RS2 Frequently Asked Questions

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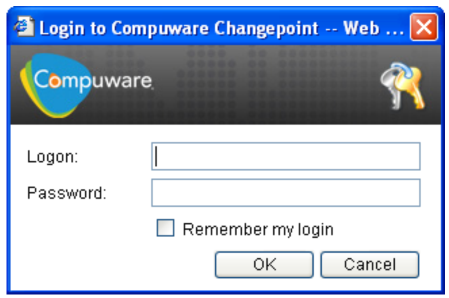
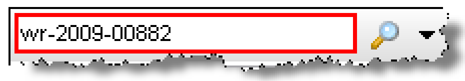
General Questions

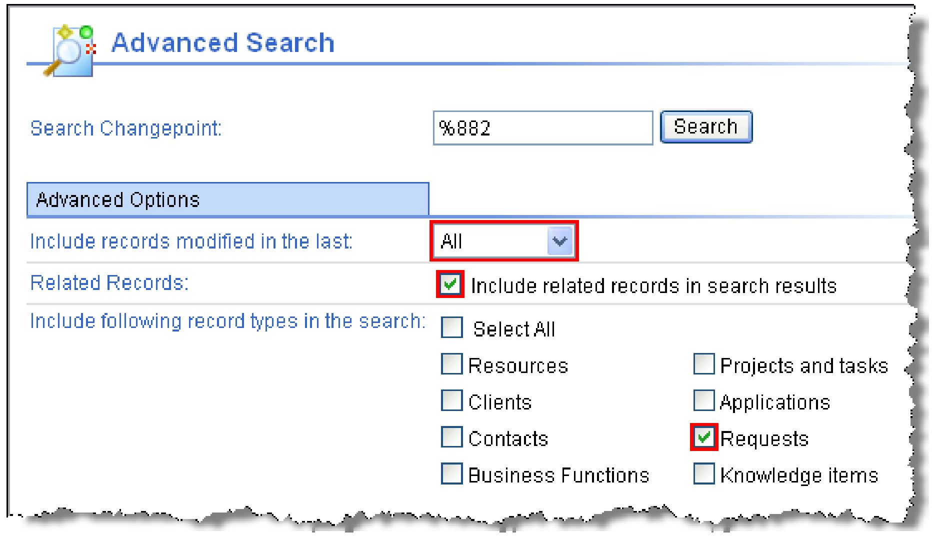
Question	Answer
Where can I find the RS2 Training Guides and Reference Documentation?	All RS2 Training Guides and Reference Documentation can be located at http://rs2doc/addi/RS2//Documentation.
Who should I contact if I cannot access RS2?	You should contact one of the RS2 Administrators:.
How do I access RS2?	To access RS2, type **RS2** in your browser address field and press ENTER.
How do I register to use RS2?	If you require access to RS2, please submit a request to your manager for access.
Why does RS2 require logon and password information from me, but not from most other users?	If you receive the following dialog box when you attempt to access RS2, please contact one of the RS2 administrators and request that they make your logon automatic. 
Why am I receiving RS2 notifications on requests with which I have no involvement?	If you receive a notification on a request, but do not think you have any direct involvement with that request, it means that you are either a Business Sponsor, Steering Committee Member, or the Request Initiator assigned in the request. Your role in the request process determines when you receive these types of notifications.
Why am I receiving multiple identical RS2 notifications?	This means that you are assigned to several roles in the request. For example, if you are a TBA and SC member for the request, then you will receive duplicate notifications at some points in the Request Workflow.
Where can I send questions, comments, and suggestions related to RS2?	Send any RS2 comments and suggestions to the [ADDI PMO]() mailbox.

Search Feature Questions

Question	Answer
Why is my search in RS2 not returning results?	There are several reasons why your search in RS2 does not return the expected results. When running your search, make sure that you use the following guidelines to ensure that you are getting the results you expect: • In the **Search** field, make sure to include a "**%**" wildcard character before your search term. Otherwise, you must enter the search term exactly as it appears in RS2. For example, if you are searching for a request, the following two search terms will return the same results:  OR  **Note**: The search feature in RS2 is not case-sensitive.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Why is my search in RS2 not returning results?</td><td>

- In the **Advanced Search** page, make sure that you select **All** in the **Include records modified in the last** field. Also, select the desired record type(s) in the **Include following record types in the search** section. Mark the **Related Records** check box to include any related items, regardless of the record type.



