



Information & Updates

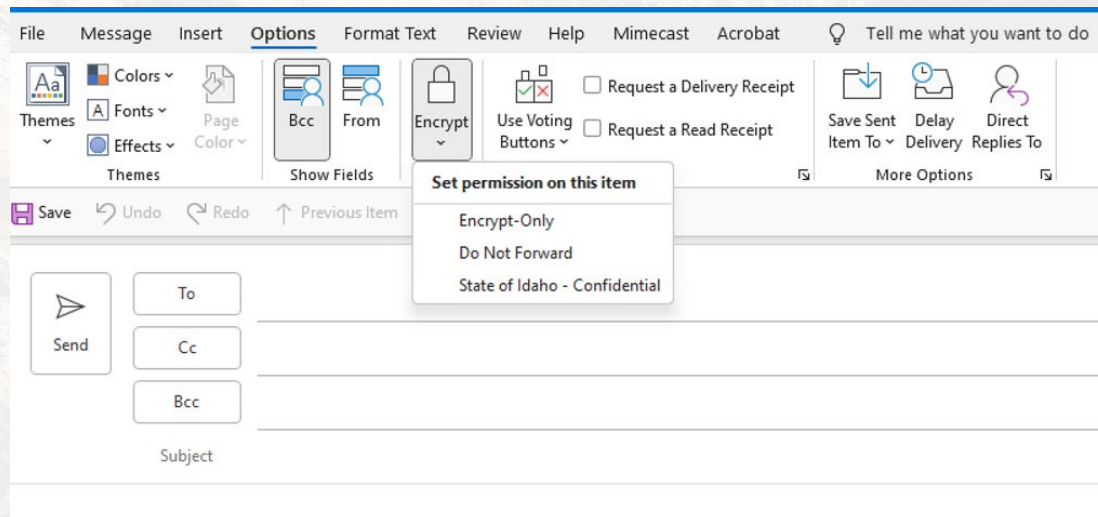
7.28.23

Luma Action Process and Approvals- DHR Recruiting, Hiring and Onboarding

The process for [DHR recruiting, hiring and onboarding](#) is now available on the DHR Employee Information & Resources page. This includes how to request to fill a position, who is responsible for each part of the process, communications for new employees and more! The timeframes in this process were established with the intent of new employees have access to systems and roles needed on their first day. If you don't already have a similar process you are using for the agencies you support, please use this process as framework. More information is in the works for transfers and offboarding. We will let you know as soon as it is available.

Encrypted Emails

Through Outlook we are able to encrypt messages which should be used when sending emails with personally identifiable information such as with I-9's. The sender is able to encrypt a new email message by selecting Encrypt on the Options tab. There are three options for the Encrypt button and should select State of Idaho - Confidential. This will only allow the message to be decrypt once it is opened by the intended recipient and only another State of Idaho email client.



Luma Communications

Luma Q&A

[Luma Q and A \(Updated 7/28/2023\)](#) is located on the [Luma page](#) on SharePoint. This document will be updated often and the direct link to the Q and A will change as it is updated. Please visit the page if you are unable to access through the direct link. Added questions and answers are indicated with "Added 7/28/2023" notation.

Functionality Updates

Time Off Requests

Agencies will need to consider whether or not they want to use this functionality within their agency and develop communications and processes out to their employees based on that decision. Training will be available soon and will assist agencies in this determination.

Tickets in Queue (Both DHR & SCO)

DHR Support Ticket Info - **07/26-07/29**

Priority 1: Received 8 emails, resolved 6

Priority 2: Received 33 emails, resolved 26

Priority 3: Received 34 emails, resolved 31

Priority 4: Received 39 emails, resolved 35

Total Received: 114, **Total Resolved:** 98

Service Now Tickets - **07/26-07/29**

Tickets Opened: 58, **Tickets Resolved:** 34



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Trends in Issues from 7.25 Weekly Support Call

Please [click here](#) to view the topics that were discussed during Tuesday's Weekly Support Call.

Donated Leave Process

Once donated leave has been processed by SCO, it should appear immediately in the receiving employee's leave balances. The receiving employee will need to add the proper coding to their timesheet. Donated leave will be due on paydays and processed for an effective date of the subsequent payday. For example, if donated leave is submitted by 07/21 the donated leave would be used on 08/04. SCO will process donated leave requests the Tuesday after payday and will notify agencies when the leave has been processed.

Transfers

If you are transferring an employee who currently works for the University of Idaho, Boise State University, Idaho State University, Health Districts, or Idaho Transportation Department, please contact the DHR support Inbox for assistance with these transfers. Also, if you have a current contractor or temporary employee that is transferring into a state position, please contact the DHR support inbox for assistance.

Retroactive Pay

RPR can be entered on the time record approval if the employee was paid but the rate was incorrect. Please refer to the [QRG for Time Record Approval](#).

Adding Names to Payroll Reports

If you need to add or remove individuals from the email distribution for payroll reports, please send an email to the [DHR support inbox](#). Please include the names and emails of the individuals who need to be added or removed.

Timesheet Approval Deadline

Timesheets will lock for both managers and employees on the Tuesday after the end of the pay period. Managers will need to have timesheet approvals completed before 3 PM.