FAQ's

**DSS- Access/Log in**

1**) I'm unable to login to the DSS using the username and password?**

Ans: Use LDAP user name and password. In case of doubt please email to sysop@molecularconnections.com

**2)I have been promoted to the role as a manager, but im unable to get access to projects.What is the process so that i can have access?**

ANS:Your manager should send an email to dsssupport@molecularconnections.com stating to provide PM role. Basically to access the projects, you would require PM role.

**3)I have been provided with PM role in DSS but , im not able to access the projects XXXX,YYYY**

ANS:Project owner/Project manager should include your name in the "Access required" field under Project feeds for the respective projects in DSS.

**4)What is the difference between Access required field and Delivery manager field? Can we add multiple names in these fields?**

ANS:Delivery manager(DM) is responsible for the delivery and raising invoice for the project, inaddition to resource related process.

Access required field, will have access to the project but will not receive emails related to invoices.The access will be further restricted if the person doesn't have PM role.

Yes, multiple names can be added in the field using "," as the delimiter.

**Project feeds (Operations)**

**1) Can i add a new project?**

Ans:Yes, you can add a project, provided you have a PM role.

**2)How does the search in the project feeds function?**

Ans:Free text search, search using client name or project name in the search box.

**3)Is the name of the client tagged to projects available for all?**

Ans:No, It is not available all emp.But employee from MCPL entity with PM role who have access to the projects will be able to view them ,Where as in MCRPL, the client name is restricted.

**Project feeds(Resource details tab)**

**1)How to add a resource to a project (Account)?**

Ans: Select a project from project feeds and add the resource using the resource table in the resource details tab, either as a parent project or a child project based on the requirement / project plan.

**2)I have added the new offsite resource ABC (W-xxxx) under the project Unified Analysis of Japanese Language Biochemistry, Physical and Applied Chemistry Journal Documents (Project ID xxxx).How can i change his parent project?**

Ans:Use change parent project option under resource details.

**3) How to tag a resource to a child (sec) project?**

Ans: Enter the emp/cons id in the resource detail form, and provide the duration whihc is required by the resource to contribute in the child project using start date and end date option.

**4)What if i have added a resource to a child project, where as it should have been parent project?**

Ans:Simple, Just delete the row and add the resource to the project as his/her parent project.

**5)How do i tag a resource to a project as his/her parent project?**

Ans:If a resource is not added as parent project to any of the project, then when you add his Emp/cons id, a check box option "Tick the checkbox if this needs to be the parent project for the resource" would appear for you to add the project as a parent project.

**6)I have many resources to be added to a project,Can i add all in one go?**

Ans:Yes you can, by selecting "Add multiple resources" under resource detail tab of the respective project.

**7)When should i use cross domain request?**

Ans: When you wanted a resource working in a project not belonging to your HOD, then you can use Cross domain,If the resource is working under a project belonging to your HOD then you can tag the resource as a child project and doesn’t require cross domain request.

**8) I have added a resource to the project “project 345” but I’m unable to see the name of the resource in the table, what is the reason? What should I do to raise an exit in such cases?**

Ans: Kindly ensure to provide a correct start date (Not later than 2 months) from the current date while tagging a resource, so that their name appears in the resource table.

To raise an exit, the resource should be tagged to a parent project in the current month also.

**9)How will I know if a resource is added to a parent project or to child project?**

Ans: Select the project ----> click resource detail tab --🡪 look for the resource name /id in the table --🡪 If there is a start date and end date in the table , then the resource is added to the project as child project. If there is no start date and end date in the table (blank), then the project is the parent project parent for the resource.

**Indicates child project**



**Indicates Parent Project**



Also if you provide the id of a resource in the resource detail tab, Availability of the check box option "Tick the checkbox if this needs to be the parent project for the resource" indicates that the resource is not mapped to any parent project.

**10) I have added a resource to a project as a child project(secondary), now I would like to make it as a Parent project(Primary)? How do I modify?**

Ans: Delete the row which has a start date and end date mentioned (in case of child project) against a resource and add the same resource to the project as parent project. Please check that the proper dates are selected.

**Exit & resignation:**

**1) I see an option in exit form that “Mc’s asset with the resource”. what is it?**

Ans: This is a non-editable field, This is to inform the manager whether or not the resource for whom the exit is raised possess any of the company owned asset. Once the exit is raised, an alert via email is sent to Sysop and admin so that they collect the asset from the resource on his/her last day.

**2)What will the status of the resource in the resource detail, once the Nodues has been raised for a resource?**

Ans: The Resource will not be listed in the resource detail table from the consecutive month after the Nodues for emp and exit/resi for a consultant.

**3)Who all can raise an Exit for a resource?**

Ans: Reporting manager, Second level manager and the HOD can raise the exit for a resource.

