



UNIVERSITY OF
TORONTO

HR Nakisa – FAQs

HR Nakisa FAQs

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A. Nakisa Overview

Question

A-1: What is Nakisa?

Answer

A-1: Nakisa is a tool that will graphically represent the U of T's organizational and positional hierarchies. It does not allow any changes to be made directly within in it. It will allow you to be able to:

- View U of T's Organizational and Positional Hierarchies
- Print out Org charts
- View specific details for employees that you have access to in HRIS.
- Quickly search for employees, Org units etc.

B. Login Requirements

Question

B-1: How do I log in to Nakisa?

Answer

B-1: You can log in to Nakisa by going to the '[Nakisa Login](#)' on the Nakisa landing page. (This link will be active beginning October 18th, 2013). (Users will require their Secure ID card and AMS user ID and password to logon)

Alternatively, You can log in to Nakisa by going to the '[Nakisa Login-eToken](#)' on the Nakisa landing page.

If you are having issues with your eToken, click on [eToken access issues](#)

C. Forgot my Password

Question

C-1: I forgot my AMS Password?

C-2: I have issues with my Secure ID pin/card?

Answer

C-1: If you have forgotted your AMS password you can either:

- Contact **EASI** using the [AMS help form](#) (AMS authorizations/access, access status).
- You can reset your AMS password yourself at any time using the [AMS password reset service](#)

C-2: For Secure ID card pin/issues/not working

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- Go to: www.utoronto.ca/security/ams_rosi OR
 - Call the Information Security Helpline at 416-978-5551.
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D. Org Chart Not Displaying

Question

D-1: The org chart I am trying to view is not displaying?

Answer

D-1: Please ensure that Adobe Flash player 10 is downloaded on your device in order to view the Nakisa Org charts. If not please contact your Network Administrator.

Another alternative could be switch your Org chart mode view to Basic instead of Standard in the Nakisa Preferences.

Preferences → Org chart mode → Basic

For more information please review section 3.1 of the [Technical Issues Guide](#)

E. Navigating Nakisa

Question

E-1: How do I navigate and use Nakisa?

Answer

E-1: To navigate click on the Org Chart in the Application menu bar, and select one of the hierarchies (either Position or Organizational), from the drop down list. You will now be able to view the different Org charts.

For more detailed information please click "[Navigate Nakisa](#)" on the Nakisa Landing page.

F. Position Maintenance in Nakisa

Question

F-1: I need to make changes to Org or Position information in Nakisa?

Answer

F-1: Changes to positions, supervisory relationships or employee data must all be made directly in HRIS.

- Please contact your respective HR office, for any Org chart or positional reporting changes.
- Changes to employee data (i.e. incorrect hire date, etc) can be made by divisional business officers or respective HRIS users.

Note: Any changes made in HRIS will be reflected in Nakisa as soon

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as they are processed. (* All initial position reporting hierarchies reflective in Nakisa are as of June 2013). For further procedure details review the [Position Reporting Relationship Maintenance Document](#).

G. Technical Issues

Question

G-1: Nakisa not working?

Answer

G-1: Click on the "[Get Help](#)" on the Nakisa Landing page

- Select **HRIS** (Human Resources Information System), Payroll.
 - Fill in your details and a description of your issue and submit the request.
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H. Access Requirements

Question

H-1: I am a first time user and require access to Nakisa

Answer

H-1: In order to gain access to Nakisa you must have HRIS access.

1. If users already have HRIS access and require Nakisa access they will need to do the following:
 - I. Complete the appropriate [HRIS access forms](#) and specify '**Nakisa access' C40: HR NAKISA ORGCHART USER (Nakisa Access for Regular HR Users** is required in the "Other" section of the access form.
 - II. Submit the form to access.easi@utoronto.ca or fax: 416-978-4167
 2. If users do not have any HRIS access they must complete the applicable forms for a Secure ID card or eToken and access to the [HRIS administrative system](#). Please specify in the form (in the lower 'Other' comments section) you require '**Nakisa access' C40: HR NAKISA ORGCHART USER (Nakisa Access for Regular HR Users** as well.
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I. Reporting

Question

I-1: Does Nakisa have reporting capabilities?

Answer

I-1: Nakisa does not provide any specific reporting tools but you can create professional indexed charts using the chartbook functionality as well as export directory lists by using options available in the Actions tab.
