

## Frequently Asked Questions

### 4.20.16

1. Q. What is the difference between Document Date, Date Received and Effective?
  - a. No, they are not the same:
    - a. The Document date was the date the document was put into OnBase and should not be changed.
    - b. The Effective Date is typically the date that is found on the document or the date associated with the action of the document. The Effective Date drives the Retention rules, if the effective date is not correctly indexed the document will not follow the retention rules built into DMS.
    - c. Date Received is for Disability documents only and should not be used by Pilot agencies
2. Q. When indexing an ePAR attachment, does the effective date need to match the ePAR date?
  - a. Yes, the effective date of the attachment needs to match the effective date of the ePAR so the F10 retrieval will work
3. Q. Should the ePAR number be added to all documents?
  - a. No - do not add the ePAR# to all documents. If this is done all Agencies will be able to see these document types.
    - i. ePar # is a required field that defaults to zero "0". It only needs to be changed when the document is an ePAR attachment.
4. Q. What are the retention policies of the following document types?
  - a. I9 – three years after the date of hire or one year after the date the individual's employment is terminated, whichever is later
  - b. Discipline – 24 months from effective date before being purged. If a second discipline document is added it will be kept for 24 months and the original discipline documents' purge date will be updated to match the latest discipline document. This process will continue and may escalate when an ePAR Discipline document is added. ePAR Discipline documents are kept for 36 months, and any active discipline documents for that employee will have their purge dates updated to match the ePAR Discipline documents purge date.
  - c. All other document types - 7 years after separation
5. Q. When I use my lap top and am in OAKS, when I hit F8 or F10, the DMS is not returned, am I doing something incorrect?
  - a. No, on some laptops, the F8 and F10 function keys are used for a different features.
  - b. For Lenovo lap tops (OOD), in order for the F8 & F10 to work, the dedicated functions will need to be disabled for these keys. Please contact your Agency IT if you need assistance on utilizing the function keys
6. Q. Should agencies separate old ePars/attachments?
  - a. This is up to the agency—can reindex or leave as a single doc type, but either way, agencies MUST keep attachments in the system

7. Q. Can agencies combine multiple documents into one doc type (e.g., application, transcript & resume are indexed together as a Civil Service Application doc type)?
  - a. Yes. It is just important if the document is a part of an ePar, an ePar # is associated with the document so it is searchable.
  - b. BEST PRACTICE: If a specific doc type exists in system, agencies SHOULD index specifically to that document. Will allow for more accurate querying in future.
  
8. Q. How many search results can be returned in Document Retrieval?
  - a. Maximum results are 2000. Users will receive a warning for a search that results in over 500 documents
  
9. What doc types will transfer with the employee?
  - a. List can be found in User Reference Book:
    - Pre-employment Packet
      - Supplemental Nepotism
      - Supplemental employment agreement (child support)
      - Direct Deposit
      - OPERS form
      - Social Security Form
      - Tax form
      - Benefit form
      - Reference checks
    - Employment Eligibility Verification Form (I9)
    - Drug Testing Acknowledgement – Unclassified
    - Licensure, Certifications
    - Training, Education documents
    - HV 66 – Fraud Hotline Acknowledgement
    - Background Check & Limited Tax Waiver
    - Union Authorization Cards
    - Deferred Compensation