

National Aeronautics and Space Administration



NASA HUMAN RESOURCES MESSAGING SYSTEM (HRMES) USER GUIDE

Version 1

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SECTION 1 – INTRODUCTION

This section provides an overview of the document content, as well as how the information is arranged.

1.1 Purpose

The purpose of this desk guide is to provide guidance to National Aeronautics and Space Administration (NASA) Human Resources (HR) personnel regarding the NASA Human Resources Messaging System (HRMES).

1.2 Background

HRMES is a new messaging system which allows HR personnel to target audiences according to subject matter, such as organization, duty station, pay plan, grade range, health benefit plans, life insurance, occupation type, NASA class codes, retirement system, supervisor status, etc. HRMES uses both e-mail and the HR Portal (<https://hr.nasa.gov>) to deliver messages to targeted audiences.

1.3 Applicability


This desk guide is applicable to NASA Headquarters (HQ) and NASA Centers, including Component Facilities, the NASA Shared Services Center (NSSC), and the Office of the Inspector General. Unless otherwise stated, the use of the word Center(s) in the text of this document includes NASA HQ, the NSSC, and the Office of the Inspector General, and any reference to Center Director(s) includes the Executive Director, Headquarters Operations and the Executive Director, NSSC. This desk guide is for use by NASA Center HR Offices. This desk guide is for use by HR personnel with roles in HRMES (i.e., Sender, Reviewer, Approver).

1.4 About This Document

This document contains information on regulations and processes relating to HRMES. The following appendix is included in this document:

- Appendix A, Acronyms and Abbreviations

1.5 Help Tool

For additional guidance and tips, a help tool is available in HRMES and is designated throughout the system by this icon: . By clicking on the Help icons, you will access context-sensitive definitions and explanations related to the sections of the system in which you are working.

SECTION 2 – REFERENCES

This document contains references that, in some cases, are for specific subparagraphs; however, this section generally lists the primary document or code. In addition, when a Web link is available, it is provided here for your convenience. Since Web links may become invalid, the document names and numbers are provided as available. The following references were used in the preparation of this desk guide:

- a. HRMES. Location: <https://hrmes.nasa.gov>.
- b. Human Resources Portal. Location: <https://hr.nasa.gov>.

SECTION 3 – SENDERS

This section provides instructions that allow the user to start a new message, set the frequency, and identify the sender.

Use the following steps to author a HRMES message:

1. Open your Web browser and navigate to <https://hrmes.nasa.gov>.
2. Click the **Create New** link to start a new message.

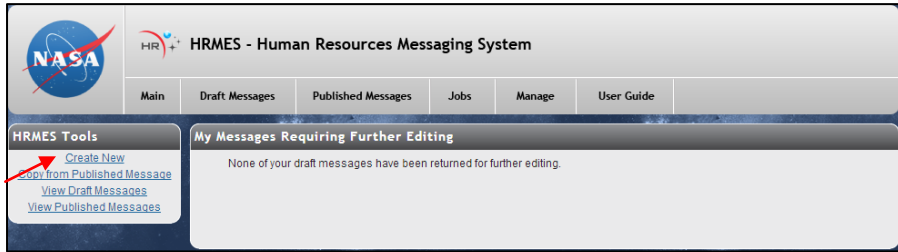


Figure 3-01. HRMES Main Screen Showing Create New Link

3. Under the **HR Messaging Options – Create New Message** heading, select a message category and click the **Continue** button. (Note: The selections available on this pop-up menu will depend on the user's access rights established in their individual HRMES account.)

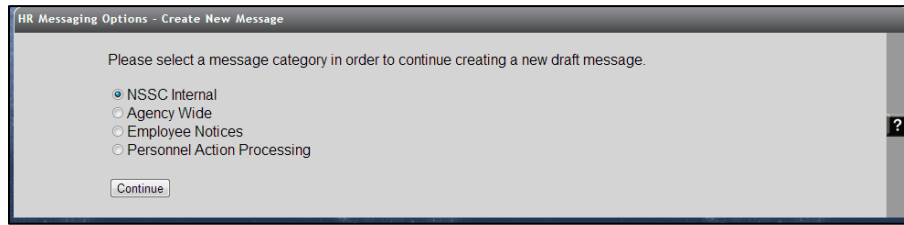


Figure 3-02. HR Message Options

4. On the next screen, complete the **Delivery Method** section under the **Edit A Message** heading. The **Delivery Method** field is required to be filled in before the user is allowed to proceed.

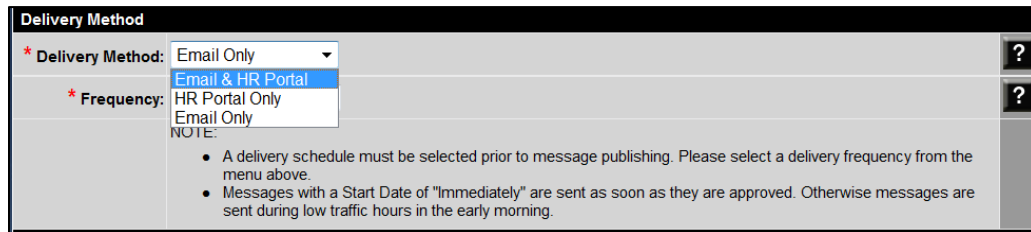


Figure 3-03. Delivery Method Section Showing Delivery Options

5. Select the **Frequency** from the drop-down menu. The **Frequency** field is required before the user is allowed to proceed. The **To Be Determined** option will not be accepted as a valid frequency.

The screenshot shows a form titled "Delivery Method". It contains two required fields: "* Delivery Method:" with a dropdown menu set to "Email Only", and "* Frequency:" with a dropdown menu open. The dropdown menu lists "To Be Determined", "One Time", "Daily", "Weekly", and "Monthly". The "To Be Determined" option is highlighted in blue. To the right of the form, there is a note: "A delivery schedule must be selected prior to message publishing. Please select a delivery frequency from the menu above. Start Date of 'Immediately' are sent as soon as they are approved. Otherwise messages are sent during low traffic hours in the early morning."

Figure 3-04. Frequency Options

- a. If you select the **One Time** frequency option, a **Start Date** field is displayed. You must choose either the **Immediately (Upon Approval)** or **Specify** radio button. If you choose **Specify**, enter the date you would like the message to deploy.

The screenshot shows the "Delivery Method" form with the "Frequency:" dropdown set to "One Time". The "Start Date:" field has two radio buttons: "Immediately (Upon Approval)" which is selected, and "Specify". The note below the form is the same as in Figure 3-04.

The screenshot shows the "Delivery Method" form with the "Frequency:" dropdown set to "One Time". The "Start Date:" field has two radio buttons: "Immediately (Upon Approval)" and "Specify" which is selected. A date picker icon is visible next to the "Specify" radio button. The note below the form is the same as in Figure 3-04.

Figure 3-05. One Time Frequency Option

- b. If you select the **Daily** frequency option, you must specify the **Start Date** and **End Date**.

