



GoMBC Deployment Manual

VERSION 1.2 LAST UPDATED MAY 19, 2025

GoMBC

The Merit Based Compensation (MBC) program manages LE Staff performance and provides an annual variable monetary reward based on an employee's individual performance and contribution to the mission. The reward employees receive is linked directly to their performance. At the end of the performance period, the employee's demonstrated effort and contribution are assessed based on specific performance criteria. Locally Employed staff with effective performance (defined as a Total Performance Score of 100 or more) receive a monetary reward aligned with their level of performance. The program requires and supports supervisor and employee collaboration to set performance goals, improve skills, and find opportunities for professional development.

GoMBC is the performance management tool created by ADG in partnership with GTM/OE. This application was designed to automate performance management documentation for LE staff. There are several user roles within GoMBC from the rated employee as the end user to include all the supervisor roles involved. HR Admins can monitor progress, provide oversight and control the document flow.

This manual covers the GoMBC deployment process. You will be able to walk through the deployment process using this manual following each step along the way. If you run into issues during the deployment process you may reach out to GTM/OE or open a ticket with ADG at ADG-Support@state.gov.

For MBC policy, refer to the Performance Management Policy for MBC on GTM/OE's website.



TABLE OF CONTENTS

GoMBC 1

TABLE OF CONTENTS 2

STEP ONE: GOMBC DEPLOYMENT KICKOFF CALL 3

STEP TWO: REQUEST OPS DATA FEED 3

STEP THREE: VERIFY THE OPS DATA IS CORRECT 4

DATA CHECK REPORT 4

SHIFTS REPORT 6

COMMON ERRORS 6

CORRECT OPS ERRORS 7

STEP FIVE: PROVIDE A LIST OF GOMBC ADMIN 8

STEP SIX: ARCHIVE DEPARTED EMPLOYEES 9

STEP SEVEN: COMPLETE LE STAFF EMAIL TEMPLATE 10

OPTION ONE: ADG LE STAFF EMAIL TEMPLATE 10

OPTION TWO: POST HR ENTER EMAILS MANUALLY 10

STEP EIGHT: ADDING USDH PROFILES 12

COMPLETE THE USDH IMPORT TEMPLATE 13

REQUEST USDH EMPLOYEES TO REGISTER FOR GOMBC 13

ADD USDH PROFILES MANUALLY TO GOMBC 17

STEP NINE: ASSIGNING EMPLOYEE ACKNOWLEDGEMENT ROLES 18

STEP TEN: ASSIGNING SUPERVISORS 20

COMPLETE THE RATING AND REVIEWING SUPERVISOR TEMPLATE 20

ASSIGN SUPERVISORS IN EMPLOYEE PROFILE 21

ASSIGN SUPERVISORS USING TRANSFER FEATURE 23

STEP ELEVEN: CREATE POOLS 25

STEP TWELVE: CONFIGURE MISSION PROFILE 27



STEP THIRTEEN: TRAIN END USERS AT POST..... 29

STEP FOURTEEN: OKTA ACCOUNTS 30

STEP FIFTEEN: NEXT STEPS FOR HR STAFF 30

STEP ONE: GOMBC DEPLOYMENT KICKOFF CALL

ADG will reach out to Post HR to coordinate a GoMBC Kickoff Call. During this call we will highlight the process of working through deployment. We will review each step with you and answer questions regarding the process. As part of the deployment planning, missions which have already deployed OAS can skip many steps in this process such as Requesting, Verifying and Correcting OPS data, Completing the LE Staff Email Template, and USDH Upload.

STEP TWO: REQUEST OPS DATA FEED

You will need to submit a ticket with the GTM Helpdesk to initiate the OPS data feed to GoMBC. Please follow the instructions when filling out the ticket.

Directions: Open a ticket with GTM Helpdesk

- Go to GTMNEXT site: <https://gtmprod.servicenowservices.com/next>
 - Click on the Submit *GTM Help Desk Ticket*
 - Click on *Data Issue or Inquiry* Tile
 - Fill out Contact Details
 - Fill out Ticket Details:
1. Please select your HR system or Application: *Overseas Personnel System (OPS)*
 2. Please select your issue: *OAS*
 3. If you still need assistance, please describe your issue in detail. Include specifics as to which system you are trying to access, why, and the steps that you have taken thus far.

Good morning OPS Support Team,
Mission (**Your Mission Name**) requests to configure OPS for the GoMBC/OAS interface. Please see the requested information below:

- * Post: **List all the Posts and OPS Post codes for your mission**
- * GoMBC Go live date: **Enter today’s date**



Respectfully, Mission (**Your Mission Name**) HR Team

4. Fill out *Additional Ticket Details* as appropriate.
 - Please describe the person's role in the system. *e.g. HR Specialist, HRO*
 - Has the person recently changed positions or offices, as this may impact access? No
 - Is this issue impacting more than one person? Yes
 - Is this issue a work stoppage for which there are no workarounds? No
 - Is this issue impacting pay and/or benefits? No
 - Please provide any additional information you think may help to clarify your request.
5. Click "SUBMIT."

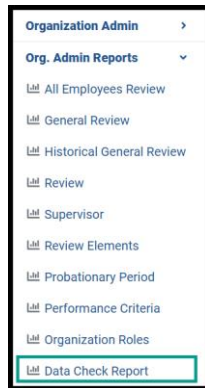
Once submitted, post [**submitter**] will get a confirmation email. Tickets get routed to the appropriate support group for action. Update ADG in your Teams channel when the ticket is submitted and once you have an update.

STEP THREE: VERIFY THE OPS DATA IS CORRECT

You will need two reports to compare information is correct. First, you will need to generate the Data Check Report from GoMBC. This is a report you will use throughout your deployment to verify information and quickly determine which steps are completed. Next, you will need to contact your Mission Timekeeper and ask them to generate the SHIFTS report. This is because you will need to verify the OPS employee ID from the Data Check Report matches the CGFS Payroll ID from the SHIFTS Report. If these numbers don't match or an employee has multiple employee IDs, you will need to make the correction in OPS. You will also need to review the data for each employee, and make sure their current grade, section and job title are correct. If the information is inaccurate, you will need to make the correction in OPS.

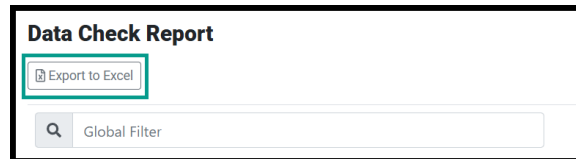
DATA CHECK REPORT

To access this report, you will first need to go to **Org Admin Reports** and click on **Data Check Report**.



