PART 9: FREQUENTLY ASKED QUESTIONS
Frequently Asked Questions

• Q: I’ve forgotten my user name and/or password, how can I reset it?

• A: Call or email the Human Resources department and request your password to be reset: (904) 620-2903 or ohr-oasys@unf.edu
Frequently Asked Questions

• Q: Why am I receiving the error message, “No record found with the User Name / Password combination you entered,” when I am using the correct user name and password?

• A: You may not be on the correct OASys web page. Please see the next slides for more information:
Important!
If you see the following links, you are NOT on the correct web page.

Note:
The correct web address is:
http://www.unfjobs.org/hr
Important!
If you see the following link, you **ARE** on the correct web page.

**Note:**
If you are on the correct web page, and are still unable to log in, please contact Human Resources at (904) 620-2903 for assistance.
Frequently Asked Questions

• Q: Why can’t I view a recruitment request that someone else in my department created?

• A: Your Default View must be set to “Department View.” See Part 7: Administrative Functions for more information.
Frequently Asked Questions

• Q: Can I navigate OASys using my internet browser’s Back, Forward and Refresh buttons?

• A: No, using the Back, Forward and Refresh buttons may cause unexpected results, including the loss of any unsaved data as well as being logged out of the system. Please use the navigation buttons and links within OASys.
Q: Can I stay logged into OASys even if I am not actively working within it?

A: No, to protect the security of your data, OASys will automatically log you out if it detects no user activity after 60 minutes. Any unsaved data will be lost if you are automatically logged out.