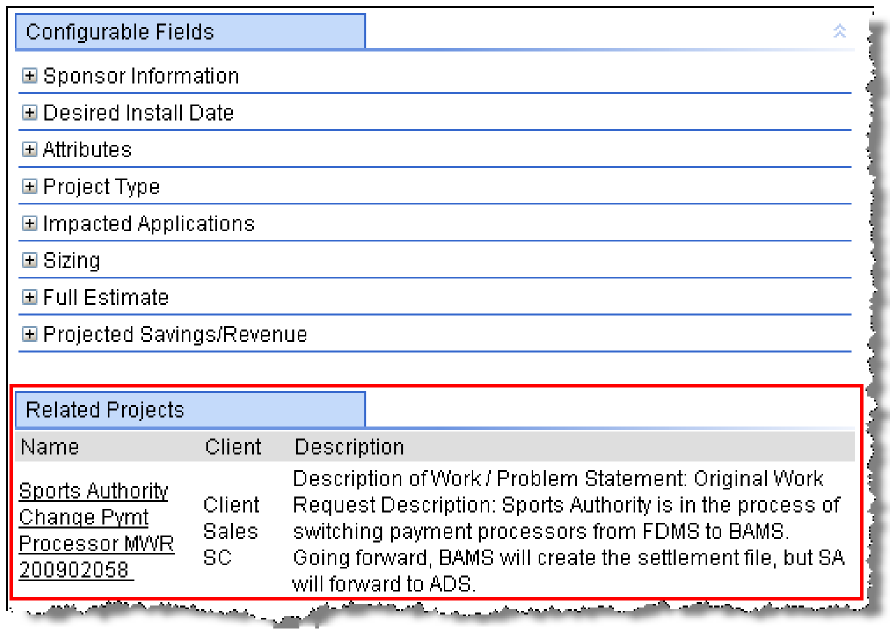
Result: The search results appear:

</td></tr>
</table>

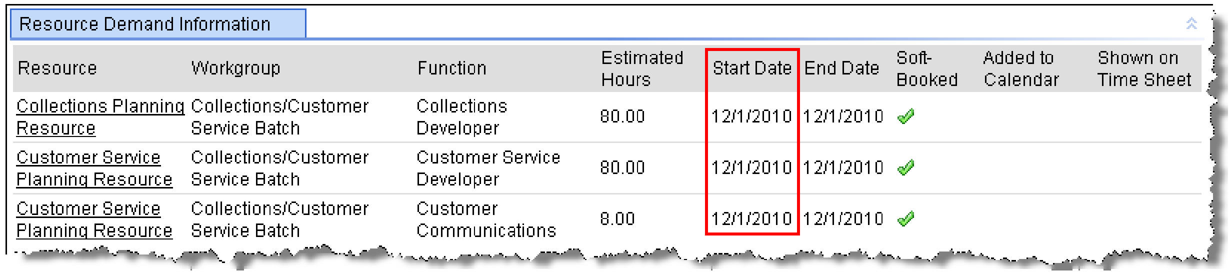
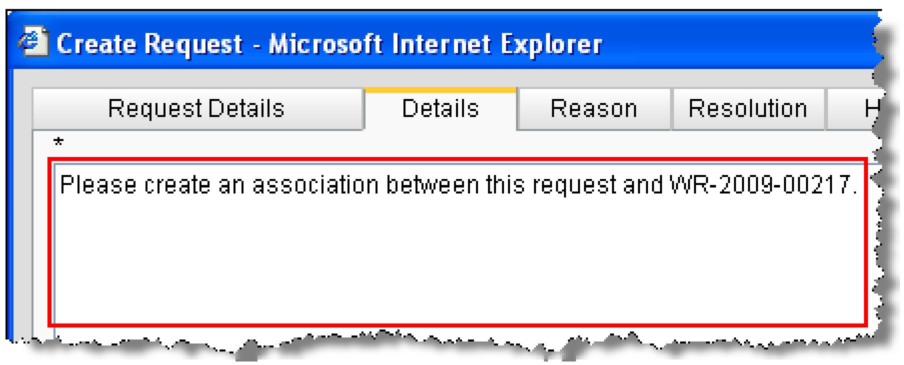
Planning/Work Request Questions