When you click on **Data Check Report**, the report will automatically generate using the latest information in GoMBC.

You can then download the report into an Excel file by clicking **Export to Excel** in the upper left corner.



The Data Check Report provides information you can use to track your GoMBC deployment or check for accuracy once you deploy GoMBC. At this point, your report will only include LE Staff.

Some of the information you can use from the Data Check Report:

- Verify OPS Information is accurate: Employee ID, Position, Section, Agency and Grade
- Quickly view Employees Missing Rating or Reviewing Supervisors
- Find Employees not yet assigned to a Pool
- Filter for a list USDH Employees
- Create a list of all employees Pending Archival
- Find employees missing Username and Email



Data Check Report ←

[Export to Excel](#)

Global Filter

Empl. Name	Empl. ID	Status	Agency	Section	Pos. Title	Grade	Mission / Post	Rating Supervisor	Reviewing Supervisor	Username	Email	Pool	Is USOH
Marks, Hans	310251026	active	Department of State	MANAGEMENT	Management Specialist	13	Germany, Frankfurt	Gladiator, Mel		Tester8@test.gov	Tester8@test.gov	Management	false
Simpson, Mary X	080809654	active	IN - DEPARTMENT OF THE INTERIOR	GENERAL SERVICES ADMIN	GSO Assistant	08	Germany, Berlin		Sampson, Margie R.	Tester27@tes.gov	Tester27@tes.gov	Management	false
Marvelous, Patty A.	123234455	active	Department of State	MANAGEMENT	HR Specialist	11	Germany, Frankfurt			Tester14@tes.gov	Tester14@tes.gov	Specialist Small Pool	false
Carpenter, Carol W.	991299555	active	Department of State	CONSULAR	Consular Assistant	05	Germany, Frankfurt			Tester30@tes.gov	Tester30@tes.gov	Consular	false
Coverdale, Dale	1233123410	active	Department of State	EMBASSY AIR	Facilities Assistant	07	Germany, Frankfurt			Tester4@test.gov	Tester4@test.gov	Consular	false

SHIFTS REPORT

Then you will need to generate a report from **SHIFTS** with the **Employee Name** and **CGFS Payroll ID**. Every **OPS Employee ID** and **CGFS Employee ID** must match. Any **OPS Employee ID** which does not match the **CGFS Payroll ID** must be changed. You will need to submit a ticket to GTM Helpdesk to have the OPS Employee ID updated to match the CGFS Payroll ID, send no more than ten (10) employee ID requests per ticket. Make sure to post in your Mission Teams Channel once this is completed.

Directions: Open a ticket with GTM Helpdesk

- Go to GTMNEXT site: <https://gtmprod.servicenowservices.com/next>
- Click on the Submit *GTM Help Desk Ticket*
- Click on *Data Issue or Inquiry* Tile
- Fill out Contact Details
- Fill out Ticket Details:
- Please select your HR system or Application: *Overseas Personnel System (OPS)*
- Please select your issue: *OAS*
- Submit

COMMON ERRORS

You will need to correct any errors you notice when you are reviewing the employee data in GoMBC.

Take note to look for the following issues:



- **Duplicate profiles for employees.** This happens when the employee ID is updated, and the old employee ID profile is not archived. First, verify if you can archive the profile. If there is a File Box icon in the Action Column, you can go ahead and archive this employee profile. If there is no archive icon, then you will need to inform ADG.
- **Incorrect Employee ID.** Make sure the Employee ID in GoMBC matches the CGFS Payroll ID. If this was missed during the first data quality check, you will need to correct this action in OPS.
- **Promotion/Rehire not updated.** Verify all promotions and rehires are completely updated in the employee profile, this includes the Agency, Sub Agency, Section, Office, Job Title and Grade.
- **Missing Employees:** Sometimes employees do not appear in GoMBC, usually this is due to an error in the OPS transaction. Contact ADG for guidance to correct the Post Section ID or the Business Unit, or if there is another issue.
 - Look at the Post Section and make sure it is correct. If it is blank or has an incorrect Post Section number, then the employee profile will not be generated.
 - Make sure SHARE is not selected for the Business Unit, if it is you will need to correct this in OPS. All LE Staff are required to have a Department ID entered.
 -

The screenshot shows a 'Post Information' form with three main fields: Business Unit, Department, and Agency. The Business Unit field is highlighted with a yellow background and a red border, and contains the text 'SHARE' with a dropdown arrow. The Department field is empty with a dropdown arrow. The Agency field contains the text 'ST' and a search icon.

Business Unit	Department	Agency
SHARE		ST

CORRECT OPS ERRORS

You can access the [OPS Resources site Home Page](#) to review steps to correct discrepancies found during your data check such as updating employee records or resending actions.



STEP FOUR: PROVIDE A LIST OF GOMBC ADMIN

You will need to put a message in your GoMBC Mission Teams channel with the name and email for each HR staff member who will be the admins for GoMBC. Be sure to include the names of your HRO(s) or MGT Officer if there is not an HRO in your Mission. When you request these roles to be assigned, your HRO or MGT Officer should be copied and approve the assigned roles. If your Mission is not able to use Teams, please open a ticket with ADG-Support@state.gov.

These are the roles which need to be assigned:

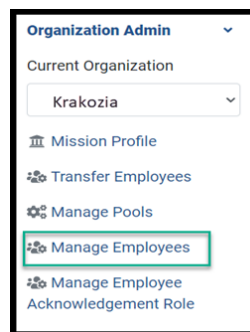
- **Appeal Reviewer:** This role is for DCM or their Designate (USDH Only).
- **Mission Administrator:** Usually this is for the HRO and/or MGT Officer (USDH Only-cannot be an EFM).
- **Post Administrator:** Usually for an HRO and/or MGT Officer (USDH Only-cannot be an EFM). This role is only assigned when an HRO/MGT Officer should have limited access to a particular Post within a Mission. If the HRO/MGT Officer has the Mission Admin role, do not assign this role.
- **Mission Manager:** This role can be assigned to the LE Staff and EFMs to manage the daily HR tasks within GoMBC. HROs/MGT Officers do not need this role if they have the HR Admin role assigned.
- **Post Manager:** This role can be assigned to the LE Staff and EFMs to manage the daily HR tasks. When assigned as the Post Manager, their access is limited to a particular Post within a Mission. Employees with Mission Manager should also not be assigned Post Manager.
- **Reward Calculation Approver:** This role is for the HRO, MGT Officer or other USDH employee. This role cannot be an LE Staff or EFM. Also known as the Tier 2 & 3 Approvers.
- **Reward Calculation Mission Admin:** This role is for the LE Staff and EFMs to manage the RCA HR tasks for your Mission. HRO/MGT Officers can also have this role assigned.
- **Reward Calculation Operator:** This role is for the LE Staff and EFMs to work through the calculations without access to make changes in the Mission settings in RCA. USDH HRO, MGT Officer, can also have this role.
- **Reward Calculation Reporting FMO:** Report available to the FMC Staff for RCA Calculations.
- **Reward Calculation Reporting HRO:** Report available to the HR Staff for RCA calculations.



