ARCORO

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Frequently Asked Questions

Unified Menu, Employee Management, and Permissions

These are the questions administrators ask most often about the new connected experience, before and after their company is enabled. If your question is not here, your Arcoro contact is the fastest route to an answer.

The basics

What is changing?

Three things, and they arrive together. One navigation across every Arcoro product you subscribe to, one person record with a tab for each of those products, and permissions managed from that same person record. Everything inside each product works as it does today.

Why are all three changing at once?

Because they are one job rather than three features. Setting someone up means adding the person, deciding what they can reach, and giving them a way in. Splitting that across releases would leave your administrators doing half a task in the new place and half in the old one, and it would mean three rounds of retraining instead of one.

Do we need to configure or reconfigure anything?

No. The new experience is built from the subscriptions and role assignments you already have. There is nothing to switch on and nothing to set up beforehand.

Is our data being moved?

No. Every piece of information stays in the same system of record it lives in today, both during and after the rollout. This is a change to where your administrators work, not to where your data sits.

Will we lose settings we have spent years configuring?

No. Every option available in the existing administration screens is carried into the new screens.

Does this change anything for our employees?

No. This changes the administrator’s experience. What your employees see and can do inside each product is unchanged, so there is no employee retraining to plan.

Does anything change on mobile?

No. Mobile navigation is not affected by this release.

Will our bookmarks and saved links stop working?

No. Existing links and page addresses continue to work.

Can we go back if something is wrong?

Yes. Arcoro can return your company to the previous screens, safely and with nothing lost, because nothing was moved in the first place. Raise it with your Arcoro contact and we will look at it with you.

Will our imports, integrations, and bulk updates keep working?

Yes. They are unaffected for employee data and keep writing to the same places.

Finding your way around

A whole product is missing from my menu.

Two things are needed for a product to appear: your company subscribes to it, and the signed-in user holds a role in it that qualifies. If either is missing, the product is not listed. Nothing was taken away, and the readiness guide lists the qualifying roles product by product.

My colleague sees more menu items than I do.

The menu is filtered for each person. It shows only what that user is permitted to open, so two administrators at the same company will often see different menus. A shorter menu means a narrower role, not a fault.

Where did Employee go?

It is now called People, and it does more than the old menu item did. Breadcrumbs and page addresses use People as well.

The Hire, Manage, and Grow tiles have gone from our dashboard.

They have been replaced by navigation, along with the numbered keyboard shortcuts that went with them. Everything those tiles reached are in the menu on the left.

I clicked a product and got a page of cards instead of the page I wanted.

That is intentional. Products with a lot of features now open a page that lays everything underneath them as cards, which replaces the old three level menus. Your destination is one more click away and nothing is hidden behind a hover.

A report we use has disappeared.

The reports have been grouped together rather than scattered across the product, so the path you used to take has changed even though the report has not. Look for it by name in the group it belongs to, for example Employee, Events, or Time and Labor Management.

Login and Security has gone and so has My Profile.

Password, multi factor authentication, and profile settings now sit under My Account in the navigation. It is one place for identity rather than one per product.

People and person records

How do I find someone?

Search in People. It matches first name, last name, employee ID, email address, and username, so whichever detail you have in front of you is enough. Every column also has its own filter, and any column can be sorted.

I cannot find someone I know we employ.

Try a different identifier first, because the record may not hold the value you searched on. Then check whether the person is inactive. Those two account for almost every case.

What is the number in the Features column?

It is a count of how many Arcoro products that person can reach. Hover over it and you get the list. It is the quickest way to answer an access question, and the quickest way to confirm a change worked, because the number goes up.

Can any administrator look up any person?

Yes. Any administrator who can open People can find anyone at your company, which is what allows one person to set up a new starter from beginning to end rather than handing the job around. What they can then see and change on that record still depends on the permissions they hold in each product.

What does the Add person screen ask for?

First name, last name, and email address, then the person type, whether to create a login, and whether to send the invitation now. Everything else about that person is added afterwards on their record.

What is the difference between Employee and Contractor?

An Employee is created for you in Core HR, Arcoro Time and Talent, because those products expect every employee to have a record. A Contractor is created in the person record only, and you then grant just the products they need. Contractor covers anyone who is not an employee of your company, such as a safety trainer, a partner firm's resume reviewer, or temporary help on one job.

We added someone as a Contractor, and they should have been an Employee. Do we add them again?

No, and please do not, because you would end up with two records. Open their Access and permissions tab and grant the products they need.

Can we add someone without sending the invitation straight away?

