TBR Connector (Cornerstone)

Frequently Asked Questions

November 2017

1. Where do I go to login?
	1. <https://tbr.csod.com>
2. If I want to test or do training, is that done in the production site or is there another site to use for testing and training?
	1. For testing, becoming familiar with the system, and conducting training, you may use the Pilot site available at <https://tbr-pilot.csod.com>.
3. Who will set up new users in the system?
	1. As an HR representative, your access will be added by the System Office, you will then have access to add any new institutional users.
4. I thought there was going to be integration with Banner and Single Sign On capability. When will that occur?
	1. The integration with Banner will occur after the upgrade to Banner 9. (projected summer 2018) In the meantime, each institution will continue to process the data into Banner, as you do now.
	2. Single Sign On (SSO) will occur after the institutions are all on Banner 9.
5. Besides the in-person training that was offered in November, are there other resources available to help me on specific items that I won’t be doing every day?
	1. Yes, there is a Help Bubble Question mark that appears on the right side of the screen

that brings up the Cornerstone On-line Help.

* 1. In addition, the System Office Staff have created resource guides, short video training clips, and this list of frequently asked questions. Go to the HR Officers Training Materials on the TBR-HR webpage to access them <https://www.tbr.edu/hr/training-materials-hr-officers>.
	2. Kimberly Cantrell in the System Office is also a resource for you, to assist you in navigating the system.
1. The current system had very few changes to it, unless we initiated them. Is this new system going to be the same? Will it stay the same until we decide as a group to make changes to it or there are legislative changes?
	1. The new system will have quarterly releases. Some of them will be behind the scenes, and others will be enhancements that we or other clients have requested to improve the functionality of the system. The new releases will be loaded onto a stage server for us to test and become familiar with prior to being loaded into production.

1. What are the other modules of Cornerstone?
	1. In addition to the applicant tracking module, we also have On-Boarding, Performance Management, and Learning Management.
2. When will the other modules be available?
	1. We will begin working on the implementation of On-boarding the beginning of 2018. The other modules will follow. The goal is to have them all implemented by the end of the summer of 2018.
3. Do I have to use all the Cornerstone modules or can I continue to use the process I use now?
	1. While it isn’t mandatory that you use them, the purpose of their implementation is for greater functionality, streamlined processes, and enhanced performance. It is a TBR system-wide contract and each institution pays a portion based on their size, regardless of whether you use it or not. TBR colleges can’t use a competing vendor for the same services. Future functionality, processes, and resources will build from these modules. Not embracing the change now, may make it more difficult to catch up later.
4. How do I access the previous data from People Admin?
	1. After December 31, 2017, People Admin will switch our URL and we will have query access only to the existing data in People Admin for approximately 30 days. During this time they will be downloading the data and providing it to TBR. TBR will make a copy of each institutions’ data available to them for future needs. It will be a copy of the data, but you will not have edit access.
5. Will applicants that have applications in People Admin have to complete a new application in TBR Connector?
	1. Yes, just as they did when we upgraded from People Admin 5.8 to 7.0, applicants will have to complete a new application in TBR Connector, and apply for specific jobs of interest. Once they create their application in TBR Connector, they will only need to make changes specific to the positions, for which they apply.
6. I noticed the time zone is incorrect for some of my institution users. What does it do? Should I update it?
	1. Every effort was made to upload the correct time zone with each user, however, there may be some that need to be updated. You should go into Users and update it so the time zone associated with the user will display correctly when they approve or post a position, and so the correct times will appear if they use the interview scheduler.
7. Does the browser back button work to move back one screen?
	1. Using the browser back button is not recommended, as it doesn’t consistently provide the desired results. The previous or back buttons provided on the screen will move you back one screen.
8. How do I flag an applicant or employee as not eligible for rehire in the system?
	1. Notify Kimberly Cantrell in HR at the TBR System Office to flag the applicant system-wide.
9. Can I upload documents to an application, such as reference letters or other documents?
	1. Yes, you can upload documents directly to an applicant’s profile under the documents tab or within the applicant snapshot.
10. Will I be able to grant or constrain access for the users at my institution?
	1. Yes, as an HR/Recruiting Administrator, you will be able to control the security for all users within your institution.
11. Are all the applicant statuses required?
	1. Only the statuses you mark as required in the status preferences field. You decide which statuses are required for your institution.
12. What users do I add to the requisition when the position needs to go to the TBR System Office for approval?
	1. April Preston, Associate Vice Chancellor for Human Resources and Lynn Goodman, Special Assistant to the Chancellor and Equity Officer
13. How do I edit a requisition that is already open?
	1. To edit a requisition, click on Requisition, copy requisition (to create a new requisition), select the priority again, make your edits and go through to Submit and Manage Requisition. Be sure to enable TBR and Career Center and Add All Users. Also, ensure you close out of the other requisition.
14. What internet browsers are supported by Cornerstone?
	1. Internet Explorer 8 and greater

Firefox 4 and greater

Safari 3 and greater

Google Chrome

Please note: Support for Socket Layer (SSL) must support 128-bit SSL encryption and Cookies and JavaScript are required.

1. Are there any other technical considerations?
	1. Yes, the core application requires Adobe Acrobat Reader for reports that export to PDF, and/or Microsoft Excel 2007 or higher, although not all users necessarily need these capabilities.
2. I have applicants, who are using a supported browser, who are getting stuck on the “Upload Documents” section of the application. How do I advise them?
	1. When an applicant clicks the upload document link a pop-up window displays and they are required to type in a title in the title field. The title cannot exceed 50 characters. Once they have given the document a title, the file name maximum length is 75 characters. If there are 76 characters or more, the documents will not load. In addition, if applicants have file names with characters such as @$&\* this can sometimes cause issues as well. Instruct applicants to rename/shorten their file name/resume name.