

# OneUSG Connect Daily Status Call

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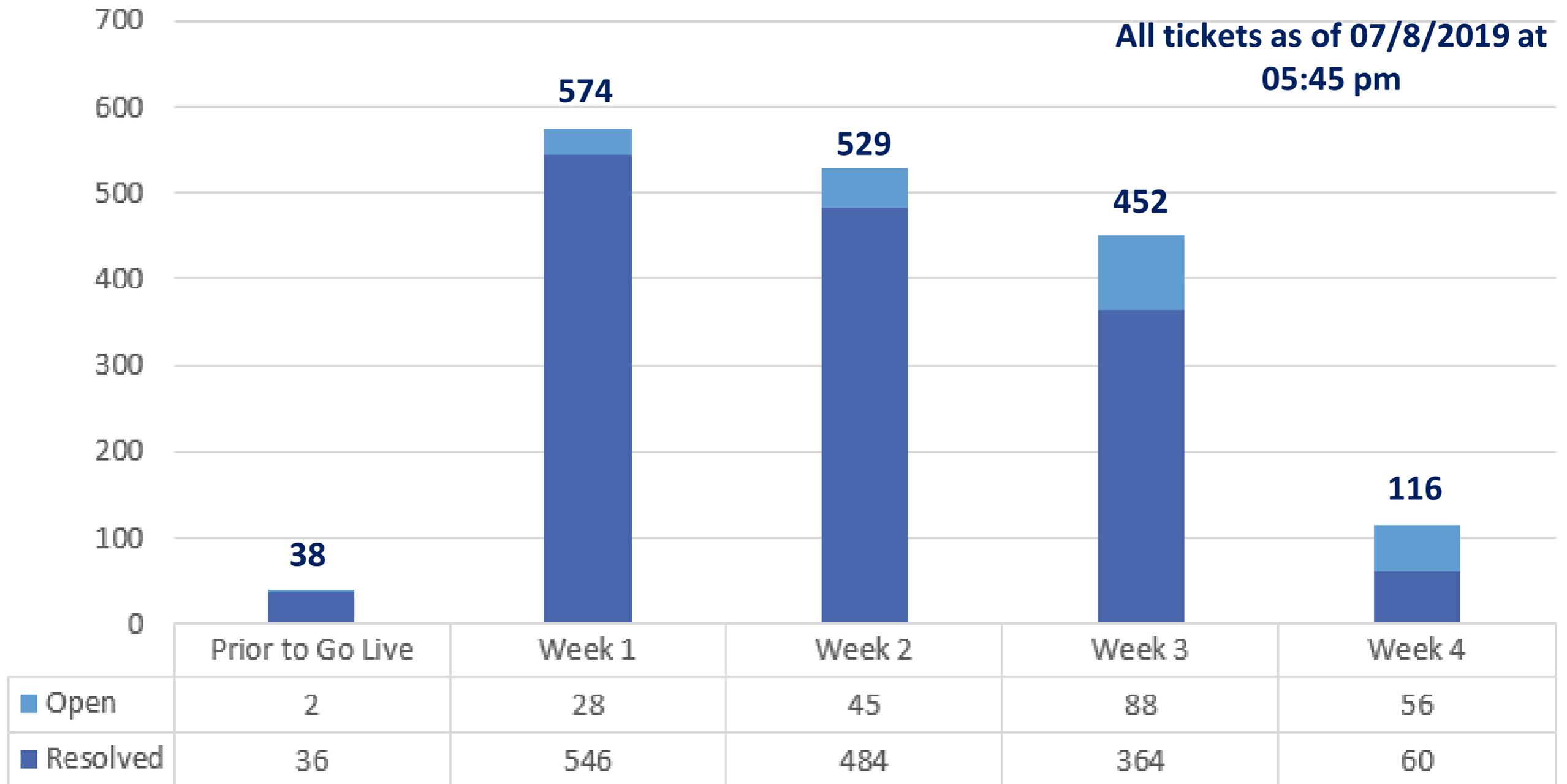
*July 9, 2019*

# 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:

- Pay Inquiries
- Time Approver
- Leave Request Education
- MSS Navigation
- Single Sign-On



# 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](mailto: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. ITS is working to resolve.
- Difference between leave balances in ESS and on paystub – for AU paystub is correct balance due to over credit of leave accruals in June

# 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 3<sup>rd</sup> 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.

Thank You!