

ACCESSING TENURE AND PROMOTION	
Direct Link to Tenure and Promotion	https://brocku.ca/tap
The Tenure and Promotion site can also be accessed when logged on to O365 using the SharePoint search feature. (Search and Bookmark the site)	Select the App Launcher, (9 small squares) in the top left corner of the screen. Select SharePoint from the Apps dropdown menu. Enter “Tenure & Promotion” in the Search in SharePoint box. A list of related sites matching your search will display. Select the appropriate site. Click the “FOLLOW” option in the upper right corner to bookmark the site for future use.
HELP WITH TENURE AND PROMOTION	
FAQ providing basic help for users of Tenure and Promotion Portal.	https://wp.brocku.ca/information-technology/tenure-promotion-site-faqs/
Assistance with Applicant submissions, required documents and due dates.	The Provost office provides instruction directly to each Dean’s office with submission requirements, procedures, dates etc. Refer non-technical help requests to the appropriate Dean’s office. An incident ticket is not required.
Link to create and submit an Incident Ticket to IT.	https://ithelp.brocku.ca/forms/incident.html
COMMON PROBLEMS	
User sees an access denied screen when logging on to Tenure and Promotion.	Ensure the user has valid credentials and can log on successfully to O365. If not, troubleshoot log on issues with the user. If needed create an Incident ticket and assign to the Help Desk. If user can log on to O365 but not to Tenure and Promotion, submit an Incident ticket and assign to Desktop Services.
User successfully logs on to Tenure and Promotion but cannot see or access the expected folders.	Submit an Incident ticket and assign to Desktop Services. Be sure to include the user id and the type of access expected; Applicant, Dean, Decanal Assistant, Chair, or Review Committee and the area of access expected; Faculty Name, Department Names, Applicant Names.