Delivery Method	
* Delivery Method:	Email Only ?
* Frequency:	Daily ?
* Start Date:	<input type="radio"/> Immediately (Upon Approval) <input checked="" type="radio"/> Specify <input type="text"/>
* End Date:	<input type="radio"/> Until Cancelled <input checked="" type="radio"/> Specify <input type="text"/>
NOTE:	
<ul style="list-style-type: none"> A delivery schedule must be selected prior to message publishing. Please select a delivery frequency from the menu above. Messages with a Start Date of "Immediately" are sent as soon as they are approved. Otherwise messages are sent during low traffic hours in the early morning. 	

Figure 3-06. Daily Frequency Option

- c. If you select the **Weekly** frequency option, you must select the **Delivery Days**, **Start Date** and **End Date**.

Delivery Method	
* Delivery Method:	Email Only ?
* Frequency:	Weekly ?
Delivery Days:	<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday
* Start Date:	<input checked="" type="radio"/> Immediately (Upon Approval) <input type="radio"/> Specify
* End Date:	<input checked="" type="radio"/> Until Cancelled <input type="radio"/> Specify
NOTE:	
<ul style="list-style-type: none"> A delivery schedule must be selected prior to message publishing. Please select a delivery frequency from the menu above. Messages with a Start Date of "Immediately" are sent as soon as they are approved. Otherwise messages are sent during low traffic hours in the early morning. 	

Figure 3-07. Weekly Frequency Option

- d. If you select the **Monthly** frequency option, you must select the **Delivery Months**, **Start Date**, and **End Date**.

Delivery Method	
* Delivery Method:	HR Portal Only ?
* Frequency:	Monthly ?
Day of Month:	1
Delivery Months:	<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> Mar <input type="checkbox"/> Apr <input checked="" type="checkbox"/> May <input type="checkbox"/> Jun <input type="checkbox"/> Jul <input type="checkbox"/> Aug <input type="checkbox"/> Sep <input type="checkbox"/> Oct <input type="checkbox"/> Nov <input type="checkbox"/> Dec
* Start Date:	<input checked="" type="radio"/> Immediately (Upon Approval) <input type="radio"/> Specify
* End Date:	<input checked="" type="radio"/> Until Cancelled <input type="radio"/> Specify
NOTE:	
<ul style="list-style-type: none"> A delivery schedule must be selected prior to message publishing. Please select a delivery frequency from the menu above. Messages with a Start Date of "Immediately" are sent as soon as they are approved. Otherwise messages are sent during low traffic hours in the early morning. 	

Figure 3-08. Monthly Frequency Option

6. Complete the **Who is the sender?** section. The **Source**, **Message Author**, and **From (Email)** fields are autopopulated.
 - a. For **Receive CC**, the author may indicate if he/she would like to receive an e-mail copy of the message upon deployment. You must select the **No** or **Yes** radio button.

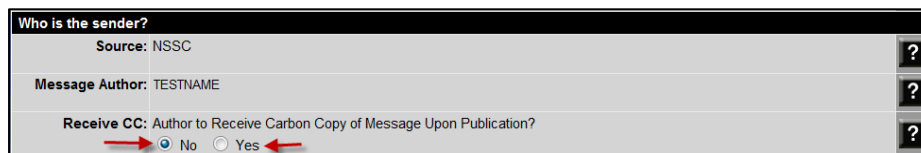


Figure 3-09. Receive Carbon Copy Option

- b. For **From (Display Name)**, you must select the **No** or **Yes** radio button. Select the **Yes** option only if you would like the message to appear to be from another sender. If you select **Yes**, you must enter the information that you would like to display in the e-mail's **From** field. The message body will also show that the message is sent on behalf of the text that the author entered.

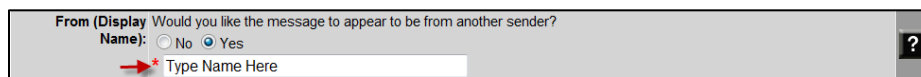


Figure 3-10. From (Display Name) Option

- c. You may also choose to show the message is being sent on behalf of another person. You may choose a user name by clicking the **Look Up User** link under the **Send On Behalf Of** heading. After clicking the link, a screen is displayed with a list of users available for the **On Behalf Of** selection. Click the name of the user. The user name will now appear next to the **Send On Behalf Of** heading. If the name is correct, click the **Save** button under **Save Changes or Check in Message** to confirm this selection. Note: This is not the same as the “From (Display Name)” option above. If you choose the On Behalf Of option, the user will receive any replies to the message.



Figure 3-11. Send On Behalf Of Option

Note: Only those who have an established HRMES account, with permission set to be an author, reviewer and approver, can have a message sent on their behalf. This must be requested in advance through the NASA Access Management System (NAMS). Please be aware that the On Behalf of User will receive any replies to the message and must digitally sign the message prior to deployment.

7. Designate a **Point of Contact**, if applicable. If you designate a **Point of Contact**, the name is displayed as part of the message content.



The screenshot shows a web form titled "Point of Contact". At the top, it asks "Point of Contact: Is there a Point of Contact for this message?" with radio buttons for "No" and "Yes" (selected). Below this is a blue link "Employee Lookup". There are five input fields: "Name:", "Phone:", "Location:", "Website:", and "Email:". A red asterisked note below the fields reads: "* Point of contact name and at least one method of contact is required when specifying a point of contact." At the bottom, there is a section titled "Save Changes or Check In Message" with three buttons: "Save", "Save & Continue", and "Save Changes & Check In". A question mark icon is visible on the right side of the form.

Figure 3-12. Point of Contact Option

8. Under the **Save Changes or Check In Message** heading, click the **Save & Continue** button.

Note: A user has the ability to check out a message for editing, which locks the message to prevent any other user from modifying the message while it is being edited. A message must be checked back in for another user to check out and edit. A user can also save and navigate through the editing of a message by clicking the **Save & Continue** button.

SECTION 4 – RECIPIENTS

This section provides instructions that allow the user to define the recipient list for the message. The options available allow the user to narrow or widen the message dissemination to effectively reach the target audience.

Use the following procedures to define recipients for a HRMES message:

1. Select the individual filters required to define the recipients list by clicking the filter name. The selected filters expand, allowing the user to specify the requirements.