STEP FIVE: ARCHIVE DEPARTED EMPLOYEES

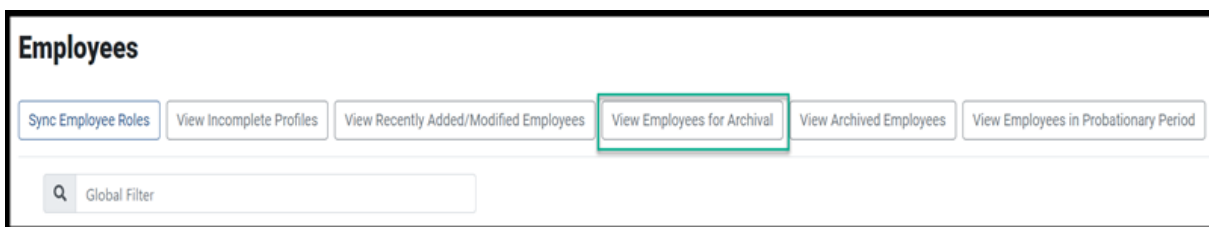
When you first view the employee lists, you may notice some employees which are no longer employed. These profiles will need to be archived in GoMBC, so they no longer appear in the **Manage Employees** list.

Click on **Manage Employees** under **Organization Admin** on the left menu.



The **Employees** list will appear, click on **View Employees for Archival** button to generate a list of LE staff which are ready to be archived.

Please note, GoMBC will place employees in the **View Employees for Archival** list only after their termination action has been processed in OPS, it is not possible to manually make a profile ready for archival.

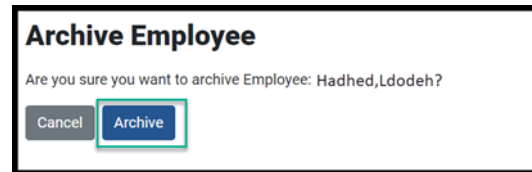


Choose the employee you would like to archive from the **Employees from Archival** list by clicking on the **File Box** icon in the action's column.

Employees for Archival					
Name	Position Title	Grade	Employee Id	Pool Name	Actions
Amos, Sthand	USAID PROJECT MANAGEMENT SPECI		1596321		
Hemdke, Jema	USAID DEVELOPMENT ASSISTANCE S		3582165		



To complete the archive for the selected user, click the **Archive** button.



Repeat for each employee on the **Ready to Archive** list and check on a regular basis.

STEP SIX: COMPLETE LE STAFF EMAIL TEMPLATE

You will need to update the Email and Login fields for the LE Staff profiles. Post will need to make a management decision on how to do this. There are two options, Option One will utilize ADG to provide a template for Post HR to complete to allow ADG to update the profiles in the database. Option Two will require Post HR to manually update each profile directly in GoMBC. Only official government emails are permitted in GoMBC. For all non-desk employees without an official government email, Post HR can either request a fan account to be created by working with their Post ISC or HR can leave their email fields blank, and the employee can work with the Rating Supervisor and HR to complete their reviews using the EAR function.

OPTION ONE: ADG LE STAFF EMAIL TEMPLATE

Post a message in your Mission Teams channel or open a ticket with ADG at ADG-Support@state.gov. ADG will then provide a spreadsheet template for Post HR to update the email. Request a list from ISC which includes all the LE Staff employees name, section, and email. Copy and paste the emails directly from the ISC list into the ADG LE Staff Email Template. Save the updated template as **Completed Your Mission Name LE Staff Email Template**. Upload to your Mission Teams channel and then create a comment on your Deployment Steps and call out the ADG team member to state you have completed this step. If you do not have access to Teams, email the ADG team member who sent you the template with the template attached to the email. Once you have completed and uploaded the template, ADG will then upload the emails to the database. ADG will provide an update in the Teams channel once this action is complete.

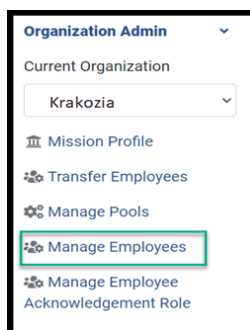
OPTION TWO: POST HR ENTER EMAILS MANUALLY

You will need to take some preliminary steps before beginning setup in GoMBC.



- Request a list from ISC containing the following: LE Staff Employee Names, Section, and Email.
- Have a reference of the supervisory structure for each section in your Mission. This would be a reference or guide which Post HR can use to determine the supervisory structure for EPRS. You will need to be able to easily identify the LE Staff who are supervisors.

Go to the **Manage Employees** tab from the left menu.



On the **Employees** screen, you will see a list generated with employees working in your Mission. Notice the **Email** column is blank. Click the **Edit** icon in the **Action** column to open the employee's profile.

The screenshot shows the 'Employees' screen with a table of employee records. The 'Email' column is highlighted with a red box. The table has columns for Post, Name, Email, Position Title, Grade, Employee Id, and Pool Name. There are also filter buttons at the top and an 'Add New' button.

Post	Name	Email	Position Title	Grade	Employee Id	Pool Name	Actions
Katmandu	Peruvian, Lily		Receptionist	08	PL76546		[Edit] [View] [Delete]
Katmandu	Flower, Wind		Press Assistant	06	FW65432		[Edit] [View] [Delete]
Katmandu	Flower, Flamingo		Library Assistant	08	FF69351		[Edit] [View] [Delete]
Katmandu	Milkweed, Purple		Data Assistant	08	MP72134		[Edit] [View] [Delete]

Copy and paste the employee's email from the list provided by ISC into the **User Name** and **Email** fields. Keep in mind the **User Name** is the account when logging into GoMBC and the **Email** field defines where email notifications are sent. Most of the time these two emails will be identical, however, they may be different if the employee works for an attached agency. In this case, you need to check with the employee and verify which email they want to use to access GoMBC.



