

## 1 Access the Performance Management System

### Troubleshooting Tip

Go to the NYC Intranet: <http://cityshare.nycnet>

1. Click **Working > NYCAPS > Start NYCAPS**
2. Enter your User ID and Password in the fields. (Your User ID is the 7-digit reference number found on your pay stub.)

- If you have not logged in within 90 days, the system will prompt you to change your password.
- If you cannot remember your password, click the **Forgot Your Password** link to reset your password.
- If you have locked yourself out of the system or cannot remember your security questions, please contact HR Connect (see contact information below) to reset your password.

## 2 Returning Documents Back to Employees

### Troubleshooting Tip

**IMPORTANT!** Before your employees can document progress on their goals, you must send their documents back to them! The following directions will lead you through the process.

During the Mid-year Check-in, you review your employees' progress in the **Employee** document, just as you did when you reviewed their goals. The **Author Type** is already sorted for you, so all that is visible is the **Employee** document.

1. Click **Manager Self Service > Maintain Documents**. You are now at the manager's **Maintain Documents** screen and can view all of your employees' documents in a list. The **Search Criteria** box enables you to sort them if you choose. (e.g., you may want to enter today's date as the earliest end date so you can just view the current year's document.)
2. All employees that indicate "Complete" in the **Author Status** column will not be able to edit their documents until you send them back to them.
3. To do this, click on the hyperlink of each employee's name. In the **Maintain Performance Document** screen, click the **Return Document to Employee** button. An email is automatically sent to the employee to inform him/her that his/her supervisor has sent the document for review.

| Begin Date | End Date   | Document Type | Document Status | Approval Status | Author                        | Author Type | Author Status |
|------------|------------|---------------|-----------------|-----------------|-------------------------------|-------------|---------------|
| 07/01/2008 | 06/30/2009 | Perf Rww      | InProgress      | Not Required    | <a href="#">Employee Name</a> | Employee    | Complete      |
| 07/01/2007 | 06/30/2008 | Perf Rww      | InProgress      | Not Required    | <a href="#">Employee Name</a> | Employee    | InProgress    |

## 3 Review Employee's Progress

1. Each employee should notify you when s/he has completed the Mid-year Check-in. In addition, the **Author Status** column indicates "Complete" for all of the documents that are ready for review. The employees that have "In Progress" are still working on their document and have yet to send it to you. Click the hyperlink of the employee's name for the document that you wish to view.
2. Click the **Expand All Sections** link to view the entire document. Scroll down to the **Operational Goals** section to view the employee's progress recorded in the **Comments** boxes.
3. Review the employees goals and comments. If you would like the employee to make immediate changes to the document, you can click the **Return Document to Employee** button to send it back to him/her. Otherwise, you can print a copy of the document for your discussion by clicking **Printable Performance Document > File > Print**.

4. **You are now finished reviewing your employee's document!** Click the **Sign Out** button in the top right-hand corner to exit the system. Next you should set up a meeting with the employee to provide constructive feedback on his/her comments.