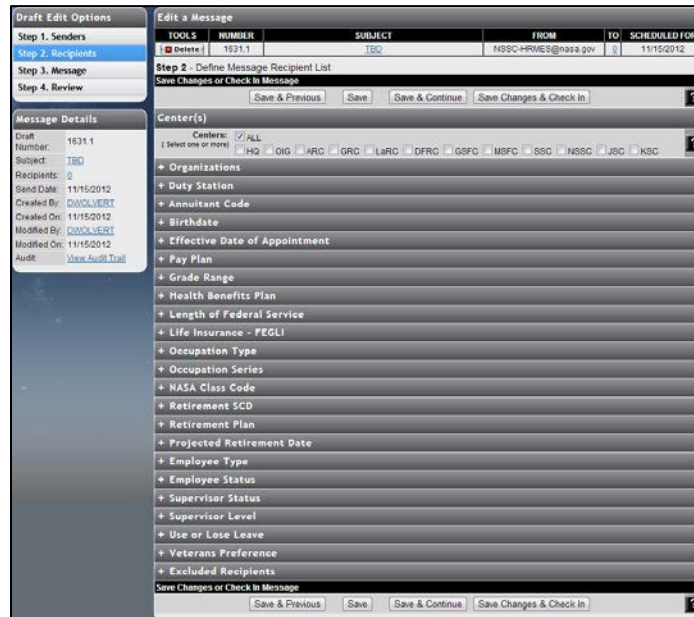


Figure 4-01. Filters List

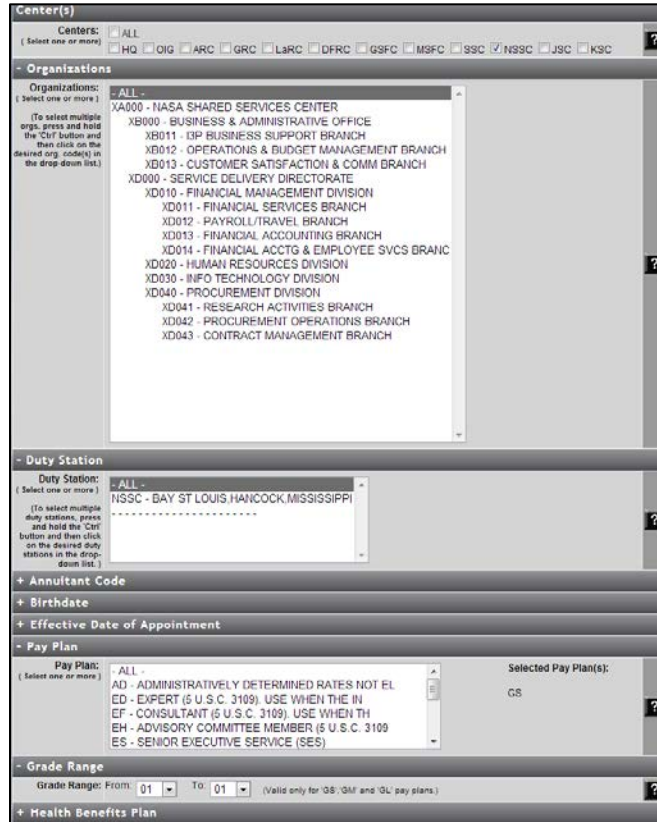


Figure 4-02. Screen Showing Several Filters Selected and Expanded

- To exclude specific recipients, locate the **Excluded Recipients** filter at the bottom of the filter list and click to open.

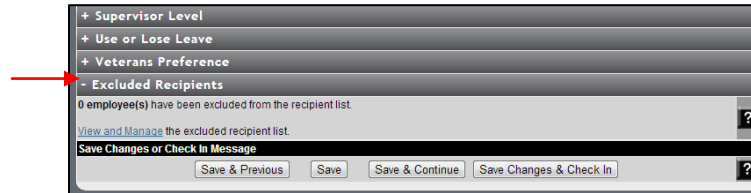


Figure 4-03. Screen Showing Excluded Recipients Filter Expanded

- Click the **View and Manage** link.

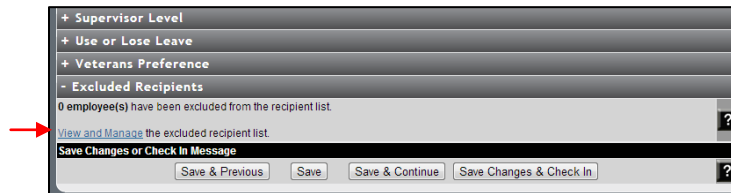


Figure 4-04. View and Manage Link Under the Excluded Recipients Filter

- To select the recipients you wish to exclude, locate their names in the **Potential Recipients** section, then click the box in the **Exclude** column next to each employee's name.

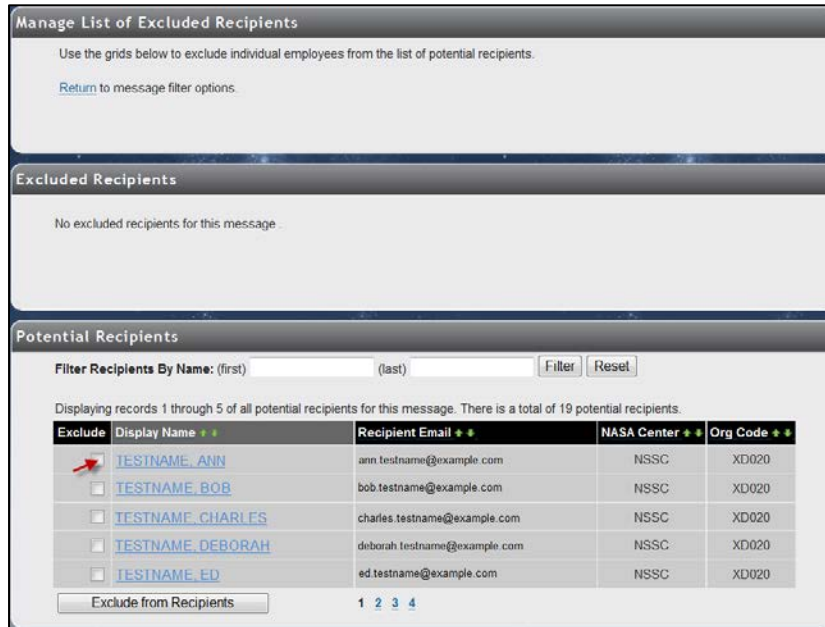


Figure 4-05. Potential Recipients List

- After selecting the recipients you want to exclude from the message, click the **Exclude from Recipients** button.

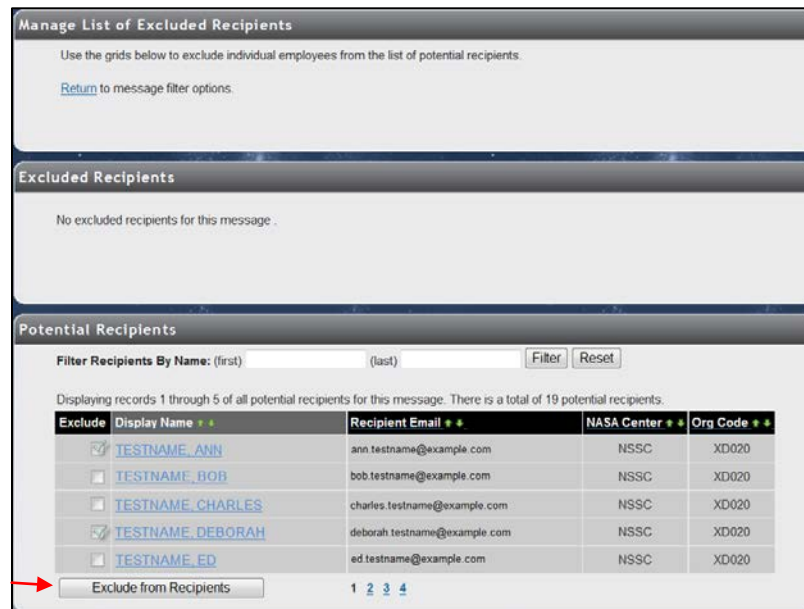


Figure 4-06. Potential Recipients List Showing Exclude from Recipients Button

- When all desired filters are set, click the **Save & Continue** button.

