

OneUSG Connect Daily Status Call

June 21, 2019



Agenda

- OneUSG Connect Support Service
- Known Issues/Defects
- Awareness/Information Items/FAQ's

OneUSG Connect Support Service

- Single-Sign On/Login Issues
- Navigation Inquiries
- MSS/ESS Support
- Time Reporting
- Absence Management
- Pay and Tax Information
- Careers Support

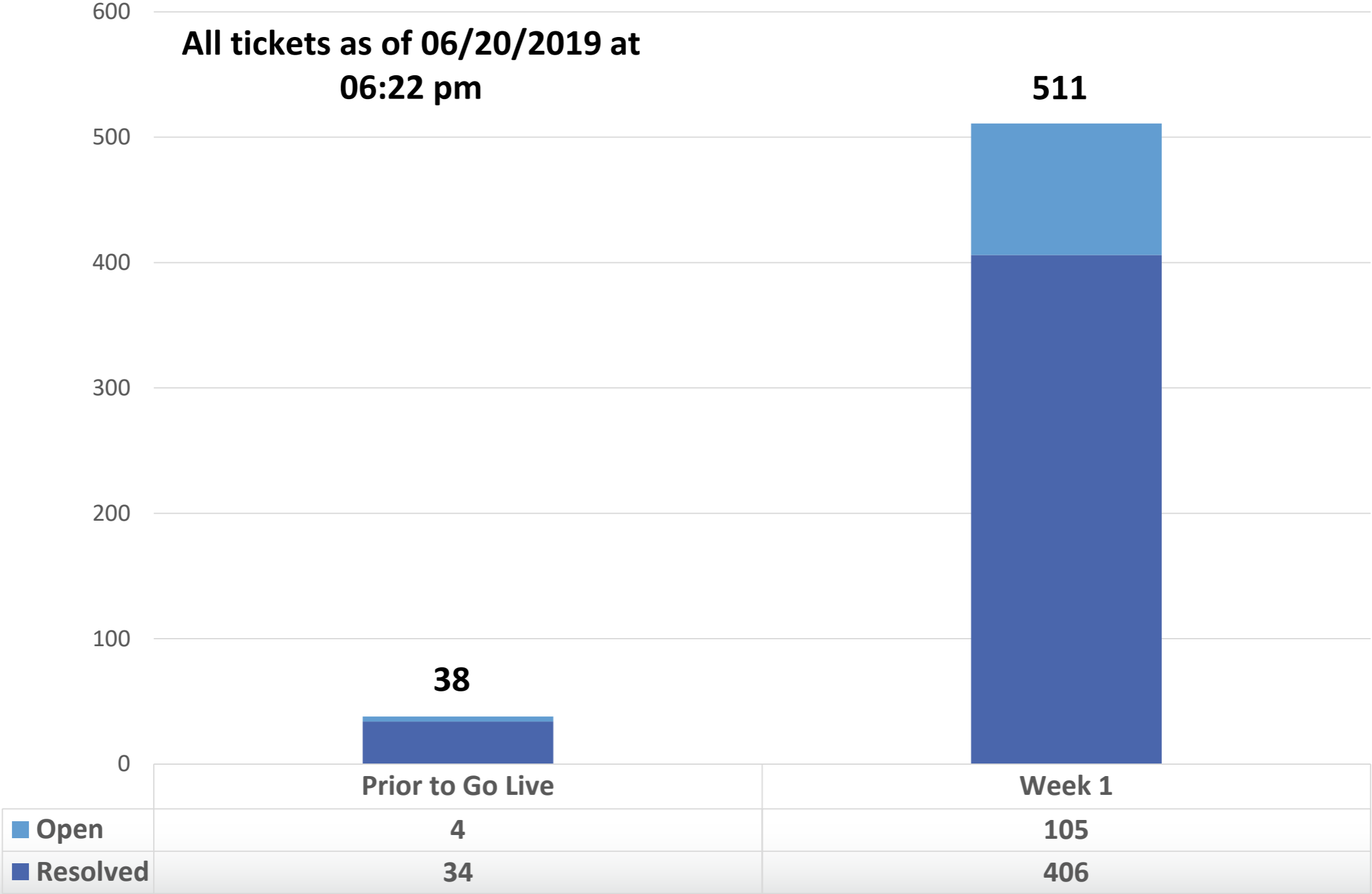
Contact Us:

1-877-251-2644

oneusgsupport@usg.edu



OneUSG Connect Support Service



OneUSG Connect Support Service

Go-Live Trending Inquiries:

- Timecard Inquiries
- Single Sign On
- Leave Balance & Request Inquiries
- Security Access
- MSS Transactions



Known Issues/Defects

- Some employees have experienced access issues related to Single Sign On and/or Duo. Employees should call 1-877-251-2644 or send an email to oneusgsupport@usg.edu. If an employee has not set up Duo they can go to www.augusta.edu/its/duo.
- We have locked non-exempt users in TimeNet. Some Non-Exempt employees may still have badge issues. They should report to the Badge Office to have their badge checked.
- The Recruitment Work Center is missing from the dropdown list.

Known Issues/Defects

- Careers Issues:
 - Offer letters are blank.
 - Recruitment Template segmenting is not in place.
 - Applicant status update emails to recruiter are not working.
- System Manager Reporting
 - Managers are reporting issues with queries not running to completion.

Known Issues/Defects

- The secondary time approver does not automatically update when an employee transfers. ITS is working to resolve this issue by having the secondary time approver automatically update to the Reports To.
- Employee timesheets should reflect 30 days into the future. They do not at this time. ITS is working to update this setting.
- The Call in (Call back) pay option is not displaying for web clock employees. At this time, Supervisors will need to update this manually. ITS is working to resolve.

Awareness/Information Items/FAQ's

- We have a scheduled black out beginning at 6 p.m. on Friday, 6/21/19, through Monday, 6/24/19, at 7 a.m. Time clock employees will not be impacted. Employees that use the web clock should use the timesheets distributed by Payroll to manually track time. Timesheets will be due in Payroll by Monday at 2 p.m.
- Leave Balances will be transferred during this blackout. Leave balances will be available when the system comes back up on Monday, 6/24/19.
- Employee Schedules are maintained by the Payroll Office.

Awareness/Information Items/FAQ's

- Given that this implementation is moving forward without many issues, we are going to move this daily call next week to Tuesday and Thursday at 8 a.m. We will continue to monitor calls and activity to determine how to best communicate information and with what frequency.
- We will be sending a weekly status update to the campus beginning today.

Thank You!