FAQs

Q1: Which Browser Should I Use?
A: IE or Safari. If you are using IE 10 or 11, we will strong recommend you use the Compatibility View since the websites designed for older browser will often look better and problems such as out-of-place menus, or text will be corrected.

Q2: What should I do if I do not know my EEC user log in User ID or I do not remember my EEC log in password anymore?
A: By the time you receive this email and you still do not remember your login ID or password, please contact eechelpdesk@jlahome.com immediately.
Note: Please put < Evaluation- Missing user ID> on subject line, so it will be take cared as top priority. Please also specify your full name, and which department you belong to and who is your direct supervisor. If you have a user ID but forgot your password, please click < Forgot Your Password > button on the log in page. An email will be sent to your email box, please following the instruction on the email to reset your password.

Q3: What should I do if my peer list missing some people in interact with OR I was set up to the wrong team or supervisor?
A: Please immediately contact HR Department: **Becky Arcangel (becky.arcangel@jlahome.com)** or **Ivory Li (ivory.li@jlahome.com**) by phone or by email. Once they know the problem, the setting can be quickly adjusted and will take effect instantly. We highly encourage you to evaluate as many employee as possible. So please feel free to voice your requirement.

Q4: Will anyone know what score or comments I gave to my peers?
A: No! Once evaluation has been completed, on the result score review page you will only see the name of your direct supervisor. All other employees' names are hidden. All names are also encrypted; you can be assured that this evaluation is anonymous & confidential!

Q5: How do I know I completed everyone I was assigned to evaluate?
A: On the evaluation front grid page, you will see < State > column, if the state on all the names are set to < Closed > then, it means you have successfully completed & submitted everyone assigned to you. There might be employees on your peer list, which you choose not to evaluate this year. Then, it is okay for those people to have blank score, and state will remain < Open >.

Q6: Where do I see my final evaluation result? What those result mean?
A: You will ONLY able to see the final & accurate score result once the evaluation ends. You can view it on < Self Review > tab. Once you click it, you can see your scores from you peers and supervisor and you can compare the scores to your own. Please see <Evaluation User Guideline> in the evaluation email in detail.

Q7: Do I have to < Skip> all the persons I do not want to evaluate? What should I do if I accidently < Skip> someone?
A: No. < Skip > function is to permanently remove any unknown employee(s) to you from your peer list. You can always choose not to evaluate someone but still keep him/her on your peer list for future years. If you mistakenly removed someone, simply contact HR department **Becky Arcangel** or **Ivory Li** or **EEC Helpdesk** and ask them to add him/her back to your peer list.

Q8: What should I do if I accidentally submitted unfinished evaluation, can I recall it back?
A: All evaluation submitted must have valid score or else will be rejected by the system automatically. However, if you regret the scores you gave and already submitted, unfortunately, you cannot recall it back.

Q9: Can I filter the team(s) or the emplyee(s) that I would like to evaluate?

A: Yes, please use the filter function. Please see <Evaluation User Guideline> in the evaluation email in detail.