SECTION 5 – MESSAGE

This section provides instructions that allow the user to create the message content.

Use the following procedures to create the content of a HRMES message:

1. In the **Subject & Action** section, fill in the **Subject** field. The subject is a required field. The text that you type is displayed in the **Subject** field of the e-mail message. A spell check feature is available above this field.



The screenshot shows the 'Subject & Action' form. At the top, the 'Category' is set to 'NSSC Internal'. Below this is the 'Subject' field, which is currently empty. To the right of the 'Subject' field is a spell check icon (ABC with a checkmark). Below the 'Subject' field is the 'Does Message Require an Action?' section, which has two radio buttons: 'No' (selected) and 'Yes'. Below this is the 'Message Importance' section, which has a dropdown menu set to 'Normal (Default)'. There are question mark icons to the right of the 'Category', 'Subject', 'Does Message Require an Action?', and 'Message Importance' sections.

Figure 5-01. Message Subject Field

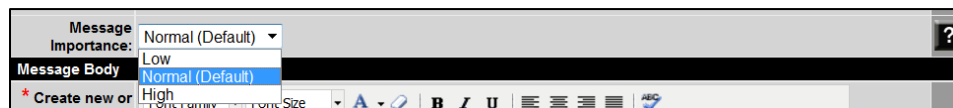
2. To specify if there is an **action** required by the message recipient, in the **Does Message Require an Action?** section, click the **No** or **Yes** radio button. If an action is required, you must specify the action and the deadline for completing the action. The recipients will see this information displayed below the message content.



The screenshot shows the 'Subject & Action' form. The 'Subject' field is now filled with text. Below the 'Subject' field is the 'Does Message Require an Action?' section, which has two radio buttons: 'No' (selected) and 'Yes'. Below this is the 'What is the Action?' section, which has a text input field. Below this is the 'Action Due Date' section, which has a date picker icon. There are question mark icons to the right of the 'Category', 'Subject', 'Does Message Require an Action?', and 'What is the Action?' sections.

Figure 5-02. Message Action Option

3. Click the **Message Importance** drop-down arrow and select the **Low**, **Normal (Default)**, or **High** option, as appropriate.



The screenshot shows the 'Message Importance' drop-down menu. The menu is open, showing three options: 'Normal (Default)', 'Low', and 'High'. The 'Normal (Default)' option is currently selected. Below the menu is the 'Message Body' section, which has a text input field. There are question mark icons to the right of the 'Message Importance' and 'Message Body' sections.

Figure 5-03. Message Importance Menu

4. In the **Message Body** section, in the **Create new or paste text** field, type new text or paste the text content of your message. Basic editing and formatting functions are available such as font color, bold, italic, underline, lists, justification, indentation, and spell check.

Note: The message body has a forced default font of Arial 10 pt., the only font approved by the Office of Human Capital Management (OHCM) for use in HRMES messages.

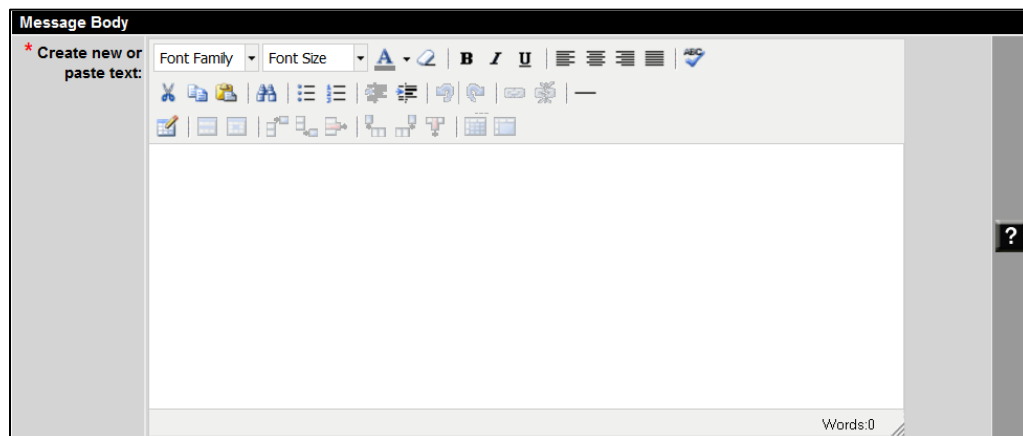


Figure 5-04. Message Body Section

5. In the **Additional Items** section, you may add related links or file attachments to your message.
 - a. If you wish to include related links, fill in the **Display name of Link** and **Link** fields, then click the **Add Link** button. The related links are displayed below the message body text.
 - b. If you wish to add a file attachment(s), next to the **Add File Attachments** heading, click the **Browse** button, select your file(s), and click the **Open** button. Then click the **Add Files** button.

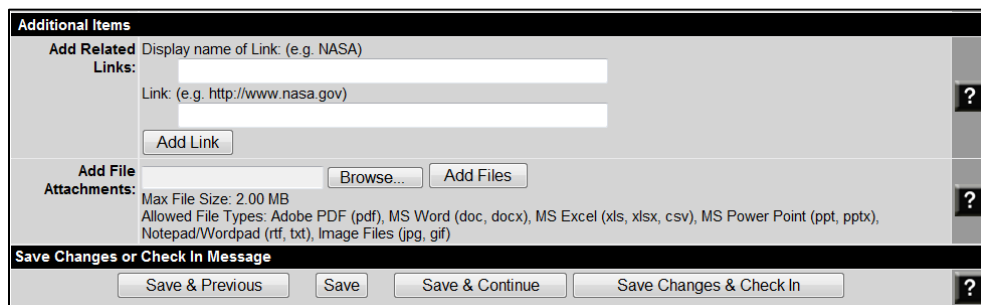


Figure 5-05. Additional Items Section

6. Click the **Save** button to save what you have entered.

7. If you would like to preview how the message will appear to recipients prior to proceeding further, you may go to the **Message Details** box on the left side of the screen and click the **Subject** link.

