

OneUSG Connect Daily Status Call

June 25, 2019

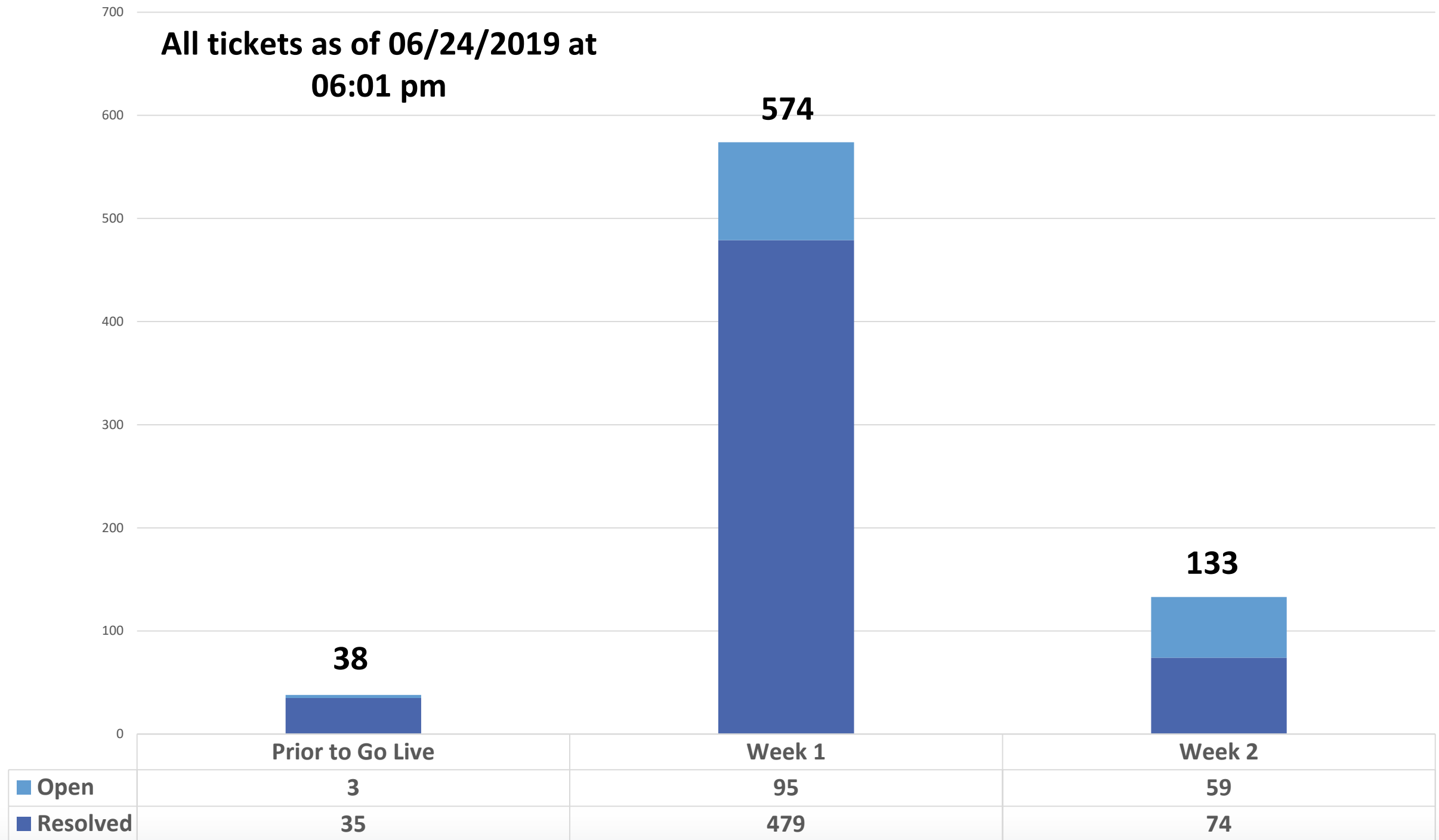


Agenda

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

OneUSG Connect Support Service

All tickets as of 06/24/2019 at
06:01 pm



OneUSG Connect Support Service

Go-Live Trending Inquiries:

- Single-Sign On
- Time Approver
- Security Access
- Leave Request Education
- Partial Balance Request Error
- Leave Balance Inquiries
- MSS Transactions & Navigation



OneUSG Connect Support Service

- OneUSG Connect uses ServiceNow to track all inquiries, and employees can interact via email.

What does the ticket look like in email?

✉ Email sent

Subject: Incident USG-INC-TEST0171776 has been opened on your behalf -- Ref:USG-MSG-TEST2352401

From:

To:

[Hide email details](#)

[Take me to the Ticket](#)

Caller information:
Name:
Email:
Business phone:

Short description: Welcome to OneUSG Connect
Description:

Full URL
https://usgstst.service-now.com/incident.do?sys_id=8f35cf631bc2bf00947aecefd4bc6&sysparm_stack=incident_list.do?sysparm_query=active=true

DO NOT DELETE ANYTHING BELOW THIS LINE! This information is required in order to process your request.

