

# Resources Available to Managers and Team Leads

TOPIC	RESOURCES	DETAILS
API	<p>Time and Attendance: <a href="#">Time and Attendance   Administrative Systems   Duke</a></p> <p>How to find your payroll representative <a href="https://finance.duke.edu/payroll/replist">https://finance.duke.edu/payroll/replist</a></p> <p>Staffing and Scheduling: <a href="#">Staffing &amp; Scheduling   Administrative Systems   Duke</a></p> <p>EdTrack: <a href="#">EdTrack   Administrative Systems   Duke</a> See also CEPD</p> <p>To get a nonDUHS class added to EdTrack <a href="#">Non Duke CEPD Accreditation (smartsheet.com)</a></p> <p><b>Training Materials:</b> <a href="#">Training   Administrative Systems   Duke</a> includes links to LMS courses and printable user guides for the Mobile APP, Scheduling, Self Scheduling and EdTrack</p> <p><a href="#">API DukeShift User Group Materials   Financial Services   Duke</a> includes a rolling year of User Group presentations and an API Reports Guide</p> <p>Contact Information: <a href="mailto:apiresourcegroup@duke.edu">apiresourcegroup@duke.edu</a></p>	<p>There is A LOT on the API@Duke website – too much to list it all here. Take a look.</p> <p><a href="#">Time &amp; Attendance, Staffing &amp; Scheduling and EdTrack   Administrative Systems   Duke</a></p> <p>API does not process payroll or have dollar related payroll information. Time and Attendance tracks time at (clockings) and away from (PTO, FML, JURY, STDBY) work. The payroll is processed in SAP.</p> <p>API is not an HR database. SAP, the HR database, feeds the employee information into API.</p>
API Badge Readers	<p>If you are having problems with API Badge Readers Call the helpdesk or enter a ticket via self service. The ticket goes to OIT. <b>Telecom-Technician Support-OIT</b> Be sure to give them the ID number for the badgereader and location. The number should be on a sticker on the badge reader.</p>	<p>Badge readers are hardware devices.</p>
Clinical Education and Professional Development (CEPD)	<p>Main Page <a href="#">Clinical Education &amp; Professional Development - Home (duke.edu)</a></p> <p>CEPD Course Schedule <a href="#">Clinical Education &amp; Professional Development - Courses A-Z (duke.edu)</a></p>	

	<p>Life Support <a href="#">Clinical Education &amp; Professional Development - Life Support (duke.edu)</a></p> <p>The LMS (Learning Management System) <a href="#">Duke LMS</a></p> <p>To get a nonDUHS class added to EdTrack <a href="#">Non Duke CEPD Accreditation (smartsheet.com)</a></p> <p>Manager Resources <a href="#">Clinical Education &amp; Professional Development - Manager Resources (duke.edu)</a></p> <p>Find your Clinical Nurse Educator <a href="#">Clinical Education &amp; Professional Development - CEPD About Us (duke.edu)</a></p>	
<p>Collaborative software tools, such as ZOOM, DukeBox, MSTEams and Qualtrics</p>	<p>IT Training @ Duke offered by OIT <a href="#">Learn IT @ Lunch Fall 2021 – IT Training @ Duke</a></p>	<p>Topics change each semester and are sometimes repeated. Recordings of presentations have been available upon request.</p>
<p>DukeShift</p>	<p>For Managers: <a href="#">DukeShift for Managers   Administrative Systems   Duke</a></p> <p>For Employees: <a href="#">DukeShift   Administrative Systems   Duke</a></p> <p>When to Use DukeShift and when to Hire Secondary <a href="#">Microsoft PowerPoint - DukeSHIFT VS SECONDARY.pptx</a></p> <p>When DukeShift is not appropriate and you need to hire the employee as a Secondary <a href="#">Secondary Positions Form   Human Resources (duke.edu)</a></p> <p>Contact information: <a href="mailto:apiresroucegroup@duke.edu">apiresroucegroup@duke.edu</a></p>	<p>Includes account forms, manager responsibilities, information on employee eligibility and when to use Secondary employees instead of DukeShift, printable user guide</p> <p>Includes employee responsibilities, printable user guide</p>
<p>FMLA and Paid Parental Leave</p>	<p>FMLA Step by Step Guide <a href="#">Employee/Family Member Medical Leave (Health System)   Human Resources (duke.edu)</a></p>	

