OneUSG Connect Daily Status Call

June 20, 2019

AUGUSTA UNIVERSITY

Agenda

- OneUSG Connect Support Service

- Awareness/Information Items/FAQ's

- Known Issues/Defects

OneUSG Connect Support Service

- Single-Sign On/Login Issues
- Navigation Inquiries
- MSS/ESS Support
- Time Reporting
- Absence Management
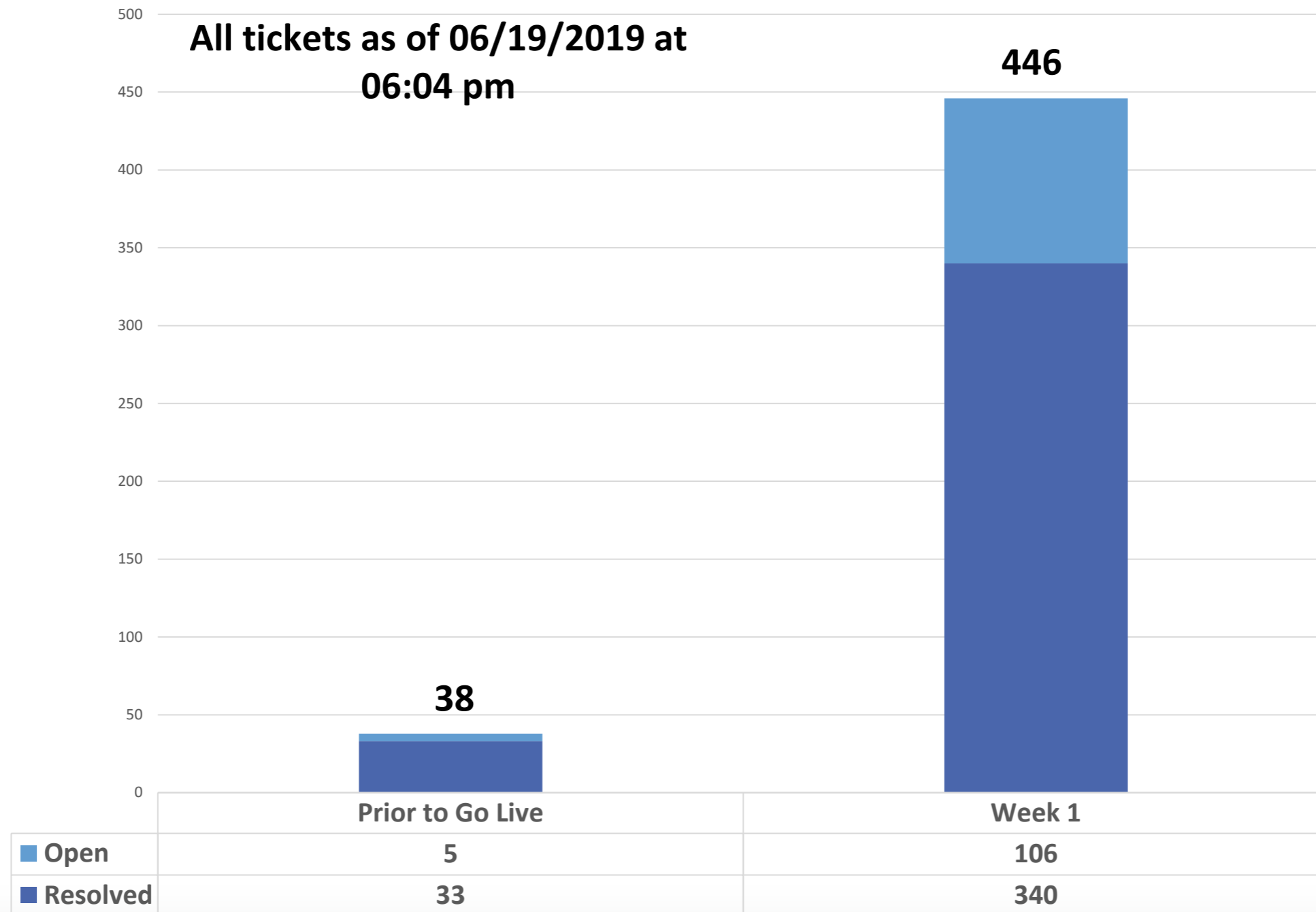- Pay and Tax Information
- Careers Support

Contact Us:

1-877-251-2644

oneusgsupport@usg.edu

OneUSG Connect Support Service

All tickets as of 06/19/2019 at 06:04 pm

446

38

	Prior to Go Live	Week 1
Open	5	106
Resolved	33	340

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OneUSG Connect Support Service

Go-Live Trending Inquiries:

➢ Single-Sign On
➢ Leave Balance & Request Inquiries
➢ Security Access
➢ Timecard Inquiries
➢ MSS Transactions

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.

Known Issues/Defects

- Security Access issues:
  – USG Affiliates that require expanded system access.
  – HR TAM Assistant
- Careers Issues:
  – Offer letters are blank.
  – Recruitment Template segmenting is not in place.
  – Applicant status update emails to recruiter are not working.

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.
- Employee timesheets should reflect 30 days into the future. They do not at this time. ITS is working to update this setting.
- 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.

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 under Training & Resources on the AU OneUSG website.
- Reports To and Time Approver updates should be completed through Manager Self Service. Please remember that the Reports To should accurately reflect your official organization chart.

Awareness/Information Items/FAQ's

- We have a scheduled black out beginning at 6 p.m. on Friday, 6/21/19, through Monday, 6/24/19, at 7 a.m. Time clock employees will not be impacted. Employees that use the web clock should use the timesheets distributed by Payroll to manually track time. Timesheets will be due in Payroll by Monday at 2 p.m.
- Leave Balances will be transferred during this blackout. Leave balances will be available when the system comes back up on Monday, 6/24/19.
- Reminder that no one should be working in the HPRE environment. This system should only be used for training activities.

Awareness/Information Items/FAQ's

- Given that this implementation is moving forward without many issues, we are going to move this daily call next week to Tuesday and Thursday at 8 a.m. We will continue to monitor calls and activity to determine how to best communicate information and with what frequency.