

OneUSG Connect Daily Status Call

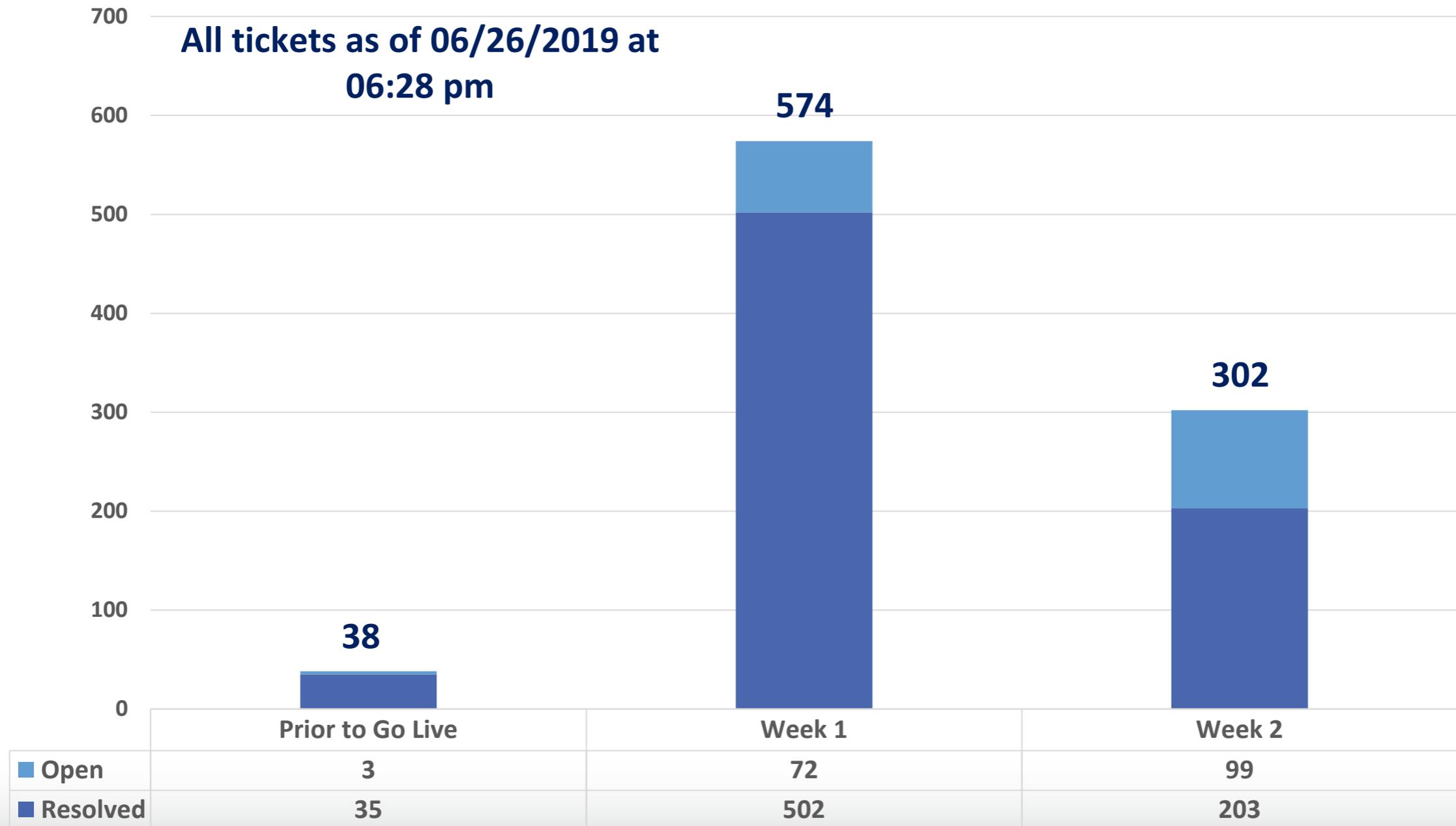
July 2, 2019

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. All roles have been added but have not received confirmation.
- 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.

Awareness/Information Items/FAQ's

- Employee Schedules are maintained by the Payroll Office.
- Absence Requests should be dated from 7/1/19 on. We should not be submitting absence requests for June.

Thank You!