PRISM: Frequently Asked Questions

(last updated 10/10/2025)

How do we access PRISM?

- *Your CHRO will need to request access for you by submitting the authorized user template to SystemComp@northcarolina.edu. The System Office will add your institutional email to the list of authorized users. Your corresponding email address will need to be listed as an HR Contact/Submitter for* ***each*** *submission you will need to view or interact with.*

Will the view of actions always be limited to those designated for each action?

- *Yes, if your email is not included in* ***both*** *the authorized PRISM Dynamic View users list submitted by your CHRO and included in the "HR Contact/Submitter Email(s)" field on the submission itself, you will not be able to see it.*

If an individual user's email is not listed on the submission, does that mean that they cannot view the request going forward?

- *That's correct. Only those authorized users whose emails are included in the "HR Contact/Submitter Email(s)" field can see an action. However, changes may be made to the HR Contact fields to add (or remove) visibility for users, regardless of the status of the submission.*

If there is a user change, how can new users see previous requests? Can additional viewers be added if they were left off when submitted?

- *New authorized HR user emails can be added to individual requests on the Data tab of the Details Panel. The HR Contact fields are now editable regardless of the status of the submission.*
- *If you have a change in staffing that requires new authorized users for your campus, the CHRO will need to request access for new HR staff by submitting the authorized user template to SystemComp@northcarolina.edu. Requests to remove access can be sent to the same email and do not require a template. Please allow a few days for any requested updates to take effect.*

If we have authorized users who have changed roles and no longer need PRISM access, how do we update their status?

- *The CHRO may submit a request to REMOVE any currently authorized user by sending an email to SystemComp@northcarolina.edu with the individual's name and associated email address. Once removed by the System Office, the user will no* *longer be able to view any submissions in the PRISM Dynamic View, regardless of whether their email is attached to any individual action.*

Will save and return be a future option?

- *At present, this is not an option within the PRISM request form. The ability to save a partially completed submission and return to it later is dependent on Smartsheet functionality. We encourage submitters to gather all information needed in advance. Templates and guides are available at go.northcarolina.edu/PRISM to help with this process.*

Since there is not a save option, is there a specific timeframe in which the system will time out in case we are pulled away while in the process of submitting?

- *We are not aware of a time-out limitation. If you find there is one, please let us know by emailing SystemComp@northcarolina.edu.*

As an action is moving through the System Office approval workflow, will the status reflect the level where the request is under consideration (e.g., Director, SVP, etc.)?

- *Yes, it will.*

What action do we select if it is a position update but not a reclass?

- *Please use "Position Change or Reclassification" for any items that require adjustment to the position title, org structure, assigned JCAT, position description, or otherwise.*

Can requests for the faculty recruitment and retention funds be submitted?

- *Yes, these should be submitted via PRISM, including non-recurring funding requests.*

Are there character limits on the justification boxes?

- *We are not aware of any character limits, and we expect not to run into a problem with these because these responses should be relatively succinct.*
- *Please keep your responses in each of the Justification sections to the most relevant information needed to explain or justify the request. Do not copy over full position descriptions and expansive narratives. If an explanation of more than a paragraph or two is required, please submit it **as an attachment** and make a note in the "Additional Information" section.*

Can we withdraw a request after submitting it?

- *Yes. However, this action must be completed by System Office staff. If you require a submission to be withdrawn from further consideration, please send your request via a comment using the "Comments" tab in the Details Panel of the record.*

Will HR Contacts receive an email notification every time a comment is added to a specific submission?

- *Yes*

Are JCATs a drop-down list and ordered by title as it was previously?

- *All active JCATs are available in the drop-down menu for "Current" and "Proposed" JCAT fields. They are searchable both by number and by name.*

If an action is returned to the campus for additional information, how do we submit it again? Can we save those in process?

- *Yes, when an item is "Returned" to you for additional information, you can make changes in the Details Panel, save those changes, and return to the action to make further changes. Submit it back to System Office for review when you're ready by clicking the checkbox at the top of the Data tab and clicking "Save" one additional time. When the page refreshes, the status will change to "Pending System Office Review."*

Can we see submissions we make that aren't approved?

- *You will be able to view all pending actions assigned to you in your Dynamic View, regardless of status. Actions which have been "Approved" or "Rejected" will remain visible in your Dynamic View for a period of 60 days following their last modification or final status change, before being archived.*

Who would we reach out to for reports based on our campus submissions?

- *Some reporting functionality is available in Dynamic View, including the ability to filter your view by status or other parameters, and you can download a spreadsheet of your submissions. We are working on a new reporting function to allow campuses to view all of their archived actions once they have exceeded the 60-day period following final approval. If you have recommendations for additional reporting functionality, please contact SystemComp@northcarolina.edu.*

Will the Comp Database be maintained so campuses can review past submissions?

- *Yes, our goal is to provide an archive of the Comp Database and approved PRISM requests. For now, the Comp Database will remain accessible to current users to reference past actions.*

Will there still be a library featuring position actions (and attachments) from all campuses?

- *For now, the Comp Database will remain accessible to current users to reference past actions and to search the existing Position Library which was built into that system. A position library feature does not presently exist in the PRISM interface, but we will continue to work on a solution to provide this functionality in the future.*

Where will we submit the monthly salary reports?

- *As of October 2025, campuses should continue to submit their salary reports as they have done previously. We are exploring options for sunsetting that requirement by relying on data available through HRDM. We are hopeful that we can suspend this monthly reporting requirement in the near future!*