	<p>FMLA Tracking Form <a href="#">Family Medical Leave (FMLA) Tracking Form   Human Resources (duke.edu)</a></p> <p>Paid Parental Leave <a href="#">Paid Parental Leave   Human Resources (duke.edu)</a></p> <p><u>API Reports related to FMLA</u>  FMLA Hours Worked  Family Leave  Supervisor Multiple Paycode Report (using OR)</p>	<p>For details on API reports see the Helpful Reports For Managers Guide here <a href="#">API DukeShift User Group Materials   Financial Services   Duke</a></p>
General Duke Information Search Engine	<a href="#">Search Results Area   Duke University</a>	It searches all Duke websites for your key words.
HR	<p>Main website <a href="#">Human Resources (duke.edu)</a></p> <p>Policies <a href="#">Policies   Human Resources (duke.edu)</a></p> <p>Health System Pay Structures <a href="#">Health System Pay Structure &amp; Processes   Human Resources (duke.edu)</a></p> <p>Forms <a href="#">Forms   Human Resources (duke.edu)</a></p> <p>Each facility has an HR Business Partner to contact for HR policy questions.</p>	
Learning and Organizational Development	Course Offerings <a href="#">Course Offerings   Human Resources (duke.edu)</a>	
Payroll	Corporate Payroll Services <a href="#">Payroll   Corporate Payroll Services   Duke</a>	Payroll is separate from Time and Attendance. Payroll is processed in SAP (see that category) and may also involve electronic or paper forms.
Recruitment	<p>See also Workforce Analytics</p> <p>SuccessFactors New User Training - <a href="https://forms.hr.duke.edu/admin/careers/successfactors2019.php">https://forms.hr.duke.edu/admin/careers/successfactors2019.php</a></p> <p>SuccessFactors Short Videos and General Knowledge - <a href="https://hr.duke.edu/managers/recruitment/successfactors">https://hr.duke.edu/managers/recruitment/successfactors</a></p> <p>Help Chain: General Recruitment Issues –</p>	

	<ol style="list-style-type: none"> <li>1. Assigned Recruiter</li> <li>2. Assistant Director, Talent Acquisition</li> </ol> <p>Employee Relations Issues:</p> <ul style="list-style-type: none"> <li>- HR Business Partner or HR Representative</li> </ul> <p>Payroll Issues:</p> <ul style="list-style-type: none"> <li>- Payroll Representative available via “Personal Information” in the Duke@Work system.</li> </ul>	
SAP/iforms	<p>Gaining Access <a href="#">Gaining Access to SAP   Administrative Systems   Duke</a></p> <p>Each entity has different guidelines for granting access. Discuss your eligibility with your SAP Administrator. Find your SAP Administrator here <a href="#">SAP Security Initiators   Administrative Systems   Duke</a></p> <p>Training <a href="#">Training   Administrative Systems   Duke</a></p> <p>One report not reviewed in the online training is Position Management In SAP ZH219</p> <p>In iforms under HR Reports there is a Position Overview report</p>	<p>SAP supports most of the university’s and health system’s core administrative processes, including accounting, accounts payable, accounts receivable, <b>human resources</b>, inventory management, <b>payroll</b>, <b>procurement</b>, and travel reimbursement, The SAP integrated suite includes client/server software (SAP and Business Warehouse) and a web-based component (Budget, iForms, and other HR and financial functions found on the Duke@Work webpage).</p>
Workforce Analytics	<p>Workforce Services website <a href="#">Home - Workforce Services (duke.edu)</a> provides resources for:</p> <ol style="list-style-type: none"> <li>1. Labor Budgeting &amp; Planning</li> <li>2. Ongoing Labor Management</li> <li>3. Workforce Analytics</li> </ol> <p>Performance Services personnel are available to assist you with any staffing analysis needs</p>	<p>Workforce Analytics includes 3-4 minute video demos on all dashboards</p>