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I submit a new request in RS2?</td><td>For detailed instructions on submitting a new request in RS2, refer to the Request Management Training User Guide.</td></tr>
<tr><td>Why can’t I find the project that corresponds to a closed request?</td><td>To see if a project associated with a closed request has been created:

Using the Search field, find the closed request.
In the profile page for the closed request, check the Related Projects section to see if an associated project has been created.

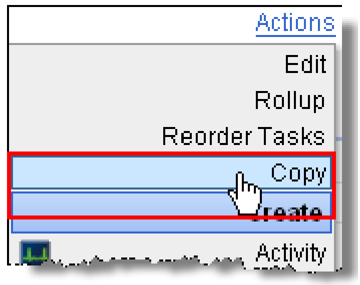


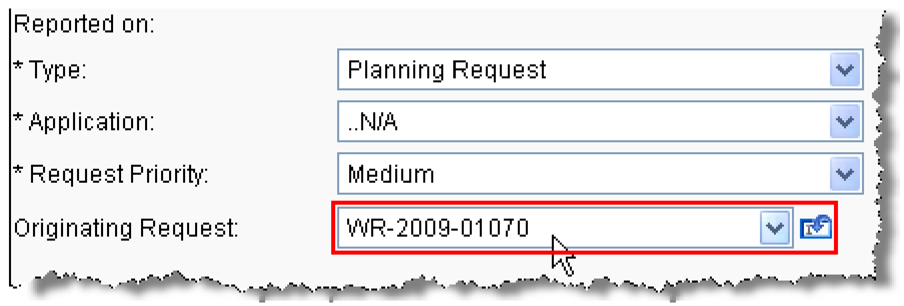
</td></tr>
</table>

Question	Answer
Why can't I find the project that corresponds to a closed request? (Continued)	If no related project exists, it could mean that the request was cancelled, or that the project simply hasn't been set up in RS2 yet. You can check the **Resource Demand Information** section of the request profile to see when work on the project is scheduled to begin. To view the Resource Demand Information section, click on the **Resource Demand Information** tab in the request profile page. **Result**: The start dates appear: 
How do I add a child Work Request to an existing Work Request?	You cannot add a child work request to an existing request in RS2. However, you can indicate that there is an association that can be created between your request and an existing request in the **Comments** section under the **Details** tab. The ADDI SC ultimately establishes the association between the requests. 