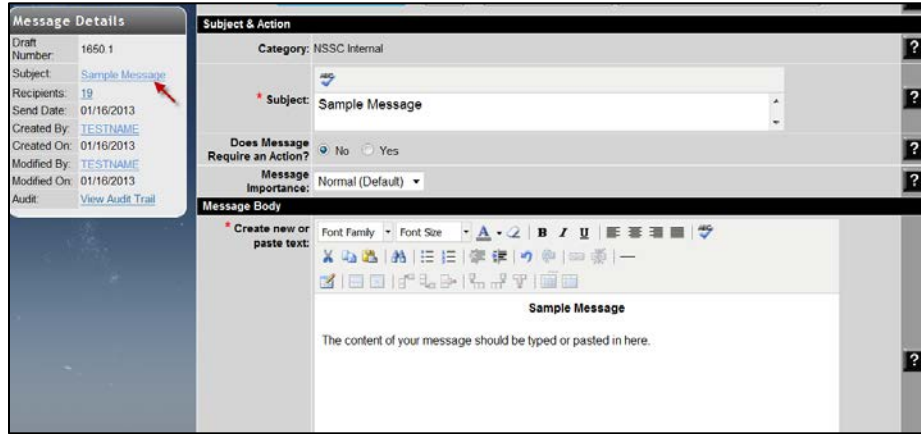


Figure 5-06. Link to Message Preview Within Message Details Box

8. A new screen is displayed showing your message as it will be seen by the recipients. You may check your message content and formatting here, prior to sending it to the Reviewers and Approvers.

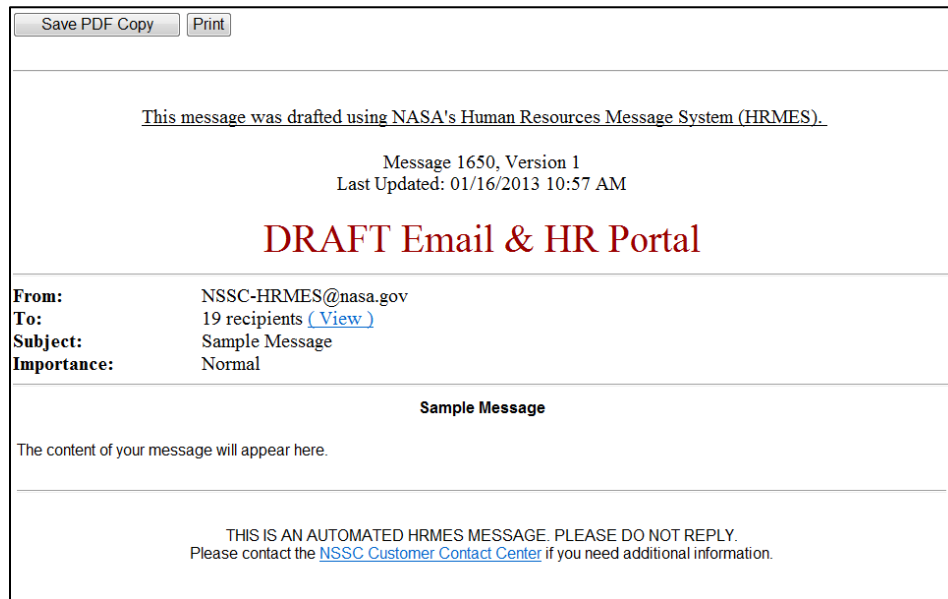


Figure 5-06. Sample Preview Message

9. Once you are comfortable with the content and formatting, click the **Save & Continue** button to move on to the Review steps.

SECTION 6 – REVIEW

This section provides instructions that allow the user to designate a Reviewer and an Approver of the draft message. It also provides instructions for reviewing and approving messages.

Note: The Reviewer and Approver roles are established, in advance, in HRMES through a NAMS request to the HRMES System Administrator. If the **On Behalf Of** option was selected previously (see Section 3), that person must also digitally sign off on the message before it will send out to the recipients.

6.1 Specify Reviewers and Approvers

Use the following procedures to designate Reviewers and Approvers of a HRMES message:

1. Under the **Reviewer(s)** heading, click the **Look Up User** link.

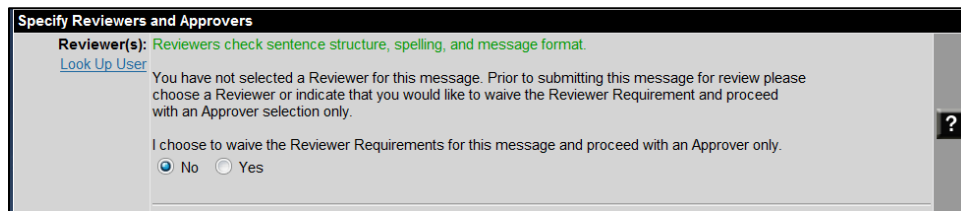


Figure 6-01. Specify Reviewer Section

2. A pop-up menu is displayed with a list of available Reviewers from which to choose. Click the **Select User** link next to the appropriate person.

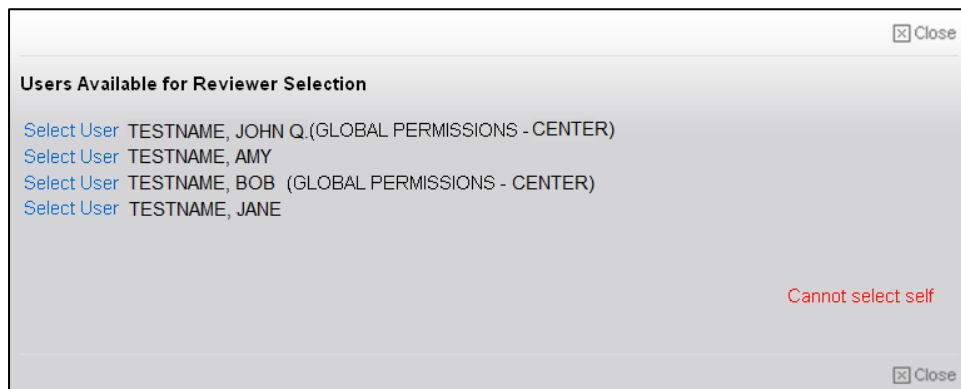


Figure 6-02. Sample Pop-up Menu Showing Users Available for Reviewer Selection

3. Confirm the selection by clicking the **Save** button.

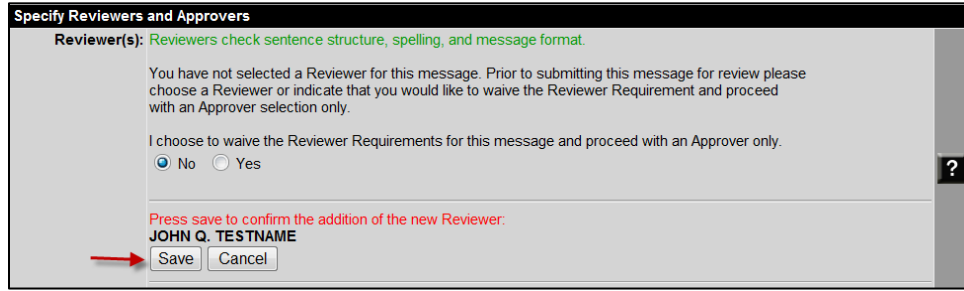


Figure 6-03. Confirm Reviewer

4. Under the **Approver(s)** heading, click the **Look Up User** link.

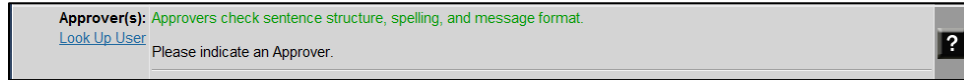


Figure 6-04. Specify Approver Section

5. A pop-up message is displayed with the appropriate approvers from which to choose. Click **Select User** by the appropriate person.

