



Feedback | Ask Questions

FACE

Conversation | Explore Options

— *Helping U Succeed*

FACE of Performance Model

Supervisor Guide

Volume 1:

Login, Overview & Entering Comments

Human Resources
— *Helping U Succeed*

www.pinellascounty.org/hr/face

Introduction

Welcome to the Pinellas County Government's FACE system, your interactive online portal for managing employee performance. This guide is Volume 1 of a six-part series; intended to serve as a reference tool for supervisors to complete the following element of the performance model:

Provide ongoing feedback, coaching, and meaningful recognition throughout the year



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Subsequent supervisor guides will accompany future workshops offered on each component of the FACE of Performance Model.

Using FACE

FACE is a “tabbed interface” that allows you to quickly and easily navigate through the system. This has a similar look and feel as the SharePoint 2010 environments currently in use throughout Pinellas County Government.



TIP: *Holding your pointer over some tabs (hovering) provides additional menu selections.*

Terminology

Comments

Used by a supervisor/manager to keep track of conversations with an employee about performance

Competencies

Behavioral skills, knowledge, and abilities required to perform a job successfully

Employee

Person employed by Pinellas County for whom goals and performance is tracked

Employee Website

A secure site accessible to employees to view contact information and assignments

FACE

Acronym for Feedback, Ask Questions, Conversation, Explore Options

FACE of Performance Model

Continuous process of strategic performance management involving face-to-face ongoing conversations between supervisors and employees

Goals

Assigned objectives, projects, and expectations with associated due dates for tracking

HR Administrator

A role in the system that grants a person access to system configuration, user management, and all employees and other confidential information

Supervisor

The person to whom an employee directly reports

Writing Assistant

A tool that presents managers with suggested text to be used in the Manager Comments box. Suggested text is based on the competency sub-factor ratings.

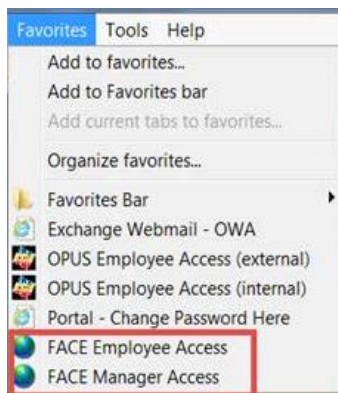


TIP: For technical assistance with the FACE system, contact the BTS Customer Support Center at 453-HELP (453-4357). For general questions, email Human Resources at face@pinellascounty.org.

Logging In

- **Option 1:** Select [FACE Manager Access](#)
- **Option 2:** Select the FACE Manager Access link in your Internet Explorer Favorites menu (as shown).
- **Option 3:** Select FACE Manager Access from ONLINE SERVICES in the top menu bar above the Pinellas County logo on any County web page.

Note: The FACE desktop icon has been removed.



On the login screen, enter your user name and password along with the company code “PCG” (abbreviation for Pinellas County Government) as shown at right.

Secure Customer Login

Please enter your User Name, Password and Company Code below to access your secure account.

User name:

Password:

Company code:

[Forgot your password?](#)

TIP: *When creating a new password be sure to use a password that you can remember, but also one that is known only by you. It is recommended that you use the same password as the OPUS system.*

Once logged in, your screen should look similar to that shown here:



TIP: If you also have access to the iRecruitment application, your screen may look a little different since you are able to access potential candidates for hire as well as existing employee records.

Your home screen view may also differ if you're using a browser other than Internet Explorer 8.

My Employees

“Employees” are those you are responsible for tracking in the FACE system.

Each employee record stores information such as:

- Name
- Address
- Contact information
- Job information
- Status

For each employee, you can:

- View and assign employee goals and performance reviews
- Add and track comments
- Add attachments
- Assign tasks
- Track all related activities

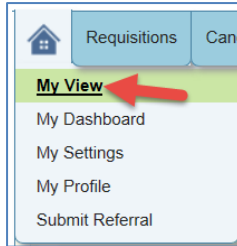
As a supervisor you are able to:

- Sort and filter employees
- View and edit employees (to whom you have access)
 - Employee access may include:
 - Direct reports
 - Subordinates
 - Employees in a specific location, department, region or division

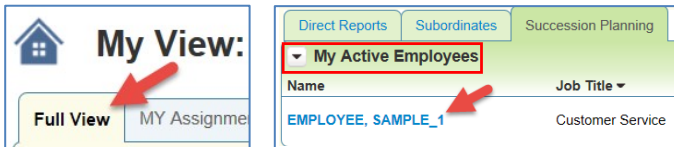
This FACE of Performance Supervisor Guide - Volume 1 concentrates on viewing and navigating the employee record and entering comments/notes. Subsequent supervisor guides will provide instructions for other functions and features that support the FACE of Performance Model.