Information with a green arrow cannot be changed in GoMBC. This is because these fields are populated with information from OPS. To change these fields, you will need to complete a personnel action in OPS. **If the employee is a supervisor**, switch the toggle to **Yes** under **Is Employee Supervisor**. Click **Save** when finished.

STEP SEVEN: ADDING USDH PROFILES

Post HR will need to make a management decision on how USDH profiles will be added to GoMBC. There are three options, complete the USDH Import Template, ask the USDH employees to register for GoMBC by asking them to access GoMBC or Post HR can manually add employees directly into GoMBC. To help during this process we recommend Post HR have the following on hand to serve as a reference:

- EPR Supervisory structure which includes the Employee Name, Rating Supervisor, Reviewing Supervisor and Pool Supervisor (although you are not at this step yet to assign the Pool Supervisor).
- List of all USDH at the Mission which will be included in the USDH Import List. This is particularly helpful if your mission is to consider also implementing the Overseas Awards



System. You will save time for the OAS deployment if you add all USDH Supervisors in GoMBC at once.

- Email list from ISC which includes the name, section, and email for all USDH Employees at Post. Any employee with an official government email other than state.gov will require an Okta account. For employees who have both a state.gov email and another official government email, they should choose which email they prefer to use to login and to receive email notifications from GoMBC.

COMPLETE THE USDH IMPORT TEMPLATE

ADG created an Import Template for Post HR to complete for all USDH employee profiles. This template has a specific format which cannot be altered. You will need to use the embedded lookup function when assigning the Agency and Section. This information cannot be copied and pasted from OPS; however you can use OPS as a guide when completing the template. You will need to have ISC provide a list of all USDH employees name and email so you can copy and paste the information into the USDH Import Template. Once the USDH Import Template is completed, you will need to upload the completed template into your Mission Teams or Google Space for ADG to upload the information directly to GoMBC.

REQUEST USDH EMPLOYEES TO REGISTER FOR GOMBC

To reduce the amount of data entry for Post HR, you can send out a Management Notice informing your USDH/EFM employees to register for GoMBC.

Registration process for all users with a state.gov email.

1. Open the GoMBC link (<https://gombc.state.gov/>).
2. When you are taken to Okta, if you are working on OpenNet you will automatically be signed into Okta and the GoMBC registration page will appear.
3. If you are not signed into OpenNet, you will need to enter your OpenNet Username (state.gov email) and then use your OpenNet password. Or you can use Okta Verify to enter a code.
4. Once you are authenticated by Okta, the registration page will appear. Your **User Name** (state.gov email) and your **Name** (name associated with your Okta account) will be



automatically assigned on the registration page. These fields will appear greyed out and you will not be able to change this information.

Registration process for all users without a state.gov email.

USDH users who do not have a state.gov email will need an Okta account created before they can register for GoMBC. Without an Okta account, the user will not be able to register. In this case, Post HR should update the LE Staff Email Template by manually entering only the Name and Email for these users. Upload the **LE Staff Email Template** and save it as **USDH OGA Email Okta Request**. ADG will then create Okta accounts for these users so they can register for GoMBC. Once the Okta accounts are created, ADG will notify Post HR in the Teams channel. You can then inform these users they will need to take the following steps to register. You can follow the Okta Verify setup guide starting from “Setting Up Multi-Factor Authentication” using this link:

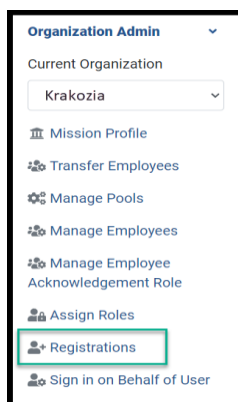
<https://adgsupport.state.gov/hc/en-us/articles/13391666277395-Activate-Okta-Account> or follow the instructions below.

1. Download the Okta Verify app on your cell phone.
2. Click Set up.
3. A QR Code will be displayed on the screen.
4. Open Okta Verify on your cell phone and select the + sign in the upper right-hand corner.
5. Choose your account type- select organization.
6. Select “Scan a QR Code” then scan the code on your computer.
7. You will receive an account added message indicating your Okta profile has been added to your Okta Verify account.
8. Once the Okta Dashboard opens, click on the GoMBC tile.
9. The registration page will open.
10. Complete all details and then submit.
11. Post HR will approve your registration which will then activate your GoMBC profile.







The User registration page will look the same for everyone.

To approve the registrations, you will need to go to **Registrations** under **Organization Admin** on the left menu.



A list of pending registrations will appear. Click the **Person** icon in the **Actions** column to open the registration.

Registrations Add New							
Global Filter							
Name	Post	Mission	Title	Email	Supervisor	Locally Employed Staff	Actions
Jketi, Loeks	Krakoza	Krakozenia	gso	JketiL@state.gov	No	No	 
Piheyd, Wily	Krakoza	Krakozenia	Deputy Detachment Commander	PiheydW@state.gov	Yes	No	 

It is important to note that only USDH employees should register for GoMBC. When checking the registrations, **delete** any registration requests from LE Staff. LE Staff would be prompted to register for GoMBC for a couple of reasons, maybe their email is missing from their employee



profile, misspelled, or their profile has not yet been created in GoMBC. If you accidentally approve an LE Staff registration, you can simply **archive** that account. Click on the **file** icon in the action column. USDH profiles can be archived at any time, they will not appear on the Archival List.

If the user is also a supervisor, click the toggle button to **Yes**, then click **Approve**. The employee profile will now be visible in Manage Employees.

