



## UMass Chan Medical School

### New *HR Direct* and *PeopleSoft Finance* Security Application

### Frequently Asked Questions

## August 8, 2022 Release

### **Q: Why are we implementing Appian Security?**

**A:** For all UMass Chan *HR Direct* and *PeopleSoft Finance* customers, UMass Chan is implementing the Appian security solution to provide added security for the users of these PeopleSoft platforms.

### **Q: Why are we using Appian Security Solutions?**

**A:** Appian Security solutions will strengthen the security posture for our PeopleSoft applications. It will enable automation and secure user identities, assists us with governing access, detecting, and preventing fraud, and demonstrating compliance with other software. Appian will also consolidate our audit logs and improve our reporting process.

### **Q: Do I access *HR Direct* and *PeopleSoft Finance* in the same manner as I do now?**

**A:** Yes, you will continue to go to the [UMass Chan HR Direct Login web page](#) or [the UMass Chan Finance web page](#) and click on the login button to access the application.

### **Q: Who will be impacted?**

**A:** UMass Chan employees currently using the *HR Direct* or *PeopleSoft Finance* application.

### **Q: What is changing and how will this impact me?**

**A:** Other than the *Sign In* URL changing, there are no major changes to the application. The new *Sign In* URL will automatically be updated. You will notice a new look and feel to the login process. All other functionalities will be the same.

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**Q: What are the Benefits of Appian Security Solutions?**

**A:** Logs are created for auditing purposes and once authenticated, users will no longer have to log in multiple times.

**Q: Do I have to sign in each time that I access *HR Direct* or *PeopleSoft Finance*?**

**A:** Depending on the UMass Chan products you are actively logged into, you may not be challenged for a password when accessing the applications. This function is a change with the new security application.

**Q: If I clear my cookies, browser and or cache, will I need to sign in again?**

**A:** Yes, if deleting your cache, cookies or clicking on the *Login* button in a new browser, you will be prompted to log in.

**Q: What is my timeout for using *HR Direct* or *PeopleSoft Finance*?**

**A:** There is no timeout. However, you will be prompted to sign in after 7 days of inactivity or clear cache.

**Q: Will my other logins for other applications be impacted (Summit, BuyWays)?**

**A:** They will not be impacted at this time.

**Q: Should I activate my lock screen?**

**A:** Yes, the best security practice is to always make sure to turn on your computer lock screen when you are away from your computer.

**Q: What if I cannot login?**

**A:** Contact the [UMass Chan HelpDesk](#) as you normally would with any error or incident.