be because you are part of too many Active Directory groups and the error will look like the below:



In order to solve this you will need to go to the tools menu in IE and select internet options. Click on the advanced tab and scroll down to the Security section. Remove the tick next to Enable Integrated Windows Authentication and then click on the Apply button. You will then need to restart your browser.

PLEASE NOTE: IE8 is not supported by OrgPlus or the University. If you are using a trial version of IE8 you will need to use Mozilla as your browser as IE8 is not a tested browser and you may encounter navigation problems. When IE8 is officially released the developers of OrgPlus will create an update for the system to ensure for full functionality once their testing has been completed.

How do I view a chart?

Click on the Chart (picture or word) and this will take you to the Base Chart.

What charts can I view?

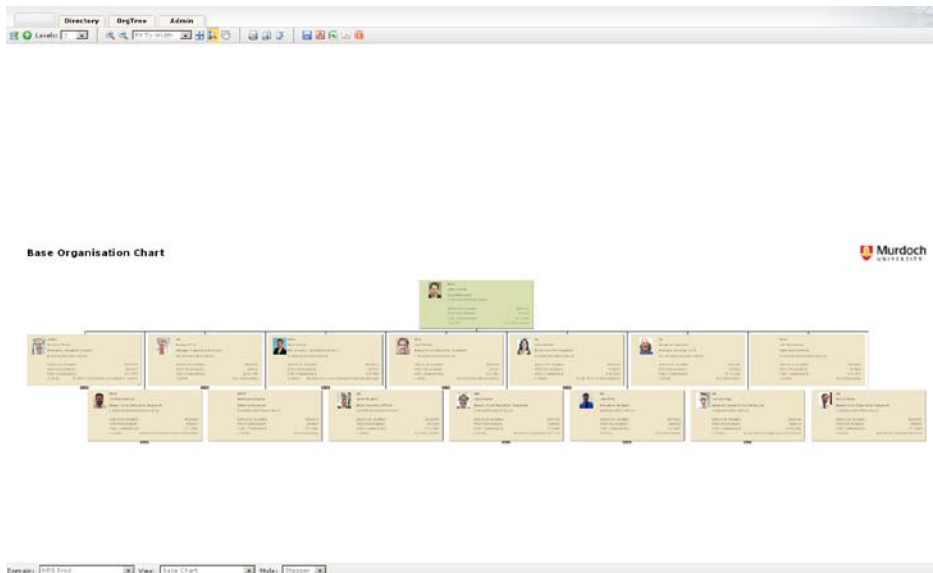
This depends on your security access. There are 6 types of users.

Role User Access	Security Access	Recommended for...
Main User 2	No Admin Rights, All Views/Charts (Restricted to themselves and their subordinates only for Salary Chart)	VC/DVC/Upper Management
Main User 3	No Administrator Rights, All Views/Charts (Restricted to themselves and their subordinates only for Salary and Leave Balances Chart)	Faculty/School Deans Directors and Managers Head of School
PA1	No Administrator Rights, All Views/Charts (Restricted to their Manager and their Managers subordinates)	PA/Admin Staff req to see info for whole departments <u>incl</u> Manager
PA2	No Administrator Rights, All Views/Charts (Restricted to their Manager's subordinates only)	PA/Admin Staff req to see info for departments <u>excl</u> Manager info
Sub User 1	No Administrator Rights, Some Views (No Salary Views/Chart, Leave Balances for Self only can be viewed)	Low Level information available only for basic duties.
Base User	No Administrator Rights, Restricted Views - Base Chart Only	This is the staff default for those not allocated a higher access

You automatically default as a Base User unless an Administrator has been advised that you require a higher level of access. If you believe as part of your role you require a higher level of access please see you supervisor/manager who will need to apply for access for you using the form located at <http://www.its.murdoch.edu.au/forms/>.

If I have the access how can I select the chart I wish to view?

Look to the bottom left of the screen. The Domain should default to HRS Prod, if not please ensure this is selected by clicking on the drop down box. The View box is where you select the chart you wish to view.



Can I change the way the chart is viewed?

The style drop down box will let you select whether you want the chart's subordinates to appear on one line (Wide), 2 lines (Stagger) or the default compact style (4 boxes across).

My Chart is really large how can I view it better?



If you wanted to look at one box in particular highlight the box and choose Level 1 from the drop down box. Or use the scroll wheel on your mouse to enlarge or minimise the chart. Ensure the scroll wheel icon in the toolbar is selected (highlighted in orange) to use this option or not selected to switch it off for manual zoom using the zoom drop down box. The Panning option in the tool bar will create a small window on top of the chart you are on where you then click and drag the box in that window to get to where you want in the chart.