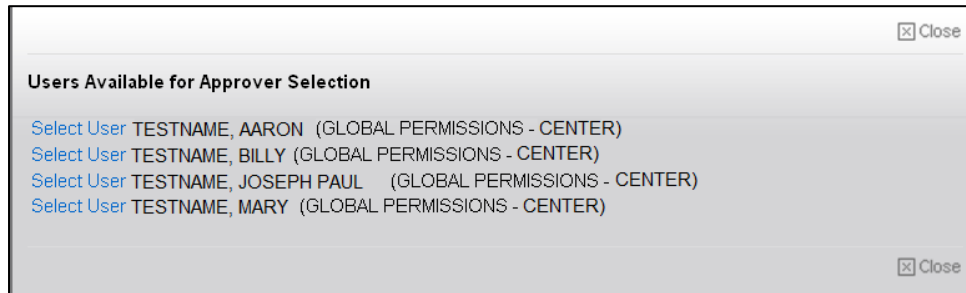


Figure 6-05. Sample Pop-up Menu Showing Users Available for Approver Selection

6. Confirm the selection by clicking the **Save** button.

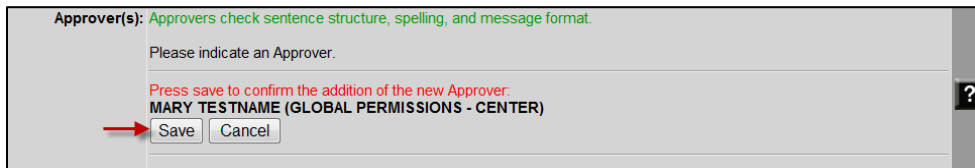


Figure 6-06. Confirm Approver

7. Click the **Submit for Review and Approval** button.

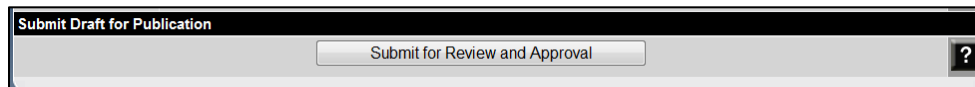


Figure 6-07. Submit Draft for Publication

Note: To be published, the message must be approved by at least one Approver. The requirement for a Reviewer can be waived by the Author.

8. After you click the Submit for Review and Approval button, you are given the option of retrieving the draft if additional changes are needed. If you need to edit or alter the message options after submitting the message for review and approval, in the **Check In/Out Message** section, click the **Retract to Draft Mode** button.

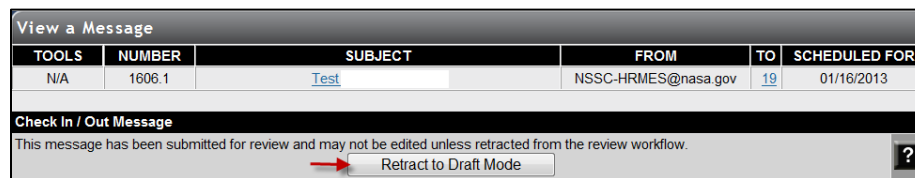


Figure 6-08. Check In/Out Message Section

After submitting the message for review and approval, the Author receives a confirmation e-mail similar to the one shown in the following figure:

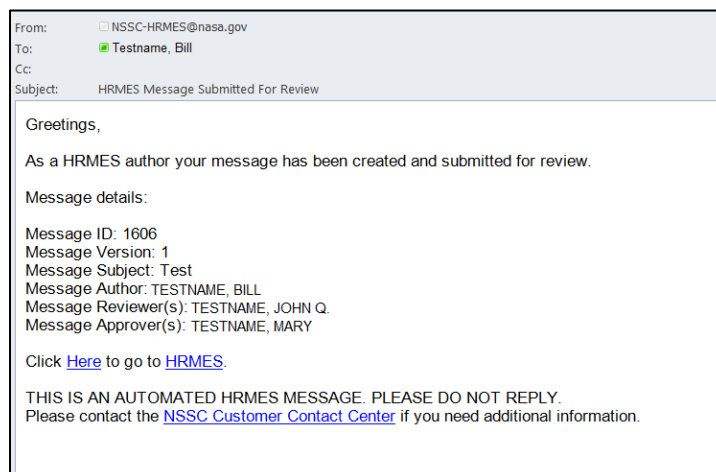


Figure 6-09. Sample E-mail Notification Following Submittal For Review

The Author also receives e-mail notifications indicating the Reviewer(s) and Approver have approved the message.

6.2 Review Messages

1. The Reviewer receives an e-mail notifying him/her that there is a HRMES message waiting for review. When ready to review the message, the Reviewer navigates to HRMES using the link provided in the e-mail or by opening a browser.

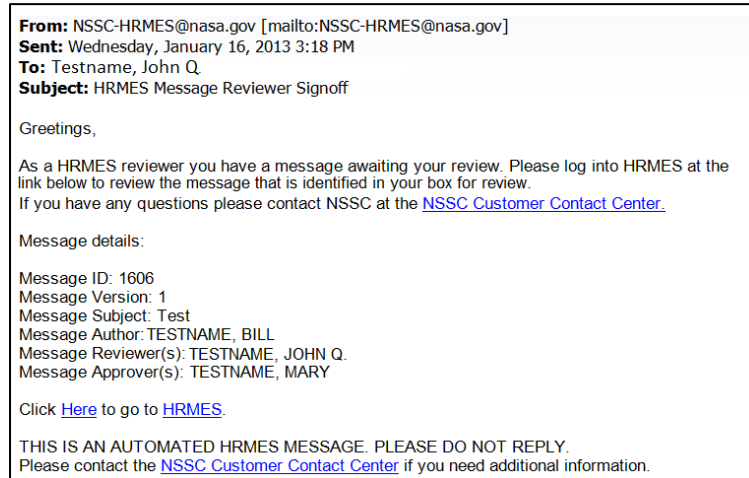
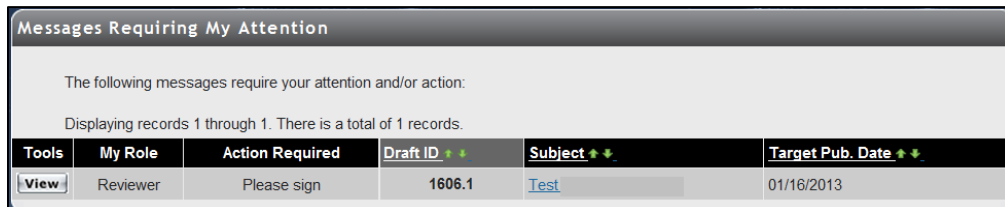


Figure 6-10. Sample E-mail Notification Received by Reviewer

2. As the Reviewer, go to the **Messages Requiring My Attention** section on the Home screen. Under the **Tools** column for the message waiting for your review, click the **View** button.