The screenshot shows a 'Review User Registration' form with the following fields and callouts:

- 1: User Name (login) - FrankfurtTest@state.gov
- 2: Name (Last Name, First Name Middle-Initial) - Test, Frankfurt
- 3: Job Title - Registration Tester
- 4: E-mail Address - FrankfurtTest@state.gov
- 5: Post - RSC - HR Frankfurt
- 6: Agency - DEPARTMENT OF STATE
- 7: Sub Agency - DEPARTMENT OF STATE
- 8: Section - 500000 MGT
- 9: Office - 500400 MGT/HRO
- 10: Is Employee Supervisor - Yes (checked)
- 11: Approve button

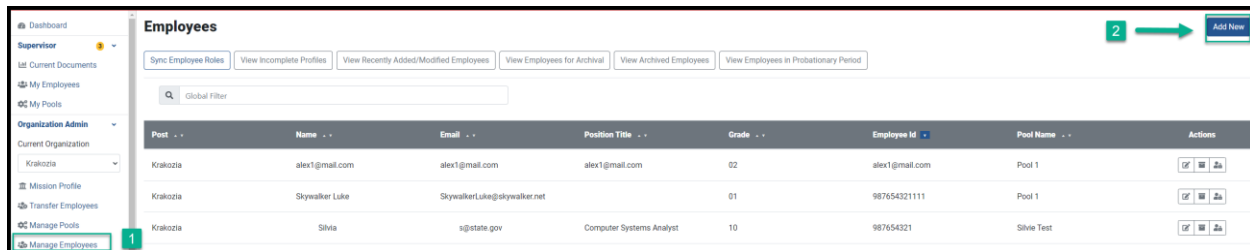
Buttons at the bottom: Cancel, Delete, Save, Approve.

If a user already has a GoMBC profile from another assignment, they can send you an email to let you know they are unable to register. You will need to post in your Teams channel the user's name and email so ADG can transfer these accounts.



ADD USDH PROFILES MANUALLY TO GOMBC

If your Mission has decided to add the USDH/EFM profiles directly to GoMBC instead of using the GoMBC Registration function, you will need to log into GoMBC and click **Manage Employees** under the **Mission Admin Area** and click **Add New**.



Next you will see a New Employee form pop up. Fill out each field for USDH employees. At the bottom of the form, make sure you click on the **Supervisor** toggle to assign the supervisor role. Click **Save** then you are finished and then check **Manage Employees** to view the profile. If you get an error saying “This Name or Email is already in Use” you will need to put a message in your Mission Teams channel so ADG can transfer the profile to your post.

New Employee

User Name (login)

Name (Last Name, First Name Middle-Initial)

Email

Post

Position Title

Is Employee Local Staff

 No

Agency

Sub Agency

Section

Office

Is Employee Supervisor

 Yes ←

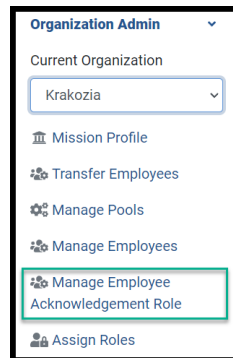
Cancel Save



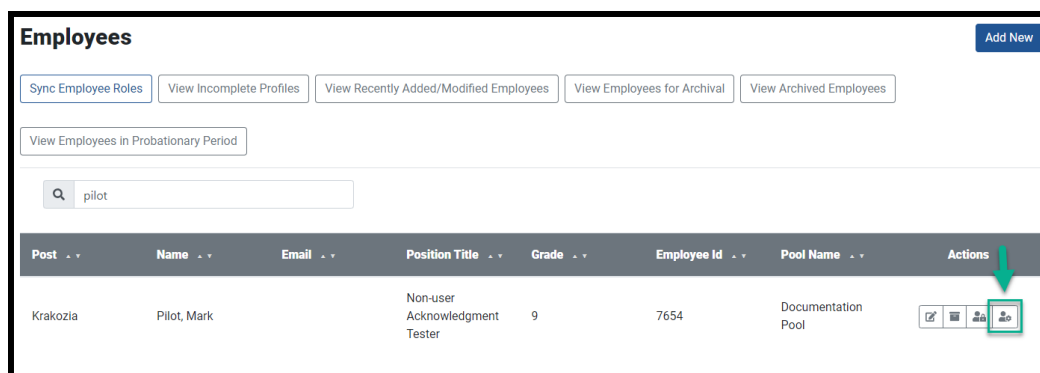
STEP EIGHT: ASSIGNING EMPLOYEE ACKNOWLEDGEMENT ROLES

When an LE Staff employee does not have access to an official Government account, a supervisor can be assigned the employee acknowledgement role to facilitate the processing of MBC documentation within GoMBC. Each employee can have a maximum of one EAR (supervisor) assigned for them at a time. The EAR assignment can be changed during the rating cycle. A supervisor can have an EAR for multiple employees.

From the **Organization Admin** Menu, click **Manage Employee Acknowledgement Role**.



If the employee's username field is blank, the **Assign Employee Acknowledgement Role** action button will appear allowing you to choose which supervisor will serve in the employee acknowledgement role.



From the **Assign Employee Acknowledgement Role** page, you will need to enter the date range and select the supervisor.



First, use the calendars to select the **Start Date** and **End Date**. Note, the start date is mandatory, but the end date is optional. If the end date is left blank, the employee acknowledgment role will continue indefinitely.

Next, click on the **Magnifying Glass** in the **Employee with Acknowledgement Role** to select the supervisor.

Click **Update** when finished.

From the **Employee Acknowledgement Roles** page, you will need to download the Employee Acknowledgement Role Form by clicking on the **Preview Form** icon.

Form	Name	Post	Employee Acknowledgement Role Name	Start Date	End Date	Actions
	Pilot, Mark	Krakozia	Spadacino, Laura	07/30/2021	06/09/2023	

The GoMBC Nonuser Form will appear on the page, click Download Template. Once the template is downloaded, you will need to have the employee sign the form with a “wet signature.”



Scan the signed form and then click **+Upload a New File** to include this form in the employee's profile in GoMBC. To view the uploaded form, click on **Preview Form**. Uploading a new file will overwrite the existing EAR acknowledgement form. The signed hard copy should be placed into the employee's EPF.

From the **Manage Employee Acknowledgement Role** page, there are also two additional actions:

Assign Employee Acknowledgement Role – lets you change the details, including the role holder and dates.

Stop Employee Acknowledgement Role –deactivates the role. The supervisor will no longer be able to take action on behalf of the employee.

STEP NINE: ASSIGNING SUPERVISORS

You can use ADG's Supervisor Template to assign all the Rating and Reviewing Supervisors. This template will be provided in your Mission Teams channel and will be used to expedite creating the supervisor structure in GoMBC only once for your deployment. Afterwards, if you need to create supervisor assignments in GoMBC, you will need to do this manually.

You will first need a reference for the EPR supervisory structure for the Rating Supervisors and Reviewing Supervisors. Start by reviewing your Staffing Pattern to make sure all USDH Supervisors have a profile established in GoMBC. Create a new profile for any missing USDH Supervisors, see [Add USDH Supervisor Manually to GoMBC](#) for instructions. Next make sure all LE Staff Supervisors have the **Supervisor** toggle selected in their employee profile; you will not be able to assign anyone as a supervisor if the Supervisor toggle is not first selected.