**4)Can i raise an incentive payment request for a resource for whom the Exit/No dues has been raised?**

Ans:Yes you can.Though the resource name will not appear in the resource table (as per Q:16), you can still add the name of the resource in the resource table but limited to 6 months from their last date in MC.

**5) How do I change the relieving date of a resource for whom an exit has been raised already?**

Ans: From the Dashboard—Select the Exit&resignation---click the details against the exits raised --- and in the double click the relieving date to modify the date

**Consultant details/Payment**

**1)I have received 2 emails regarding consultant payment? what are these?**

Ans: the email with the subject line " consultant payment status" is a recurring email to indicate the status of the payment for the month.

the email with the subject line "Consultant Payment Invoice has been created" indicates that you have raised the consultant payment.

**2) Where and by whom is the consultant details added?**

Ans: Consultant details like ID, email id, RM, bank details etc are added in the DSS by the HR department and the status is converted to inactive, when an Exit has been raised by their Manager based upon the date of releiving.

**3)What is the process in consultant payment?**

Ans: Add the consultant, to a project via resource detail and then update his/her production detail under production tab, then proceed to ISMS tab --🡪 click consultant payment ---- >Click Target based payment -🡪 proceed the payment for the respective month corresponding to the project.

**4)I have added the resource in the resource table, i have added production , but when i don't see the details in the consultant payment table.why?**

Ans: Please click "Save all" option in the production table to view the data in the consultant table.

**5) I have Interns reporting to me and they have a monthly fixed remuneration, how do I approve their payment based on the attendance?**

Ans: In ISMS tab --🡪click consultant payment-🡪click Fixed remuneration 🡪Check the attendance details and proceed for payment.

**6) How do I modify or regularise the attendance for interns, so that they are paid based on the days they have worked**

Ans:Under fixed remuneration, you can edit the attendance data for an Intern and the payment gets auto updated based on the working days.But Remarks mandatory for any type of override.

**Dot Report**

**1)What is Dot report?**

Ans: Details of the Team(DOT), This is to review the access and other details of your team members. An Alert triggered to HR whenever the discrepancy is submitted.

**2)As a RM , Name of a resource is who has left the organisation is appearing in the DOT report in spite of the fact that the No dues has been raised.**

Ans: Yes, the name of the resource would appear in the Dot until his/her F&F has been closed,but the row in dot report will be highlighted in a different color to indicate that F&F is pending.

**3)Resources with Id INT-XXX and W-xxy has been regularised and relieved respectively, but i still notice the Ids being available in Dot report?**

ANS: Irrespective of relieving or regularisation, Exit and resignation has to be raised. Only when the exit has been posted, their status will be converted to inactive and will not be available in the dot report.

**Resource request:**

**1)How do i use DSS to request for a new resource for my project?**

ANS:Use Resource request option available under project feeds.

**2)I have raised a resource request, but now I wanted to edit few data. How do I make the modifications?**

Ans: Select the project for which the resource request was raised, and under the resource request tab, An option to edit is available against each of the request row.

**Incident:**

**1)What is an auto-incident and a Security incident?**

ANS: Non-compliance of any process by an individual is identified by the system and it triggers incident,it is called Auto-incident.Where as any lapses to CIA(Confidentiality, Integrity & Availability) leading to disruption of Operations,risks to business etc.. identified are notified & escalated by raising an incident.

**2)I have received an email stating "The Incident(s) has the PA date as 2021-09-30, Please update the status." what is that im supposed to do?**

Ans:This indicates that an incident which was assigned to you and you had provided the given date for the completion of preventive action(PA).If you have completed the PA , then tick the check box in the Assignee section.

3) When can I Decline an Incident?

ANS:Only if it is a false alert/alarm. If the incident hasn’t occurred then you can decline

4) An incident is assigned to me, but it has to be assigned to another department, then how can I do that?

ANS: Please select the forward option under assignee category and select the appropriate category and proceed.

**NLMS**

**1)What is NLMS?**

Ans:It is Notification lifecycle management system.This dsiplay's the ID's for which an action is required by the user.

**2)How do i know as to what are the id's for which i have to address or act?**

 Ans:Please click the NLMS(bell) icon to know the id's for which you have to act/address.

**PIP**

**1)What is PIP(Performance improvement plan)?**

Ans:When a resource's performance has been declining, Managers can register the resource in PIP to monitor their performance on regular basis. HR team and HOD's are alerted through this system and receive timely update.

**Backend change request**

**1)What is the process for requesting any change at the backend ( db level changes)?**

ANS: Backend changes are not entertained unless otherwise there isn’t any option available in the ui to make the changes, or if it is identified to be new scenario. Please send an email to dsssupport@molecularconnections.com, with the following info

Change requested:

Reason: