

EPAF – Frequently Asked Questions (FAQs)

TechSupport Questions

Question: How do I access S.O.S.?

Answer: From the San Jac home page, click on Faculty & Staff, click on S.O.S.

Question: What is my username and password to S.O.S.?

Answer: Your network username and password.

Question: I don't know my username/password or I need to reset my password, who do I call?

Answer: Call or email TechSupport, extension 6137 or techsupport@sjcd.edu.

Question: My browser is not displaying the information correctly, what can I do?

Answer: Call or email TechSupport, extension 6137 or techsupport@sjcd.edu.

Question: How can I print from S.O.S.?

Answer: This is an electronic system, no printing is needed.

EPAF Access

Question: I don't see the EPAF menu options, who do I call?

Answer: Once you have completed EPAF training, you need to submit the EPAF Request Form (located on the [EPAF webpage](#)) to DL-HREPAF@sjcd.edu. Your form will be processed, and you will be notified via email that you have access. After training, if you are still missing the menu options, please contact Human Resources at extension 6116 or email DL-HREPAF@sjcd.edu.

Question: I don't see my leader in the EPAF approval search, what do I do?

Answer: Confirm your leader has completed EPAF training. If so, please contact Human Resources at extension 6116 or email DL-HREPAF@sjcd.edu.

General EPAF Questions

Question: How do I know what Position (POSN) to enter?

Answer: POSNs for full-time employees are job specific. This means that each full-time employee holds a specific POSN and they are the only person to have that POSN. When a full-time employee changes jobs, they change POSNs.

Part-time POSNs are pooled. This means that all part-time employees paid from the same budget in the same ORG, share the same POSN. Follow the guides below:

Job Type	POSN
Part-time staff	PT + the last four digits of the ORG
Federal Work Study	WF + the last four digits of the ORG
Texas Work Study	WT + the last four digits of the ORG
Work Study Mentorship	WN + the last four digits of the ORG
Part-time staff, grant funded (from OGM)	P + the last five digits of the FUND
Adjunct/Part-time Faculty	AH + the last four digits of the ORG*
Full-time, 9-month Faculty working a non-teaching job during the summer (off contract)	SUMHRS**
Adjunct/Part-time Faculty Secondary Summer job	MH + the last four digits of the ORG**
Adjunct/Part-time Faculty, Grant Funded (from OGM)	G + the last five digits of the FUND**

*Adjunct salary jobs assigned via faculty load begin with AS and are NEVER used on an EPAF.

**Summer camp jobs have a suffix of SC; non-summer camp jobs have a suffix of 00.

Question: I typed a POSN in the EPAF, but the title and the Time Sheet Organization are not auto-populating. What do I do?

Answer: Confirm the correct POSN was entered. If the POSN is correct, please contact Human Resources at extension 6116 or email DL-HRPositionManagement@sjcd.edu.

Question: The system is asking me to enter a suffix; how do I know what to enter?

Answer: The suffix is typically 00. Summer camp jobs have a suffix of SC. You will know if your department ever uses an additional suffix. The suffix for a full-time employee is always 00.

Question: Is a title required?

Answer: If this is a part-time staff job (including work-study), then it's possible. All part-time jobs begin with 'PT' and then the Board approved title. Banner defaults all part-time jobs to 'PT Administrative Assistant I.' If the part-time job is anything other than PT Administrative Assistant I, then it is required that you enter a specific job title to match the rate of pay for the part-time employees.

If this is a Full-time, no title is needed, as all Full-time job titles default as needed.

Question: How do I know the status of my EPAF?

Answer: The status of your EPAF can be found in either the originator summary or the approver summary.

Question: My EPAF was returned for correction, but how can I tell why it was returned?

Answer: Look in the comments section. The person who returned it to you should always leave a comment stating why it was returned, and what corrections should be made before resubmitting the EPAF.

Question: My new hire EPAF status is pending at the HR EPAF Apply approval level; what do I need to do to have the EPAF applied?

Answer: If a new hire EPAF is pending at the HR EPAF Apply approval level, it is most likely due to missing documentation. For part-time employees, ensure that your new hire has completed new hire paperwork with the Career & Employment Center on your campus. For adjunct/part-time faculty employees, ensure that your new hire has completed onboarding documents in the Applicant Tracking System as well as any required paperwork with the Campus Services/Evening Division office on your campus.

Question: The EPAF requires my leader's G# and POSN; where do I find this information?

Answer: Employees can find their G# in S.O.S. under **My Information** tab, click on **View My SJC Identification Number**. Employees can find their POSN in S.O.S. under **My Employee Information** tab, click on **Pay Information**, and click on **Salary Statement**.

Question: What is a reappointment EPAF used for?

Answer: A reappointment EPAF should only be used when an employee is being placed back in the exact same job, with the exact same POSN that they have held in the past.

Question: How can I tell what the status of an EPAF is?

Answer: Originators will receive a system generated email once the EPAF has been applied. If you did not receive the email (or if you were an approver), you can login to SOS and check your originator (or approver) summary to see the status of the EPAF in question. You can look in your history tab or you can use the search option, which will allow you to search by name, G#, or EPAF transaction #.