COMPLETE THE RATING AND REVIEWING SUPERVISOR TEMPLATE

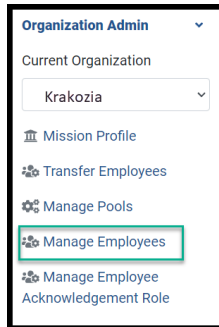
ADG will provide a template for you to complete. This template is an Excel document which lists all USDH and LE Staff employees assigned to your Mission. All USDH profiles will be highlighted in blue. You will notice the headers of the spreadsheet list the Rating Supervisor Name, Rating Supervisor ID, Reviewing Supervisor Name, Reviewing Supervisor ID. These fields are blank and you will need to use the copy and paste function to complete this template. You will use the Employee ID in column A to paste into Rating and/or Reviewing Supervisor ID. You will then copy and paste the name from column C into the appropriate Rating Supervisor and/or Reviewing



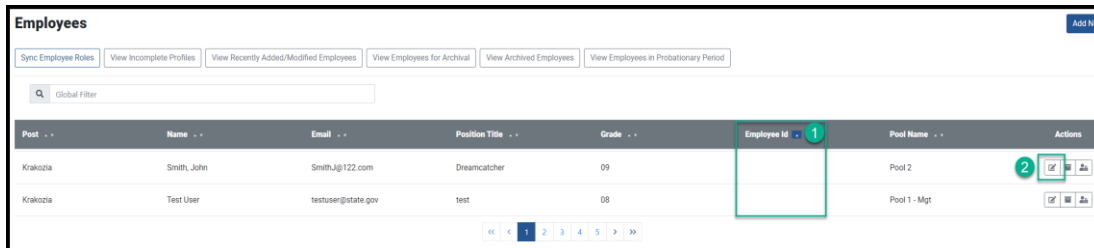
Supervisor Name column for each LE staff employee. If you have any questions, please reach out to the ADG team to review. Once this template is complete, ADG will upload into the application and the supervisor structure will be complete.

ASSIGN SUPERVISORS IN EMPLOYEE PROFILE

To Assign the Supervisor role, go to **Manage Employees** under **Organization Admin** on the left menu to view the list of employee profiles in GoMBC.



Then click the **Edit** icon in the **Action** column to open the employee profile. LE Staff profiles must be assigned the supervisor role manually in GoMBC. There is nothing coming from the data feed from OPS which will indicate the employee is a supervisor.



The **Edit Employee** form will open at the bottom of the form. Make sure the **Employee Supervisor** toggle button is switched to **Yes**. Once you have selected the Supervisor toggle for all Rating and Reviewing Supervisors, then you will move on to assign employees to the supervisor.



Edit Employee

User Name (login)
test20@test.com

Name (Last Name, First Name Middle-Initial)
Employee, Twenty

Email
test20@test.com

Post
Krakozia

Position Title
USDH

Is Employee Local Staff
 No

Is Employee Supervisor
 Yes

Next, you will use your supervisor reference, from the **Manage Employee** list, type the name of an LE Staff Supervisor. Start with the highest grade LE Staff Supervisor where the Rating Supervisor and the Reviewing Supervisor are both USDH. Then click the **Edit** icon in the **Actions** column.

Employees

Sync Employee Roles | View Incomplete Profiles | View Recently Added/Modified Employees | View Employees for Archival | View Archived Employees | View Employees in Probationary Period

Employee, Ten

Post	Name	Email	Position Title	Grade	Employee Id	Pool Name	Actions
Krakozia	Employee, Ten		Employee	13	877667787	Pool 10	
Krakozia	Employee, Ten	EmployeeTX01@state.gov	employee	05	643746325	Pool 10	
Krakozia	Employee, Twenty	test20@test.com	USDH				

Once the employee profile is open, scroll down to the **Rating Supervisor**. Click the **Magnifying Glass** to select a Rating Supervisor.

Grade
12

Employee Id
95142363651

Rating Supervisor
Q ... 1

Reviewing Supervisor
Q ...

Pool
Select a Value

In Probationary Period
 No

Is Employee Supervisor
 Yes



On the **Search** page, enter information into any of the criteria boxes to find the Rating Supervisor and click **Enter**. The user you searched for will appear in the search results. Click the **Person** icon in the **Actions** column.

Name	Email	Position Title	Post Name	Is Locally Employed Staff	Actions
Smith, John	SmithJ@state.gov	ADG Support	Krakozia	No	

Repeat for Reviewing Supervisor. When finished, click **Save**.

ASSIGN SUPERVISORS USING TRANSFER FEATURE

Once a supervisor has one employee assigned to them, you can use the Transfer Employees function to add more employees to a particular supervisor. This really is a Post HR decision if you would prefer to use the Transfer Employees function or go through each profile manually and use the magnifying glass icon to assign the Rating and Reviewing Supervisors.

From the **Organization Admin** menu, select **Transfer Employees**. Next, use the drop-down menu to select the type of **Supervisor Role** you would like to assign. Then, type the name of the Supervisor in the search box.

Transfer Employees

Supervisor's Role: Rating Supervisor (2)

Search: officer (3)

Name
> Officer, HR



Next you will click on the arrow next to the supervisor’s name. This will show a list of the employees currently assigned to this supervisor. To add employees to this supervisor, click on the **Person** icon.

Name	Email	Position Title	Actions
Officer, HR	hro1@test.com	HRA	[Person icon]

Employees Officer, HR supervises

Name	Email	Position Title	Actions
Clerk, HR	hrclerk@test.com	HR clerk	[Person icon]

Once you click on the **Person** icon, a search box will open. You will need to enter the name of the employee you want to add and then click **Search**. You’ll see the employee’s name appear at the bottom of the page. To add the employee, click on the **Person** icon in the **Actions** column.

Employee Search

Search Criteria

Name: Email:

Position Title:

Post Name:

Is Locally Employed Staff:

Employee Id:

Pool Name:

Global Filter:

Name	Email	Position Title	Post Name	Employee Id	Pool	Actions
Employee, One	employee1@test.com	Administrative Assistant	Krakoza	456123789		[Person icon]
Employee, Two	employee2@test.com	Technical Assistant	Krakoza	987321654		[Person icon]
Two, Employee	employee02@test.com	employee	Krakoza	123665252		[Person icon]
Employee Test	test@test2.gov	new hire	Krakoza			[Person icon]

After the **Person** icon is selected, you will see the employee now assigned to the supervisor.