Yes. Send invite email is a toggle on the Add person screen. Switch it off to create the login now and send the invitation when you are ready, for example on someone's first day rather than the week before. You can also add a person with no login at all.

Why can I not change anything on this record?

The record opens read only. Nothing is editable until you select Edit in the top right of the profile header, and once you do, the header changes to Editing with a Cancel beside it.

Some fields on this employee are grayed out.

That employee is synced from Core HR, which remains the system of record for those fields. They display with a note saying so, and the change is made in Core HR rather than here.

A person is missing a tab that our other employees have.

Product tabs follow what your company subscribes to, so they are the same for everyone at your company.

A field we rely on is not on the General or Employment tab.

Fields appear when your company subscribes to the product that uses them and has configured the setup behind them. Labor classes, employee types, user defined fields, and employer mapping all appear only once they are set up. This is also why two companies on the same release legitimately see a different set of fields.

Labor Class says no labor classes are available.

The message is accurate and it is trying to help. No labor classes are configured for your company yet, so the field is pointing you at the setup step rather than sitting there empty.

Add a Person has gone from our Learning People page.

Adding people now happens in the platform. Import stays exactly where it is on that page and works as it does today, so bringing people in at volume is unchanged.

We cannot edit employees in the old screens anymore.

That is expected once you are enabled. Only one place accepts edits at a time, which is what stops two administrators making conflicting changes to the same person. The readiness guide lists what changes in each product, along with what stays exactly where it is.

Permissions and access

Where do I grant someone access to a product now?

On the person record, under Access and permissions. The left side lists the Arcoro Account first, then each product as a feature. A green tick means the person has access to that feature and a red circle means they do not, so you can read someone's whole position without opening anything.

I gave someone access, but they cannot do anything in the product.

Access and role are two separate decisions. Setting status to active lets someone in, and the role decides what they can do once they are there. Reopen the feature, choose the role, and save.

I turned on access, but I cannot find where to set the role.

The role and permission options appear only after access is switched on. If you are still looking at a single toggle, access is not on yet.

Why are fewer permissions listed than before?

A narrower role shows a shorter list. The group counts make it clear what is on and what is off. If someone needs a permission that is no longer listed, the role is the wrong one for them.

This setting used to say hide SSN and now it says Show full SSN. Did something get switched on?

No. Permissions are now shown as abilities granted rather than restrictions applied, so some labels read the opposite way round. The stored setting is unchanged and nobody has gained access they did not already have.

One of our administrators could edit locations and now cannot. What changed?

Where a responsibility exists in more than one product, Core HR governs it, because Core HR is the system of record for your workforce. If you have added Core HR, that administrator keeps their existing role in the other product but needs the matching permission in Core HR to carry on. It is a one-time change per administrator.

Do permissions from different products add together?

No. They are reconciled rather than stacked, and where products overlap the Core HR permission is the one that applies. Holding an administrator role in one product cannot give someone more than Core HR allows them.

A permission change has not taken effect.

Changes are written straight through and take effect immediately, so there is no sync to wait for. Confirm the save completed, then have the person sign out and back in to pick up their new permissions.

I changed something but it did not save.

Each feature saves on its own. Saving Applicant Tracking does not save a change made under the Arcoro Account, and the reverse is also true. Save each section before moving to the next one.

I cannot switch off my own Arcoro Time access.

Administrators are deliberately prevented from removing their own Arcoro Time access, so nobody locks themselves out. Another administrator can make the change if it is genuinely intended.

I cannot grant Arcoro Time access to another user.

Remaining licenses are shown and enforced at the point of granting. The count is on the tab, and your account team can help if you need more.

Can we create our own Applicant Tracking roles here?

Applicant Tracking roles are still created and maintained in the product itself. They appear on the person record so you can assign them without leaving it, which is the part that has changed.

Why is there no tab for Advanced Analytics or Integrations?

Both are access only. There is no employee specific configuration to show, so they get a permission toggle rather than a tab with content.

We suddenly have password reset and multi factor authentication options we never had before.

The shared Arcoro Account tab brings identity management to every customer, not only those with Core HR. Account creation, password reset, multi factor authentication, single sign on, verification emails, and unlocking an account are all in one place, along with a full login history.

Someone says they cannot sign in.

Check the Arcoro Account tab on their record before anything else. It shows their account status, whether they have ever signed in, and when they last did, which answers most of these questions on the spot.

If you still need help

- For anything about your enablement date or your configuration, your Arcoro contact is the fastest route.
- For an issue after you are enabled, use the Support link in your navigation. One link now covers every product.
- When you report something, the employee ID and the name of the field or screen involved are the two details that get you an answer quickest.