Entering Comments

Click on the “Home” icon and select “My View”.

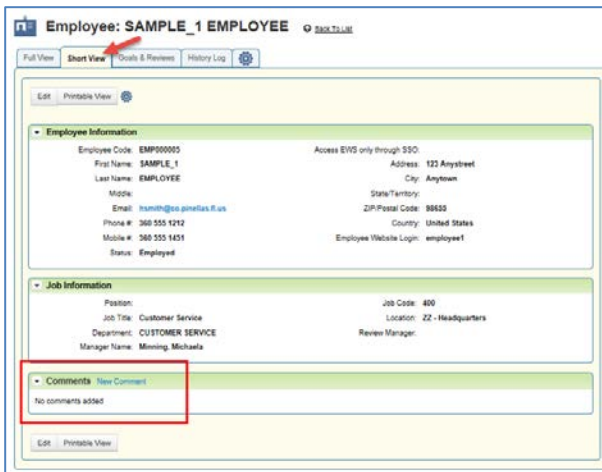


From the “Full View” tab scroll down to the “My Active Employees” section and select the employee.

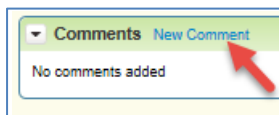


Select/click the employee name you wish to view. In this example, the employee name is: SAMPLE_1 EMPLOYEE.

Select/click the ‘Short View’ tab. Comments are shown at the bottom.



To enter a comment, click on “New Comment”.



Type your comment. Click “Save”.

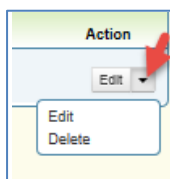
 A screenshot of the 'Add Comment' form for 'Employee: SAMPLE_1 EMPLOYEE'. The form has a header with 'Save', 'Cancel', and 'Reset' buttons. Below the header is a text area labeled 'Add Comment:' with a red asterisk indicating required information. Inside the text area is a green box with the text 'Enter comments here'. Below the text area is a 'Check Spelling' link. At the bottom of the form are 'Save', 'Cancel', and 'Reset' buttons. A red arrow points to the 'Save' button.

Comments will appear on manager’s view of the employee’s record.

Comments New Comment			
Last Updated	User	Comment	Action
8/7/14 3:58 PM	Manager's Name	Test comment 1 for Sample_1 Employee	Edit

From here comments can be:

- Added
- Edited
- Deleted



TIP: Additional information is provided on the FACE of Performance website:
www.pinellascounty.org/hr/face

Take advantage of the videos, conversation tips, frequently asked questions, and more.

Settings Tab

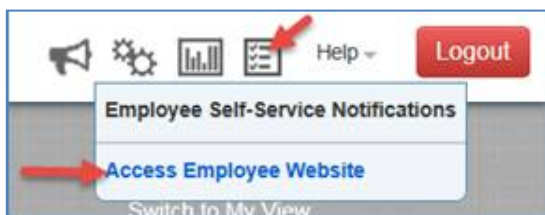
(Change Password)

Managers/Supervisors, in order to change/update your password, you will need to *update two locations* in FACE.

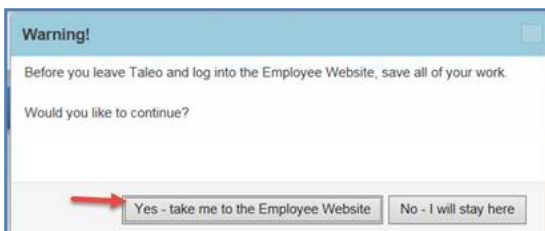
1. Update your password as a *supervisor*:
 - a) Log into FACE Manager access as usual.
 - b) Hover over the blue house icon and select “My Settings”
 - c) Scroll to the bottom to the “Change Password” tab.
 - Type your current (old) password.
 - Type your new password twice.
 - Click “Save”
2. Update your password as an *employee* by accessing your Employee Website:

- a) Login to the FACE Manager Access as usual.

- b) On the top right; Select “Employee Self-Service Notifications”
- c) Select “Access Employee Website”



- d) On the Warning Pop-Up, select “Yes-take me to the Employee Website”



- e) Update your FACE password:
 - Select/Click on the “Settings” tab
 - Fill in all fields
 - Select/Click on the “Update” button





TIP: *You will need to manually update your FACE password when you update your OPUS password. FACE does not automatically sync with OPUS.*