



Email Notifications

USA Performance generates both user-based notifications and event-notifications for employees, senior executives, rating officials, reviewing officials and administrators. All emails are generated from usaperformance@opm.gov.

User-Based Notifications

New User

Two email notifications are sent to user when an account is created:

- one notifies the user of account creation and provides a username; and
- the other delivers a temporary password.

USAP Password Reset

Delivered to user when password is reset from the Login page using the **Forgot Password** link.

USAP Account Unlock

Delivered to administrator after being unlocked by another administrator.

USA Performance User Import was Successful

Delivered to administrator when their user import succeeds.

USA Performance User Import Failed

Delivered to administrator when their user import fails.

Event-Based Notifications: SES

Action: Sign Your Performance Plan in USA Performance

Delivered to executive when rating official signs plan in planning phase.

Action: Sign Progress Review in USA Performance

If only one progress review is required, delivered to executive when rating official signs plan in monitoring phase.

Also delivered to reviewing official when an optional signature is requested; OR, if reviewing official signature is required in monitoring phase, when the executive signs.

Action: Sign 1st Progress Review in USA Performance

If more than one progress review is required, delivered to executive when rating official signs first progress review in monitoring phase.

Also delivered to reviewing official when an optional signature is requested; OR, if reviewing official signature is required in the monitoring phase, when the executive signs.

Action: Sign 2nd Progress Review in USA Performance

If at least two progress reviews are required, delivered to executive when rating official signs second progress review in the monitoring phase.

Also delivered to reviewing official when an optional signature is requested; OR, if reviewing official signature is required in the monitoring phase, when the executive signs.

Action: Sign 3rd Progress Review in USA Performance

If three progress reviews are required, delivered to executive when rating official signs third progress review in the monitoring phase.

Also delivered to reviewing official when an optional signature is requested; OR, if reviewing official signature is required in the monitoring phase, when the executive signs.

Action: Review Executive Self-Accomplishment Narratives in USA Performance

Delivered to rating official when executive releases the recommended self-accomplishment narrative.

Action: Review Initial Summary Ratings in USA Performance

If reviewing official signature is required in rating phase, delivered to reviewing official when the rating official rates and signs plan.

Action: Sign Your Performance Plan in USA Performance

Delivered to executive when rating official rates and signs plan; OR, if reviewing official signature is required in rating phase, when reviewing official signs.

Action: Assign a Higher-Level Reviewer in USA Performance

Delivered to administrators with **PRB Groups and Appointing Authorities** permission in the executive's organization. This applies when the executive does not have a default or pre-assigned Higher Level Reviewer.

USA Performance: Higher Level Review Requested

Delivered to administrators with **PRB Groups and Appointing Authorities** permission in the executive's organization. This applies when the executive already has a default or pre-assigned Higher Level Reviewer. No action is required; this email serves as a notification that the request was automatically routed to the pre-assigned Higher Level Reviewer.

Action: Conduct a Higher-Level Review for <FName><LName> in USA Performance

Delivered to the Higher Level Reviewer when either (1) an administrator assigns the Higher-Level Review, or (2) as soon as an executive with a pre-assigned Higher Level Reviewer makes a request.

View Your Final Summary Rating in USA Performance

Delivered to executive when the Appointing Authority signs and finalizes the plan.

Event-Based Notifications: Non-SES

Action: Review Performance Plan in USA Performance

If reviewing official signature is required in the planning phase, delivered to reviewing official when the rating official or administrator creates and releases an employee plan.

Action: Sign Performance Plan in USA Performance

If reviewing official signature is required in the planning phase, delivered to rating official when the reviewing official completes the required signature.

Action: Sign Your Performance Plan in USA Performance

Delivered to employee when rating official signs in planning phase.

Action: Sign Your Progress Review in USA Performance

If only one progress review is required, delivered to employee when rating official signs plan in monitoring phase.

Action: Sign Your 1st Progress Review in USA Performance

If more than one progress review is required, delivered to employee when rating official signs first progress review in monitoring phase.

Action: Sign 1st Progress Review in USA Performance

If reviewing official signature is required in the monitoring phase, delivered to the reviewing official when the employee signs.

Action: Sign Your 2nd Progress Review in USA Performance

If more than one progress review is required, delivered to employee when rating official signs second progress review in the monitoring phase.

Action: Sign 2nd Progress Review in USA Performance

If reviewing official signature is required in the monitoring phase, delivered to the reviewing official when the employee signs.

Action: Sign Your 3rd Progress Review in USA Performance

If three progress reviews are required, delivered to employee when rating official signs third progress review in the monitoring phase.

Action: Sign 3rd Progress Review in USA Performance

If reviewing official signature is required in the monitoring phase, delivered to the reviewing official when the employee signs.

Action: Review Employee Self-Accomplishment Narratives in USA Performance

Delivered to rating official when employee releases the self-accomplishment narrative in the rating phase.

Rating Override Applied for Employee <LAST NAME, FIRST NAME MI>

Delivered to agency and organizational administrators if a summary or element rating is overridden.

Action: Sign Performance Plan in USA Performance

If reviewing official signature is required in the rating phase; OR, if a minimum rating is assigned, delivered to reviewing official when the rating official rates and signs plan.

Action: Complete Appraisal Process

If reviewing official signature is required in the rating phase, delivered to rating official when the reviewing official accepts and signs the rating.

Action: Sign Your Performance Plan in USA Performance

Delivered to employee when rating official releases the final rating.

Action: Certify or Bypass Plans in USA Performance

If a performance appraisal certification is included in the rating process, delivered to the performance appraisal certifier when the first certification is ready to sign based on agency policy