The image shows a screenshot of the 'Messages Requiring My Attention' section. It displays a table with one record. The table has columns: Tools, My Role, Action Required, Draft ID, Subject, and Target Pub. Date. The record shows a 'View' button, the role 'Reviewer', the action 'Please sign', the draft ID '1606.1', the subject 'Test', and the target publication date '01/16/2013'.

Tools	My Role	Action Required	Draft ID	Subject	Target Pub. Date
View	Reviewer	Please sign	1606.1	Test	01/16/2013

Figure 6-11. Messages Requiring My Attention Section for Reviewer

3. Scroll to the top left of the screen, under the **Message Details** section, click the **Subject** link to preview the message as it will be delivered to the target audience. It is the Reviewer's responsibility to ensure that the content is accurate and the spelling, grammar, and formatting are correct. After review, close the preview screen.

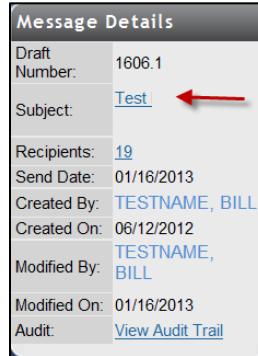


Figure 6-12. Message Details Showing Subject Link for Preview

4. If you approve the message, scroll down to the **Signatures Required** section, type in your HRMES **password** (this is the same as your Launchpad password) in the block provided to electronically sign the message, and click the **Approve** button. If you disapprove, type any comments that you would like to send to the author in the field provided, and click the **Disapprove** button.

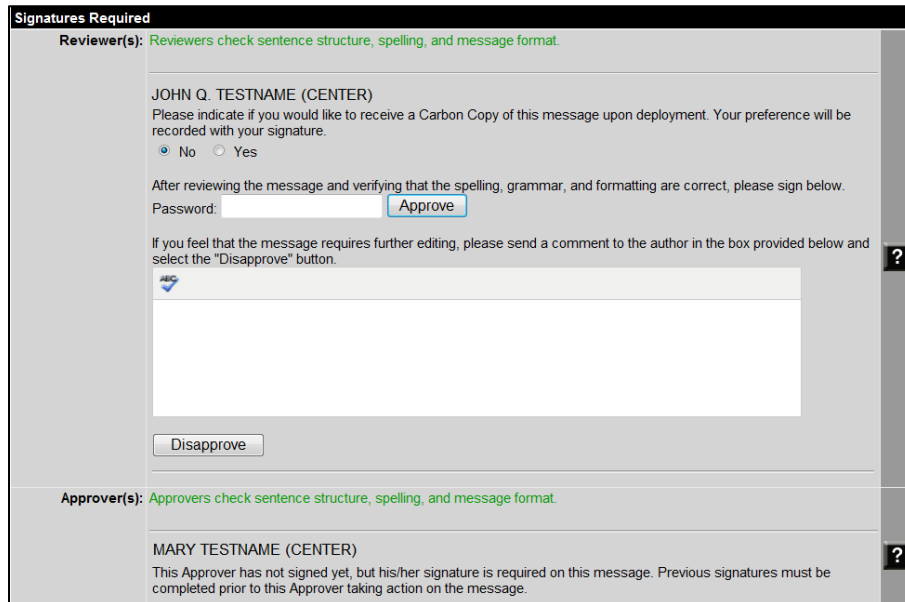


Figure 6-13. Signatures Required Section for Reviewer(s)

5. As the Reviewer, once you have digitally signed the message, the screen reflects the date and time that you reviewed and accepted the message as complete. HRMES forwards the message to the Approver's box and sends an e-mail to notify the Approver that there is a message waiting for action. The message Author also receives an e-mail notifying him/her that the Reviewer has approved the message. If you disapproved the message, the Author is notified by e-mail as well.
6. If for any reason you would like to retrieve the message while the message is under review by the Approver, you may click the **Remove Signature** button. You may then add comments and disapprove the message to send it back to the message Author.

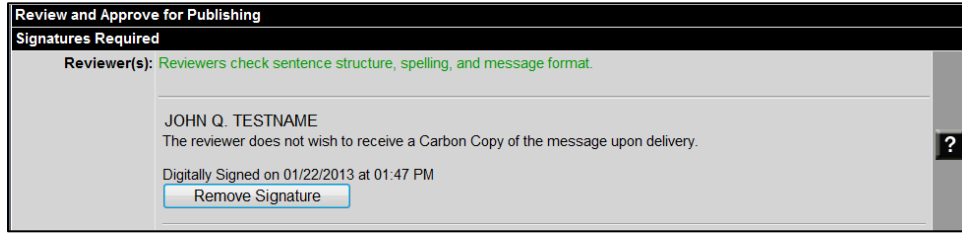


Figure 6-14. Reviewer Remove Signature Option

6.3 Approve Messages

The Approver must digitally sign and publish the message at least one business day prior to the scheduled delivery date. HRMES deploys approved messages at 2:00 a.m. Central Time each morning according to the scheduled delivery date. Messages with a Start Date of “Immediately” are sent out as soon as they are approved.

Use the following steps to approve the HRMES messages:

1. The Approver receives an e-mail notifying him/her that there is a HRMES message waiting for approval. When ready to review the message, the Approver navigates to HRMES using the link provided in the e-mail or by opening a browser.

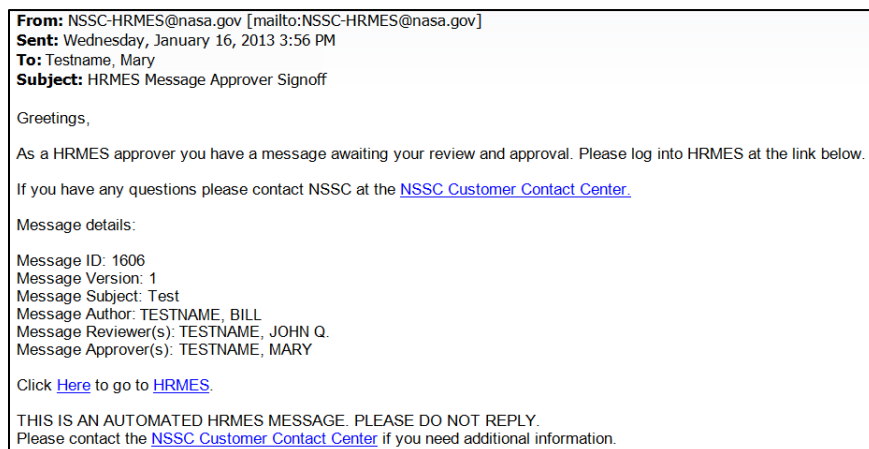


Figure 6-15. Sample E-mail Notification Received by Approver

- As the Approver, within the **Messages Requiring My Attention** section, under the **Tools** column next to the message you want to review and approve, click the **View** button.

