

USA Performance Pilot FAQ

- 1. I have not received any information on how to get access to the new system or a link to get to the online site.**

Here is the USA Performance link. We strongly encourage you to use Google Chrome browser to access USA Performance for better browser performance result. Here is the link below and please login with your PIV card. If you have any issues logging in, please click on “? Help” link:

<https://usaperformance.opm.gov/>

- 2. I am attempting to register for the USA Performance system and my temporary password has expired. Are you able to assist with resetting my account?**

Please contact your Area Organizational Administrator and they will provide you the Smart Card Registration and Login Job Aid to help you to navigate further.

- 3. Are there any kind of USA Performance recorded trainings for supervisors and non-supervisors available?**

Yes, we do have 2 training links available from last April 2022. One is for Supervisor and other one is for non-supervisor.

- [IHS- USA Performance Management Supervisor Training Session – 4/28/22](#)
- [IHS- USA Performance Management Non-Supervisor Training Session – 4/28/22](#)

We also have other USAP general training links available:

- **Performance Management Training:** <https://www.youtube.com/watch?v=P66nlbjwXj4>
- **Performance Plan Guidance:** <https://intranet.hhs.gov/hr/performance-management/pmap/appraisal-establishment-guidance>
- **PMAP FAQs:** <https://intranet.hhs.gov/hr/performance-management/performance-management-month/performance-management-faqs>

- 4. I have a new employee that is not listed in USA Staffing. Her name is Jane Doe. May you help me get her in the system so I can create her PMAP?**

Please contact your local USA Performance Organizational Administrators and they can help you by assigning to right Rating/Reviewing Officials for you.

- 5. I don't see Jane Doe under my USA Performance list, can you move her under me? She started working on September 1, 2022.**

HR must complete processing the accession action in the personnel processing system. The employee's information is sent to USA Performance on a bi-weekly basis. If you do not see employee within the first 30 days, please contact your Area Organizational Administrator.

6. Can you provide more information on the plan status?

Create Plan: The template has been assigned, but plan has not yet been created.

Planning – In Progress: The plan has been created, but no signatures have been applied.

Planning – Rater Signed: Rating Official signed in planning and Employee signature is pending.

Monitoring – In Progress: All users signed and accepted the plan in planning. The Rating Official should initiate the progress review period.

Monitoring – Rating Official Signed: Rating Official signed the progress review and Employee signature is pending.

Rating – In Progress: All required user signed in monitoring, and optional self-accomplishment narratives and/or final ratings are pending.