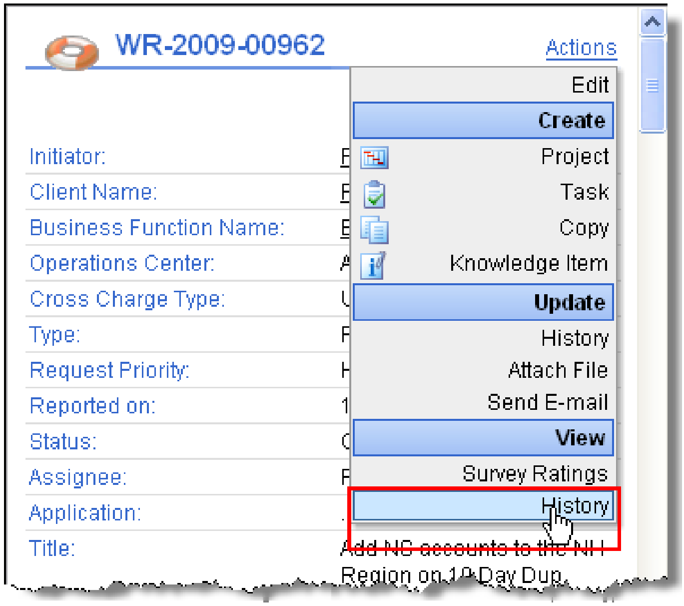
Resource Demand Information

Resource	Workgroup	Function	Estimated Hours	Start Date	End Date	Soft-Booked	Added to Calendar	Shown on Time Sheet
Collections Planning Resource	Collections/Customer Service Batch	Collections Developer	80.00	12/1/2010	12/1/2010	✓		
Customer Service Planning Resource	Collections/Customer Service Batch	Customer Service Developer	80.00	12/1/2010	12/1/2010	✓		
Customer Service Planning Resource	Collections/Customer Service Batch	Customer Communications	8.00	12/1/2010	12/1/2010	✓		

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I create a new request from an existing request?</td><td>To create a new request from an existing request:
1. Open the existing request from which you are creating the new request.
2. Select Actions > Copy.


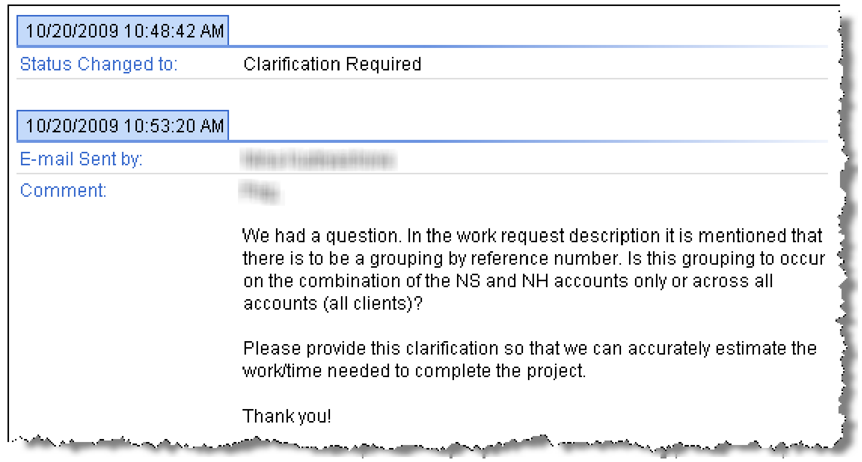
3. In the Create Request dialog box that appears, modify the desired properties.
NOTE: The number of the original request appears in the Originating Request field.


4. When you are finished modifying the request, click Save.
Result: The new request is created.</td></tr>
<tr><td>If a Planning Request can become a Work Request, then why do all PRs / WRs begin with the “WR” acronym?</td><td>The request numbering convention is to stay consistent with the numbering in Maestro.</td></tr>
</table>

Question	Answer
When a Planning Request requires clarification, how do I find the question/issue that requires clarification?	When a Planning Request requires clarification, the person requesting clarification should have sent you an e-mail to explain the clarification they require. If no e-mail was sent, use the following procedure to check the request history (which may explain the clarification that is required: 1. In the profile for the request that requires clarification, select **Actions > (View) History**. 

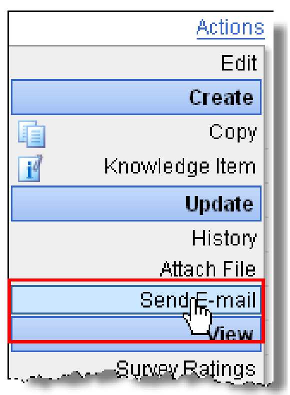
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>(Continued) When a Planning Request requires clarification, how do I find the question/issue that requires clarification?</td><td>

