

HCM query access experiencing issues, workaround identified ^[1]

June 13, 2017 by [Employee and Information Services](#) ^[2]

Users have reported two issues when accessing HCM.

Issue #1: Queries

When using the HCM User WorkCenter to access reports, these reports cannot be run. This issue occurs whether users are accessing HCM via the CU Resources or Navigator tiles.

Known workarounds: Please access queries using the following path: HCM > Reporting Tools > Query > Query Manager. From there, search and run "CUES_HCM_QUERY_LIST2." All queries are working as expected when accessed using the links included in the resulting report.

Issue #2: Error message

Users have reported that when they access HCM via the Navigator tile (Nav Bar > Navigator > HCM), an error is displaying on the HCM home page. When clicked, it logs the user out of the portal.

Current status

Teams are working diligently to remedy these issues. We will send additional updates as they are available. We apologize for any inconvenience, and thank you for your patience.

[Reporting](#) ^[3], [HCM](#) ^[4]

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