

OneUSG Connect Daily Status Call

July 11, 2019

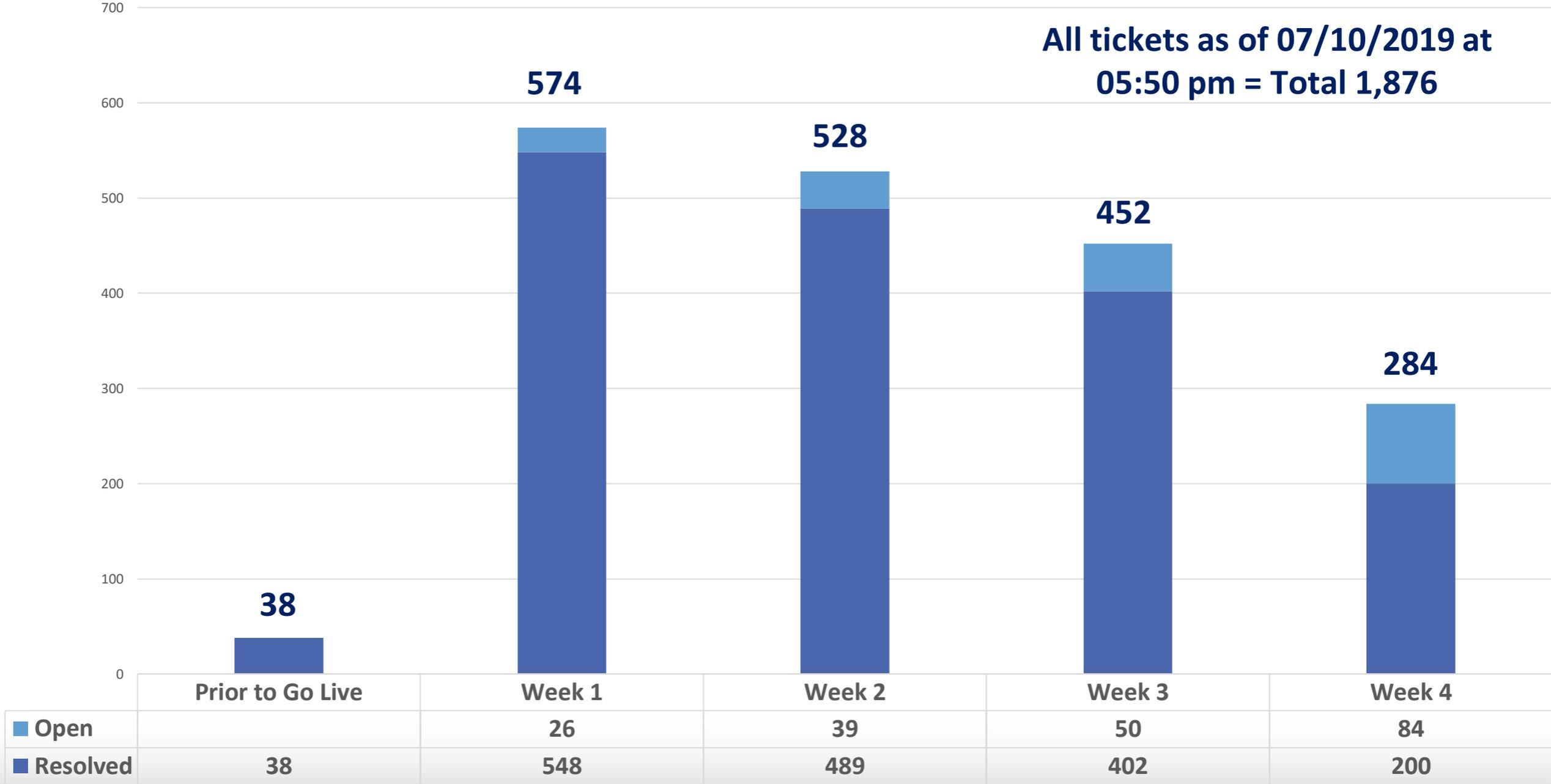
Agenda

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

OneUSG Connect Support Service

Total Tickets Open/Resolved

All tickets as of 07/10/2019 at 05:50 pm = Total 1,876



OneUSG Connect Support Service

Go-Live Trending Inquiries:

- Pay Inquiries
- Time Approver and Timesheet
- Security Access
- Leave Request Education
- Single Sign-On



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

- 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. There was an over credit of leave accruals in June for Non-Exempt employees. This will cause leave balances to appear inflated.

Known Issues/Defects

- Managers are unable to view exempt 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.
- An issue with Meal Break calculations caused several employees to be overpaid. The fix for this issue will be migrated into production by the end of this week.
- FSA deductions were not taken for bi-weekly employees. The missed deductions will be taken from the 3rd bi-weekly check in August.

Awareness/Information Items/FAQ's

- Reports To/Time & Absence Approver changes must be effective the first day of the applicable pay period.
- Absence requests cannot over-lap, even if one is cancelled. If you submit a request for the incorrect day or amount of hours or days, you will need to edit this original request.
- Please be mindful of emails received from usg@service-now.com. Shared Services communicates with you through these emails. We have several open tickets that are currently pending response from the caller.

Thank You!