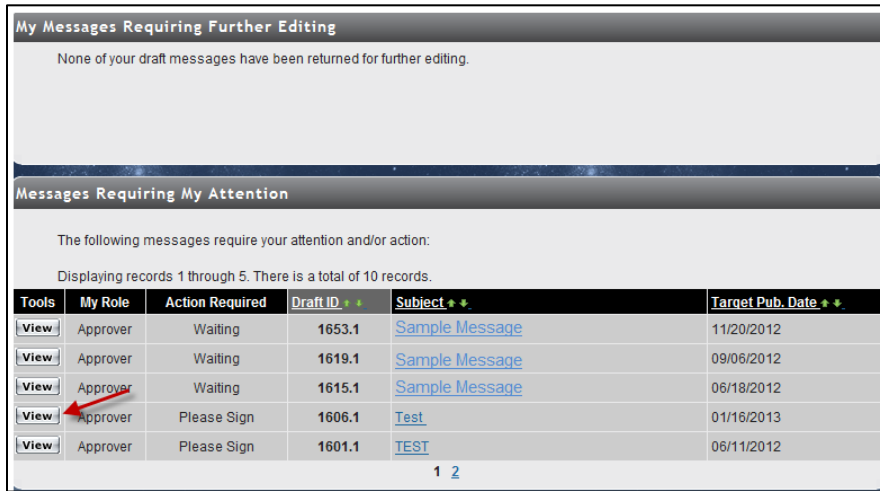


Figure 6-16. Messages Requiring My Attention for Approver

- Scroll to the top left of the screen, under the **Message Details** section, click the **Subject** link to preview the message as it will be delivered to the target audience. It is the Approver's responsibility to ensure that the message is complete, correct, and appropriate to send to the target audience. After review, close the preview screen.

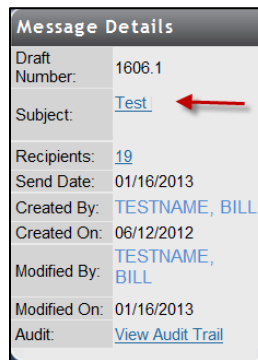


Figure 6-17. Message Details Showing Subject Link for Preview

- Scroll to the **Signatures Required** section. Under the **Approver(s)** heading, click the **No** or **Yes** radio button to indicate if you would like to receive a carbon copy of the message upon deployment.
 - If you are satisfied with the message, in the **Password** field, type your password (this is the same as your Launchpad password) to electronically sign the message. Click the **Approve** button.
 - If you are not satisfied with the message, you may type comments in for the author indicating what you would like changed, and then click the **Disapprove** button.

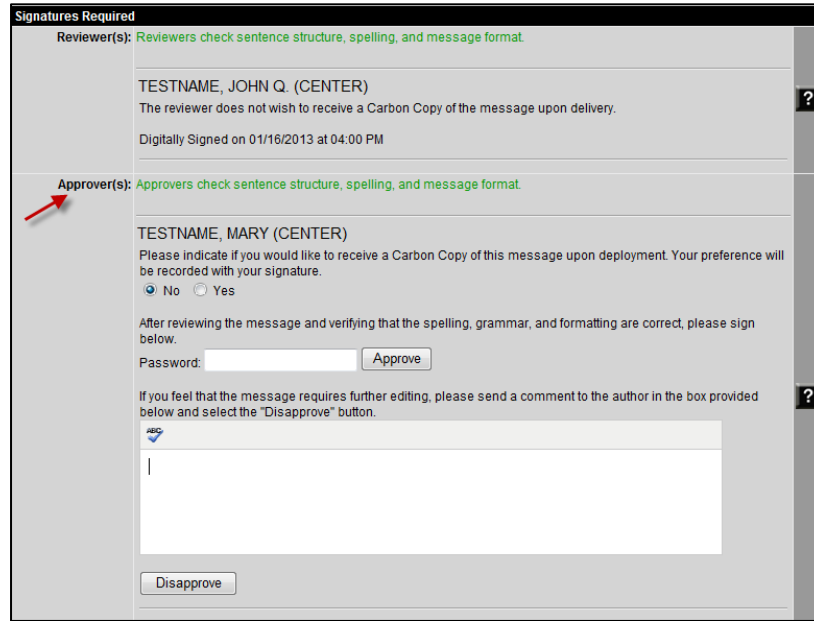


Figure 6-18. Signatures Required Section for Approver(s)

5. Once you have signed the message, the screen reflects the date and time that you reviewed and approved the message.
 - a. At this point, to retrieve and/or edit the message for any reason prior to deployment, you may click the **Remove Signature** button.
 - b. To deploy the message, under **Publish the Message**, the Approver will have the option to click a **Send Immediately** button or an **Add to Schedule** button, depending upon the delivery schedule.

Important: The message will not deploy unless this step is completed.

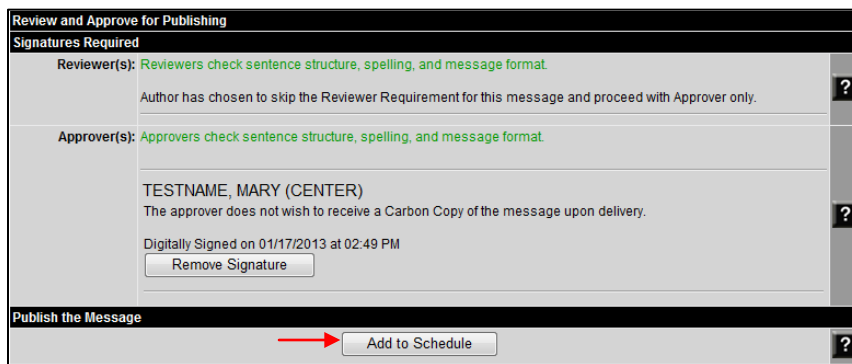


Figure 6-19. Signatures Required for Approver(s) and Publish the Message Sections

APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronyms that are used in this desk guide are identified upon first use in this document. Thereafter, the acronym is used. In cases where the first or only instance of the use of an acronym is in a table or graphic, it may not be spelled out on first reference. Since many acronyms and abbreviations have multiple meanings, the following list includes those used in this guide and the applicable meaning:

ACRONYM/ ABBREVIATION	MEANING
HQ	Headquarters
HR	Human Resources
HRMES	Human Resource Messaging System
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management

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National Aeronautics and Space Administration

Headquarters

300 E Street, SW
Washington, DC 20546

www.nasa.gov

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