

HCM Update: Transactions working, attachments and approvals fixes underway ^[1]

December 12, 2016 by [Employee and Information Services](#) ^[2]

Please review the following updates on HCM areas where users have been experiencing issues today:

Smart ePAR Transactions

You can once again create Smart ePAR Transactions. UIS has applied fixes to the problems occurring in production earlier today.

Please note: It is important to [clear your cache](#) ^[3] locally to ensure you do not receive any residual error messages. Please clear your browser cache, including your favorites cache (**Ctrl + Shift + Delete** for Windows or **Command + Shift+ Delete** for Mac). This should resolve the issue. Please make sure you are using an approved browser.

If you had previously received an error message or a message that said a system update was not needed, it is not necessary to withdraw and recreate the transaction. These transactions can be reprocessed by the ES HCM Customer Service team. Please contact them at 303-860-4200, option 2 or email hcm_community@cu.edu ^[4] with the subject line, **Reprocess Transaction**.

Attachments

Please continue to refrain from attaching documents in HCM for the time being. This includes supporting documentation attachments as well as the attachments of files that will be processed via uploads, which includes training uploads.

Time approvals

The UIS teams are continuing to investigate a problem with timesheet approvals. Please refrain from approving timesheets in the meantime.

Next updates

We will send a follow-up message in two hours on system status. We apologize for any inconvenience and thank you for your patience.

[HCM](#) ^[5], [Transaction Pages](#) ^[6]

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[2] <https://www.cu.edu/blog/hcm-community/author/23>

[3] https://www.cu.edu/sites/default/files/uis_how_to_guide_clear_browser_cache_0.pdf

[4] [http://hcm_community@cu.edu](mailto:hcm_community@cu.edu)

[5] <https://www.cu.edu/blog/hcm-community/tag/hcm>

[6] <https://www.cu.edu/blog/hcm-community/tag/transaction-pages>