Supervisor's Role:

Name	Email	Position Title	Actions
Officer, HR	hro1@test.com	HRA	[Person icon]

Employees Officer, HR supervises

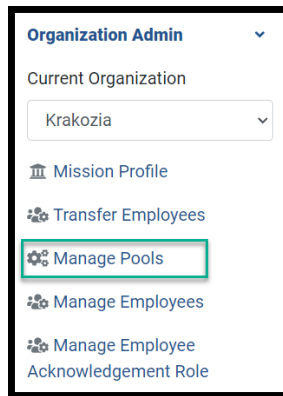
Name	Email	Position Title	Actions
Clerk, HR	hrclerk@test.com	HR clerk	[Person icon]
Two, Employee	employee02@test.com	employee	[Person icon]



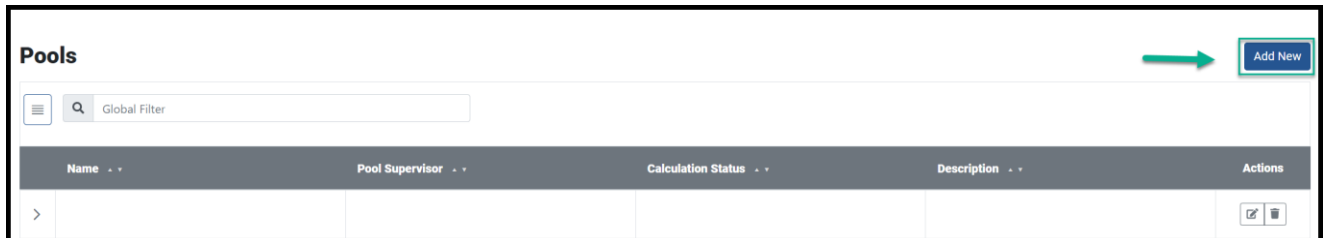
Repeat until all employees are assigned to this supervisor.

STEP TEN: CREATE POOLS

You can create new pools from the **Organization Admin** menu, select **Manage Pools**.



Click on the **Add New** button to create a new pool.

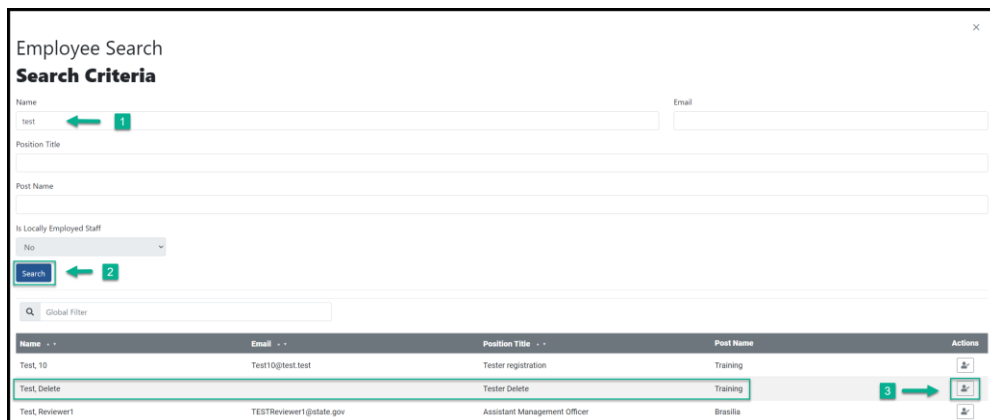


You will need to complete the Name and Description fields for your new pool. Then click on the Magnifying Glass to assign the Pool Supervisor. (You cannot save a pool without a pool supervisor.)

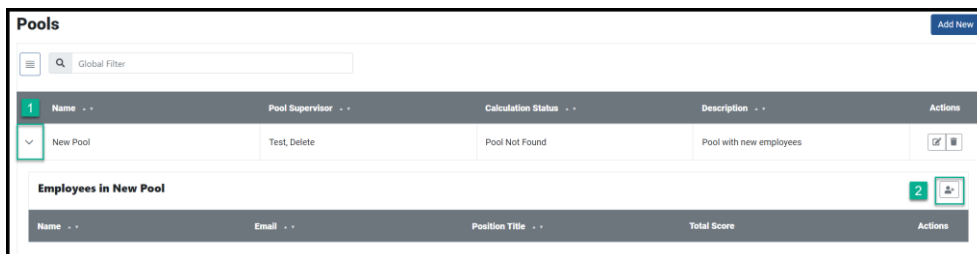
The screenshot shows the 'New Pool' form. It has three main sections: 'Name' with a text input field containing 'New Pool' (callout 1), 'Description' with a text input field containing 'Pool with new employees' (callout 2), and 'Pool Supervisor' with a search input field (callout 3). At the bottom are 'Cancel' and 'Save' buttons.



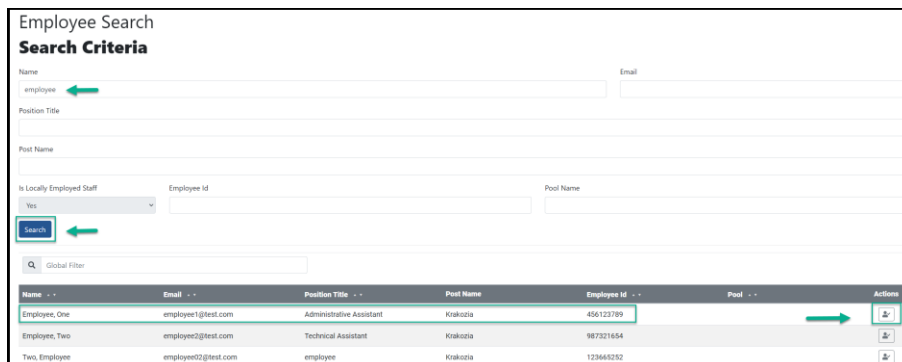
A search box will open, you will need to type the **Name** or **Email** of the employee you will assign as the Pool Supervisor. Then click **Search**. Select the employee by clicking on the **Person** icon in the **Actions** column.



Once the Pool Supervisor is assigned, you will see your new pool added in the **Pools** list. To assign employees to this pool, click on the arrow next to the Pool Name, then click on the **Person** icon in the **Actions** column.



A search box will appear, and you can enter a **Name** or **Email** (or any of the other search criteria available) and then **Search**. Select an employee by clicking on the **Person** icon in the **Actions** column.