2. In the **Request History** page, scroll to the section where the status changes to **Clarification Required**.

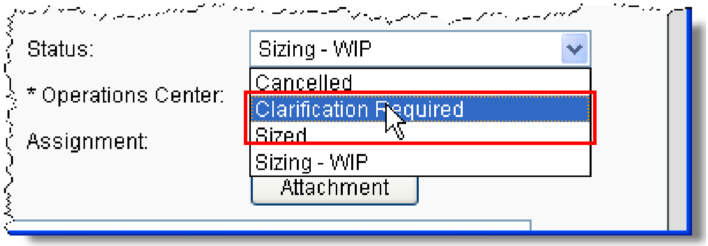


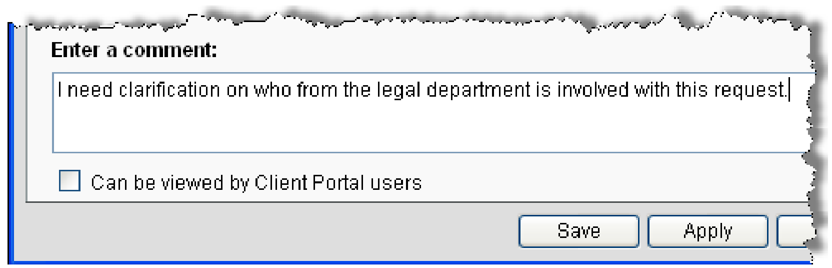
Result: There should be a comment explaining the issue that requires clarification.

Note: If there is no comment explaining why the request requires clarification, then please ask the user who needs clarification to send you an e-mail from RS2 explaining what requires clarification:



</td></tr>
</table>

Question	Answer
If a planning request impacts multiple applications, can I add the applications to the **Estimates** tab without including any hours?	Yes, you can add applications to the **Estimates** tab without including any hours.
How do I ask for clarification on a request?	Use the following procedure to ask for clarification on a request: 1. In the **Edit Request** dialog box, select **Clarification Required** from the **Status** drop-down list.  **Note**: You are allowed to select **Clarification Required** when the request has one of the following current statuses: • **Reviewed** • **Sizing – WIP** • **BRB Prioritization – WIP** • **SC PR Review – WIP** • **Estimating – WIP** • **ADDI SC Review**

Question	Answer
	2. Under the **History** tab, enter the issue on which you are looking for clarification in the **Enter a comment** field.  3. Click **Apply**, and then **Save**.
Where can I find descriptions of the request statuses?	You can find descriptions of request statuses in the RS2 Statuses by Functional Role Quick Reference Guide.
Why don't I see the **Workflow Status** tab in the profile of a request I submitted?	You are not seeing the **Workflow Status** tab because the request still has a status of **New**. The **Workflow Status** tab appears when you change the status to **New – WIP** or **Submitted**.
How do I find Requests in RS2 for items that were originally submitted in Maestro?	From the beginning of 2009 forward, all requests originally submitted in Maestro are now accessible in RS2. For guidelines on searching for requests in RS2, refer to Search Feature Questions on page 5. All requests prior to 2009 are still available in Maestro.
When I am the initiator of a request, will I automatically receive all notifications from RS2 when that Work Request's status changes?	No. You will only receive notifications for statuses that directly impact you.
When a request is closed, is a corresponding project always created?	Not always. If the request is cancelled before it is closed, then no project is created.

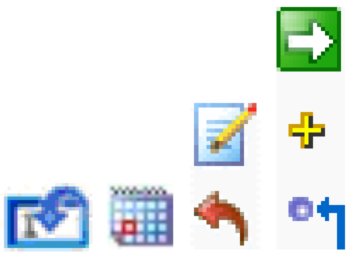
Project Questions

Question	Answer
How do I set a project baseline?	For procedures on setting a project baseline, refer to section “Setting the Project Baseline” in the Project Management in RS2 Training User Guide. After your project timelines are established, you can set the project baseline. You only have to set the baseline once.
How do I roll up a project’s information?	For procedures on rolling up a project’s information, refer to section “Rolling Up Project Dates” in the Project Management in RS2 Training User Guide. After your project timelines are established, you can roll up the project information. You should perform the roll up every Tuesday after time is approved.

Time Entry Questions

Question	Answer
How do I increase the hours for a task on a resources timesheet?	If not enough hours have been allocated, then you must request more hours from the resource manager. You cannot exceed the approved limit without approval. However, you can reallocate available hours among the available tasks.

Special Input Field Symbol Questions

Question	Answer
What do the following input field symbols mean? 	These symbols are explained in “Appendix A: Special Input Field and Dialog Box Behaviors” in the Request Management Training User Guide.