

OneUSG Connect Daily Status Call

June 17, 2019

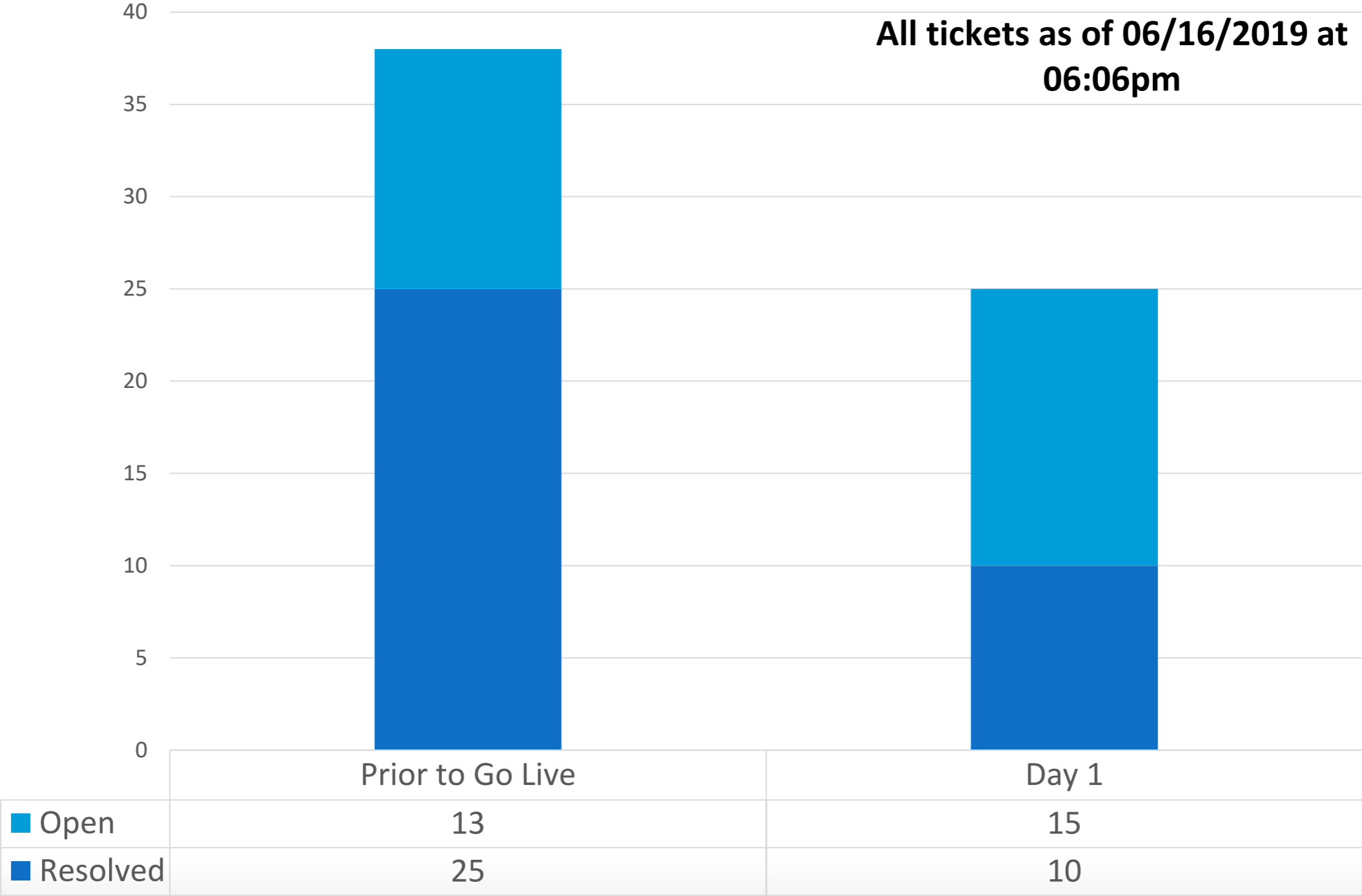
Agenda

- Celebrations
- OneUSG Connect Support Service
- Awareness/Information Items/FAQ's
- Known Issues/Defects
- SSC Stats/Trends which impact content to be covered

We are LIVE



OneUSG Connect Support Service



OneUSG Connect Support Service

Go-Live Trending Inquiries:

- Single-Sign On
- Leave Balances



Awareness/Information Items/FAQ's

- The Manager Self Service page is delivered to everyone who has direct reports. The AU ePAR Originators, who have had access by Department, are now referred to as Decentralized Originators. They will not be able to see all of the individuals in their departments using the Manager Self Service page. The Decentralized Originator Navigation job aid has been posted.
- Leave Balances have not been transferred into the OneUSG environment. The system is going down on Friday, 6/21/19, to transfer June payroll data and leave balances. Leave balances will be available when the system comes back up on Monday, 6/24/19.

Awareness/Information Items/FAQ's

- When reviewing the Company Directory you may notice reporting relationships that are not correct. Please contact Compensation with questions.
- We continue to verify security to be sure employees have the right access. This will be ongoing.

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.
- Some Non-Exempt employees have reported badge issues. This appears to be related to the badge number.
- The Recruitment Work Center is missing from the dropdown list.
- The school code for Augusta University currently had the description “Augusta State University”.

Thank You!