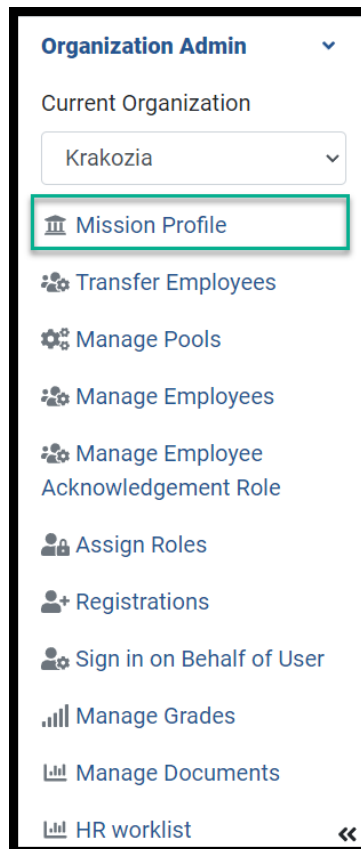
Now the employee will appear in the pool. To add more employees, repeat the process until all employees are added to the pool.

Employees in New Pool				
Name	Email	Position Title	Total Score	Actions
Employee, Two	employee2@test.com	Technical Assistant		

STEP ELEVEN: CONFIGURE MISSION PROFILE

Now you will need to configure your Mission Profile. Before you begin you will need to refer to the revised LE Staff Handbook regarding the length of probationary period and Performance Rating Cycle.

From Organization Admin, click on Mission Profile.





You will see Mission Profile and you will need to fill out each field.

Mission Profile

Name

Description

Bureau Probationary Period Duration Duration days

Time Zone Current performance period: [Manage mission performance periods](#)

Digest Email Notification Settings

Employee Rating Supervisor Reviewing Supervisor Pool Supervisor

HR

[Cancel](#) [Save](#)

- Name: Enter your Mission Name.
- Description: Enter the description of your Mission.
- Bureau: Use the dropdown menu to select your bureau.
- Probationary Period: Enter the number of days or months as defined in your LE Staff Handbook.
- Duration Days: Use the dropdown menu to select if the probationary period is counted in days, months, or years.
- Time Zone: Use the dropdown menu to select the time zone for your location.

Click on **Manage Missions Performance Periods** to select the current performance period.

Probationary Period Duration Duration days

Current performance period: 2024-2025, Dates range: 03/01/2024 - 02/28/2025

[Manage mission performance periods](#) ←

Next click on **Add New** to add a performance period.

Performance Periods

[Add New](#) →

Global Filter

Name	Start Date	End Date	Actions



Use the calendar to choose the start and end date of the performance period then click **Save**.

The last task will be to edit the **Digest Email Notification Settings**. Then click **Save** when finished.

STEP TWELVE: TRAIN END USERS AT POST

Send out a Management Notice informing your community about the MBC program and the transition to GoMBC. Check your Mission Teams channel for a sample Management Notice you can edit as needed. You can share recorded training from ADG to assist with your training needs or schedule training with the ADG GoMBC deployment team for a live demo and Q&A session.

[ADG Presents GoMBC Supervisor Training Part One](#)

Overview of GoMBC to include accessing the application, Okta accounts, USDH account registration, creating performance documents and all the approvals throughout the process of creating an Annual Work Plan, Mid-Year Discussion, and Employee Performance Review.

[ADG Presents GoMBC Supervisor Training Part Two](#)

This video continues to the end of the Employee Performance Review and goes through creating performance documents and all the approvals throughout the process of creating an Appeal and the Performance Improvement Plan. This training is for the rated employee, Rating Supervisor, Reviewing Supervisor and Pool Supervisors.



[GoMBC Self-Paced Training for Employees](#)

This video is a self-paced training for employees to review the steps to work through the entire rating process.

[GoMBC Supervisor Self-Paced Training](#)

This video is a self-paced training for each supervisor role in GoMBC. The video allows supervisors the ability to take the training at their own convenience.

STEP THIRTEEN: OKTA ACCOUNTS

Just before you are ready to start using GoMBC, ADG will create Okta accounts for all your LE Staff users who do not have a state.gov email. We need to have about one week's notice, so we have sufficient time to create all the accounts. Once the accounts are created, ADG will notify your users and provide instructions to activate their Okta account and link their Okta account to their GoMBC account. This is best done after Post HR has already informed your users about GoMBC so they will know to expect an email with instructions. The link is only valid for seven days before it expires. All USDH users with a without a state.gov email will have Okta accounts created before they register, therefore they will not need to register for Okta again.

Link with instructions to set up Okta Verify:

<https://adgsupport.state.gov/hc/en-us/articles/13391666277395-Activate-Okta-Account>

STEP FOURTEEN: NEXT STEPS FOR HR STAFF

Once you have completed the deployment process, you may want to review the HR Admin training for the HR staff who will be managing the GoMBC program. You can schedule training with the ADG team if you would like to go through the training using our virtual classroom. All the training in this manual can also be found on the GoMBC Teams General Channel.

[ADG Presents GoMBC HR Admin Training Part One](#)

Overview of the GoMBC application with an introduction to the layout of the application. This video will go through accessing GoMBC, Okta, Account Management with LE Staff and USDH profiles including registrations, Organizational roles, setting up the Mission Profile, OPS data quality check and how to make corrections, Assigning Supervisors, Employee Acknowledgement



Role (EAR), Transfer of Supervisors, and Managing Pools. Target audience: LE Staff Human Resources Assistants/Specialists and Human Resource Officers.

[ADG Presents GoMBC HR Admin Training Part Two](#)

This video focuses on creating and processing documents in GoMBC to include Annual Work Plans, Mid-Year Discussions, Employee Performance Reviews, Performance Improvement Plans and Appeals. Target audience: LE Staff Human Resources Assistants/Specialists and Human Resource Officers.

[ADG Presents GoMBC HR Admin Training Part Three](#)

The target audience for this video is for Human Resource Staff responsible for completing the deployment steps for GoMBC. Target audience: LE Staff Human Resources Assistants/Specialists and Human Resource Officers.



Version	Author	Date	Rationale	<i>Approved By</i>
1.1	Julie Perez	08-May-24	Final Draft	<i>GTM/OE</i>
1.2	Julie Perez	08-Jan-25	Amended	<i>GTM/OE</i>
1.3	Julie Perez	19-May-25	Amended	<i>GTM/OE</i>