At times OneUSG Connect requires system downtime for maintenance and updates. Since the web clock is housed in OneUSG Connect, employees are unable to utilize this feature when the system is down. Kaba time clock users will not be impacted during system downtime. When OneUSG Connect is unavailable bi-weekly employees will need to record time worked manually using the following process:

- When the system is down for a short period of time and only one or two punches are missed, employees should notify their supervisor of missed punches.
- When the system will be down for more than a day, employees should record time worked using the Payroll Time Recording Sheet and provide the completed recording sheet to their supervisor.
- Once OneUSG Connect is online any missed punches should be entered by the supervisor, time approver or time editor.
- Time should be recorded in OneUSG Connect as soon as the system is available to ensure employees are paid appropriately.

Should you have any questions about OneUSG Connect please contact OneUSG Connect Support at oneusgsupport@usg.edu or 877-251-2644. If you have any questions about the Payroll Time Recording Sheet please contact Payroll at payroll_office@augusta.edu.