Zoom functionality is considerably reduced if you are using a Firefox or Safari browser (Panning and Scroll Wheel not available) and the manual zoom will only increase the chart to a certain size and not go further.

Can I request a different chart to those available?

You will need to liaise with your manager and if it is believed that a new chart will be beneficial to the department, your manager can write a submission to the Administrators who will then view the submission, assess whether it is possible, test its validity and provide feedback of the outcome. Please note that OrgPlus is currently feeding from the HR data system, should you wish for a chart to be created using your own information system an administrator from your area will need to be determined, they will then be trained and manage the chart themselves.

What if I find an error in the chart?

OrgPlus retrieves information straight from the HRIS system (Alesco) if data is incorrect in Alesco it will be incorrect in OrgPlus. If it is an error in reporting line, check with your Manager/Supervisor initially to ensure that it is definitely incorrect and not in relation to 2010, they will then need to contact the relevant ESO and advise in detail the changes required. Please note that a change in the originating system may not be visible in OrgPlus for approximately 48 hours. If there is an error in the system itself that cannot be solved by reading this FAQ please contact the IT Services Help Desk.

Can I print a chart? (Option not available on Firefox or Safari)

Yes, a print, print preview and page layout option are in the OrgPlus toolbar. If you are unsure what any of the icons mean you can hover over them and a descriptor will be displayed.



What happens if my chart is not printing properly?

Print preview the chart first, then select File, Page Setup from this screen. Ensure that Paper is A4, there are no headers and footers entered and it is in Landscape and do the same in the Page Layout icon. Also check the page orientation in your browser (File/Page Setup)

If you are using Safari or Firefox and would like to print you will need to export your chart to PowerPoint or PDF and print from those applications. (Refer to Training booklet or Online Training Sessions for further information).

Can I save a chart and send it to someone?

The best way to do this is to publish the chart to PDF by selecting the export to PDF option in the toolbar.

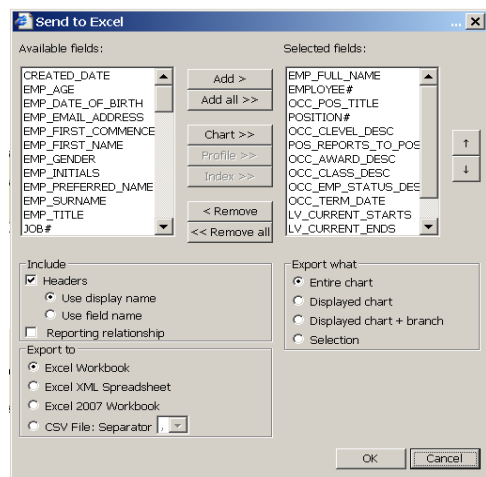
Output Tab - Ensure that Displayed Chart or Displayed Chart and Branch is chosen, do not choose Entire chart.
Presentation Tab - Include if you would like those options included in the PDF, they aren't required if you want just the chart.

Options Tab - Ensure Maximise chart area is not selected otherwise the chart will top align, select Landscape as your orientation, if you get an error message, click cancel, and the chart will still open in a pdf.

Please note that when exporting to PDF, PowerPoint or printing, OrgPlus can only export this information onto one page so this functionality may not be useful for larger sized charts.

Can I get a report of the information within the chart?

Yes this can be done by publishing a chart to excel.



You then get the option to choose what fields are included in your report, the available fields are only available in the format that the original program uses. Fields beginning with Pos_ are specific to the position and Occ_ more specific to the Occupancy, for accuracy Occ is the best to use where a Pos_ and Occ are followed by the same subject/title. Choose Add to Add to the report, you can sort the fields up or down depending on how you want the report to be displayed by using the up and down arrows. The other defaults shouldn't need changing except Export what, where you need to choose appropriate selection dependent on your needs.

Can I provide feedback on a chart?

Feedback can be given to the administration team through your manager who will then send the feedback via the IT help desk and will then be assessed by the OrgPlus administrators. There may be reasons why certain charts are set up how they are and the system may not be able to produce something to your certain specifications however if it is possible and it is deemed workable then feedback can be implemented.

What if my photo does not appear in the base chart?

This means that you do not have a photo stored in the Cardax system (system used to store the photos taken for your staff card). If you would like your photo included you will need to go to the IT Service Desk located in the library to have your photo taken and uploaded onto Cardax, your photo should then appear in OrgPlus approximately 48 hours later.

What if I have lost or forgotten my training materials?

There are online training sessions available on the OrgPlus webpage <http://www.murdoch.edu.au/hr2/orgplus/orgplus.html> and the training booklet you received during training is also available here.

What if I encounter a problem?

These can be logged online via the IT Support desk and will be solved by IT or forwarded to the correct administrator when required.