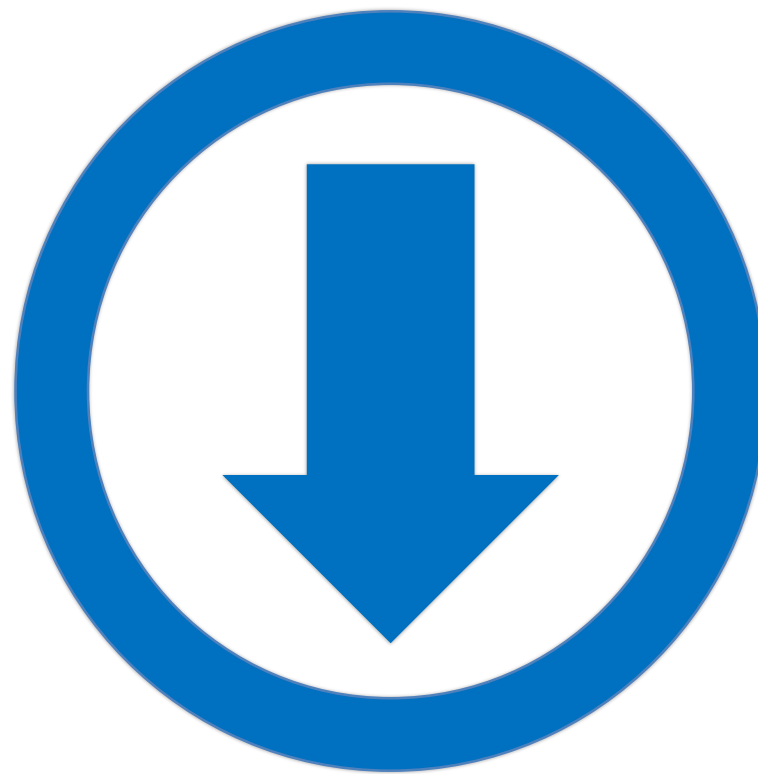
Notification ID: Incident opened for me customer

Ref:USG-MSG-TEST2352401

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How will I receive updates?

- As progress is made to resolve you will be notified via email
- Be sure to scroll to the end of the correspondence to view any updates



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What happens when my ticket is resolved?

- You will receive an email with the resolution
- A link will be included giving you the ability to re-open the ticket if not resolved.

Your incident USG-INC0000001 has been resolved and will automatically close in 5 days. If you feel the issue is not resolved, please click the following link to reopen your incident:

[Click here if your issue was not resolved USG-INC0221966](#)

Contact information:

Short description:

Description:

Comments:

06/11/2019 16:03:28 EDT -
reply from:

Customer Visible Comments

DO NOT DELETE ANYTHING BELOW THIS LINE! This information is required in order to process your request

Ref:USG-MSG2982644

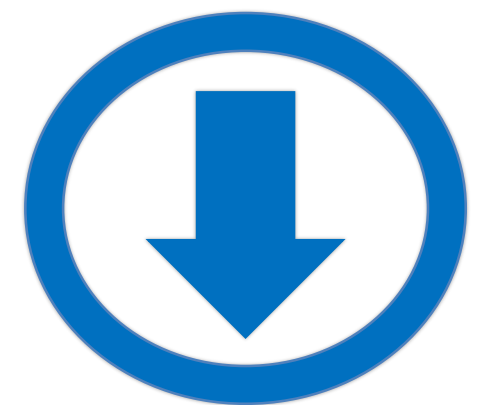
Full URL

https://usg.service-now.com/incident.do?sys_id=d47d49ec1b0af78035c1fcccdd4bec32&sysparm_stack=incident_list.do?sysparm_query=active=true

DO NOT DELETE ANYTHING BELOW THIS LINE! This information is required in order to process your request.

Notification ID: Incident Resolved customer

Ref:USG-MSG2984952



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Single Sign On/Login Assistance Tips & Tricks

- 404 Error

```
HTTP Status 404 - /asimba/profiles/saml2/sso/undefined
-----
type Status report
message /asimba/profiles/saml2/sso/undefined
description The requested resource is not available.
-----
Apache Tomcat/7.0.65
```

- Clear cache and cookies
- Recommended browsers – Google Chrome and IE



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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

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NEED ASSISTANCE?

Job Aids located on the OneUSG Connect website:

<https://www.usg.edu/oneusg/documentation/>

Documentation	✕
Information	
Non-Standard Employee and Supplemental Pay	
OneUSG Connect Business Process and Compliance Review Binders	
OneUSG Connect Configuration Guides	
OneUSG Connect Job Aids: Absence Management	
OneUSG Connect Job Aids: Benefits Administration	
OneUSG Connect Job Aids: Careers	
OneUSG Connect Job Aids: Commitment Accounting	
OneUSG Connect Job Aids: Common Remitter	
OneUSG Connect Job Aids: Faculty Events	
OneUSG Connect Job Aids: Human Resources	
OneUSG Connect Job Aids: Payroll	
OneUSG Connect Job Aids: Query	
OneUSG Connect Job Aids: Time and Labor	
OneUSG Connect Job Aids: Time Clocks	



Contact OneUSG Connect Support:

1-877-251-2644

oneusgsupport@usg.edu



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.
- Exempt employees have reported getting errors when submitting a partial day absence request.
- Managers are not able to run reports from the OneUSG Connect Manager Reports work center.
- The Project ID field is missing from the Combo Code search on the Request Supplemental Pay transaction.

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.
- 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.
- 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

- Employee Schedules are maintained by the Payroll Office.
- Managers should start approving time now. Any issues should be reported to oneusgsupport@usg.edu.
- Absence Requests should be dated from 7/1/19 on. We should not be submitting absence requests for June.
- SoftServ will go down permanently effective at 5 p.m. on Friday, 6/28/19.

Thank You!