ENCOMPASSING VISIONS
Job Evaluation and Talent Management Software

Reporting Problems

Version 2024

Resolving Problems

Identifying Who Needs to Resolve the Problem

There are some problems that you need to discuss with your IT support staff. What needs to be clear is that your copy of Encompassing Visions is running on your server using your databases. There is no communication to our systems taking place nor can we impact your ability to access the system.

The following scenarios require contact with your IT support staff:

- If you don't know what the appropriate address is to enter into your browser.
- If you enter the appropriate address in your browser and the application login page does not appear.
- If you are trying to access you're Encompassing Visions application from outside your office and encounter problems.

All of these issues are related to the set-up, security or availability of your computer facilities and the application.

Before You Contact Us…

What to Send Us

If you encounter a problem using Encompassing Visions or have a question that you need to answer, please provide us with as much detail as you can. We prefer an e-mail with as much of the following information as possible:

- Your Encompassing Visions software version (found on the login screen and on the mail menu).
- What version of Internet Explorer browser you are running.
- Your contact information so that we can e-mail and/or call you back.
- A detailed listing of the steps you were going through.
- A screen print of the specific problem (e.g. error message or screen showing the results) and screen prints of as many of the steps you feel would be relevant.
- An indication of the results you were expecting versus the result you received.
- When dealing with competencies, if you have customized your competencies and your question relates to a specific competency, we'll need to know the competency number (as found in maintaining competency definitions function of Maintain Terms and Weightings) so that we can relate your question back to the base system terminology.
- If you are reporting a problem from one of your users, please specify the screen they had an issue with, whether or not they are a lead and some information about their access level to the module where the problem occurred.

We may in turn ask for additional information regarding:

- System Policies that may impact the area of the system you are having an issue with.
- Any alternate term customization you have done.
- Security access rights granted within the system.
- Any other details that help resolve the problem.

We're here to help so please don't hesitate to contact us. We will get back to you as quickly as we can.

Requesting Enhancements to the Application

If you want to request an enhancement to the application or you have an idea you would like to share with us, please contact us with an outline of what you are looking for and we will get back to you to discuss it further.

Contact Information

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