

OneUSG Connect Daily Status Call

June 25, 2019

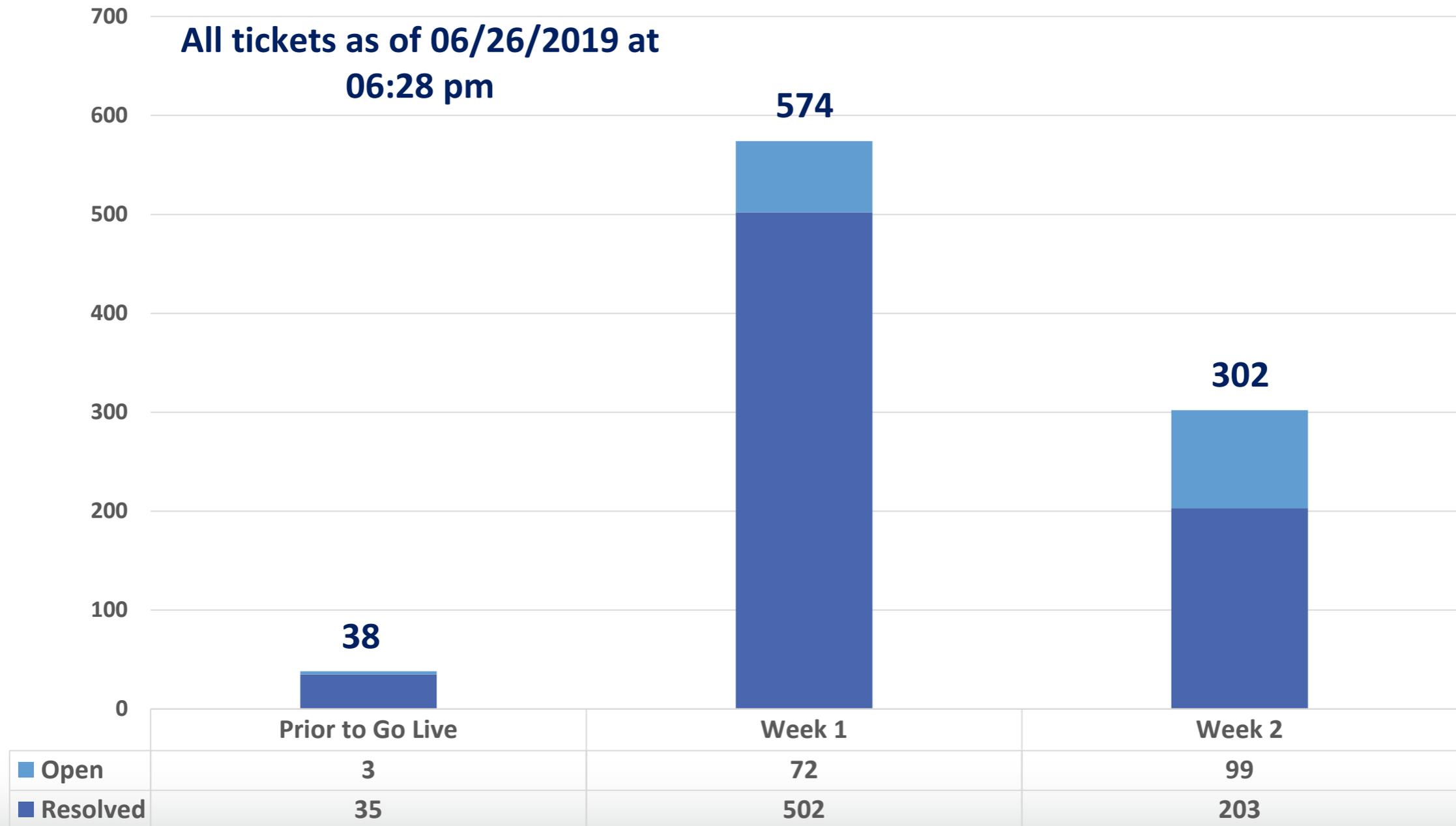


Agenda

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

OneUSG Connect Support Service

Total Tickets Open/Resolved



OneUSG Connect Support Service

Go-Live Trending Inquiries:

- Time Approver
- Timecard Inquiries
- Leave Request Education
- Security Access Request



OneUSG Connect Support Service

Frequent Absence Management Inquiries

- **How Do I Submit a Saved Absence Request?**
- **How do I Approve Employee Absences Submitted from the Timesheet?**
- **How do I Edit a Canceled Absence Request to a Partial Day Request?**
- **How do I Edit a Current Absence Request to a Partial Day Request?**

OneUSG Connect Support Service

Frequent MSS Navigation Questions

- How do I change the Reports To?
 - Navigator>Manager Self Service>Job and Personal Information>Request Reporting Change
- How do I update a Time Approver/Secondary Approver?
 - Navigator>Manager Self Service>Time Management>Request Time & Absence Approver

OneUSG Connect Support Service

NEED ASSISTANCE?

Training & Resources located on the
Augusta University website:

<https://www.augusta.edu/oneusg/>

Contact OneUSG Connect Support:

1-877-251-2644

oneusgsupport@usg.edu



- Home
- Communications
- Clocking Instructions
- Register for Training
- Training & Resources ×
- Fact Sheets
- Go-Live Guides
- Decentralized User
- Employee Self-Service
- Faculty Self-Service
- Manager Self-Service
- FAQs
- Submit a Question

Known Issues/Defects

- Managers are not able to run reports from the OneUSG Connect Manager Reports work center.
- The Project ID field is missing from the Combo Code search on the Request Supplemental Pay transaction.
- 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.
- 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.

Known Issues/Defects

- Managers are unable to view employee leave balances via the My Team tab.
- Managers have reported that there are only five reasons available for the Ad Hoc Salary Change. We are working with the System Office for resolution.
- Some transactions are getting an error at the Level 5 (Processing) stage.
- Careers Issues:
 - Offer letters are blank.
 - Applicant status update emails to recruiter are not working.

Awareness/Information Items/FAQ's

- Employee Schedules are maintained by the Payroll Office.
- Managers should start approving time now. Any issues should be reported to oneusgsupport@usg.edu.
- Absence Requests should be dated from 7/1/19 on. We should not be submitting absence requests for June.
- SoftServ will go down permanently effective at 5 p.m. on Friday, 6/28/19.
- OneUSG Connect will be unavailable for scheduled maintenance from Friday, June 28th 11 p.m. until Saturday June 29th, 7 a.m.

Awareness/Information Items/FAQ's

- The first full bi-weekly OneUSG pay cycle for Augusta University ends on Saturday, June 29, 2019. Because our first pay date is during a week that includes a holiday, the deadlines for this pay period have been modified as outlined below:
 - Absence Requests must be approved by 9:00 a.m. on Friday, June 28, for all absences within the pay period (June 16th through June 29th)
 - Reported Time must be approved by 9:00 a.m. on Friday, June 28th for all reported hours and punches through Thursday, June 27th, 2019.
 - Time reported for the Weekend hours (Friday and Saturday, June 28th & 29th) must be approved by 9:00 a.m. on Monday, July 1st.
- Rounding rules are the same as in TimeNet. However, hours displayed on the timesheet in OneUSG are not rounded, rounding occurs after the reported hours are approved by the time approver.

Thank You!