OneUSG Connect Daily Status Call

June 19, 2019

AUGUSTA UNIVERSITY

Agenda

- OneUSG Connect Support Service

- Awareness/Information Items/FAQ's

- Known Issues/Defects

- SSC Stats/Trends which impact content to be covered

OneUSG Connect Support Service

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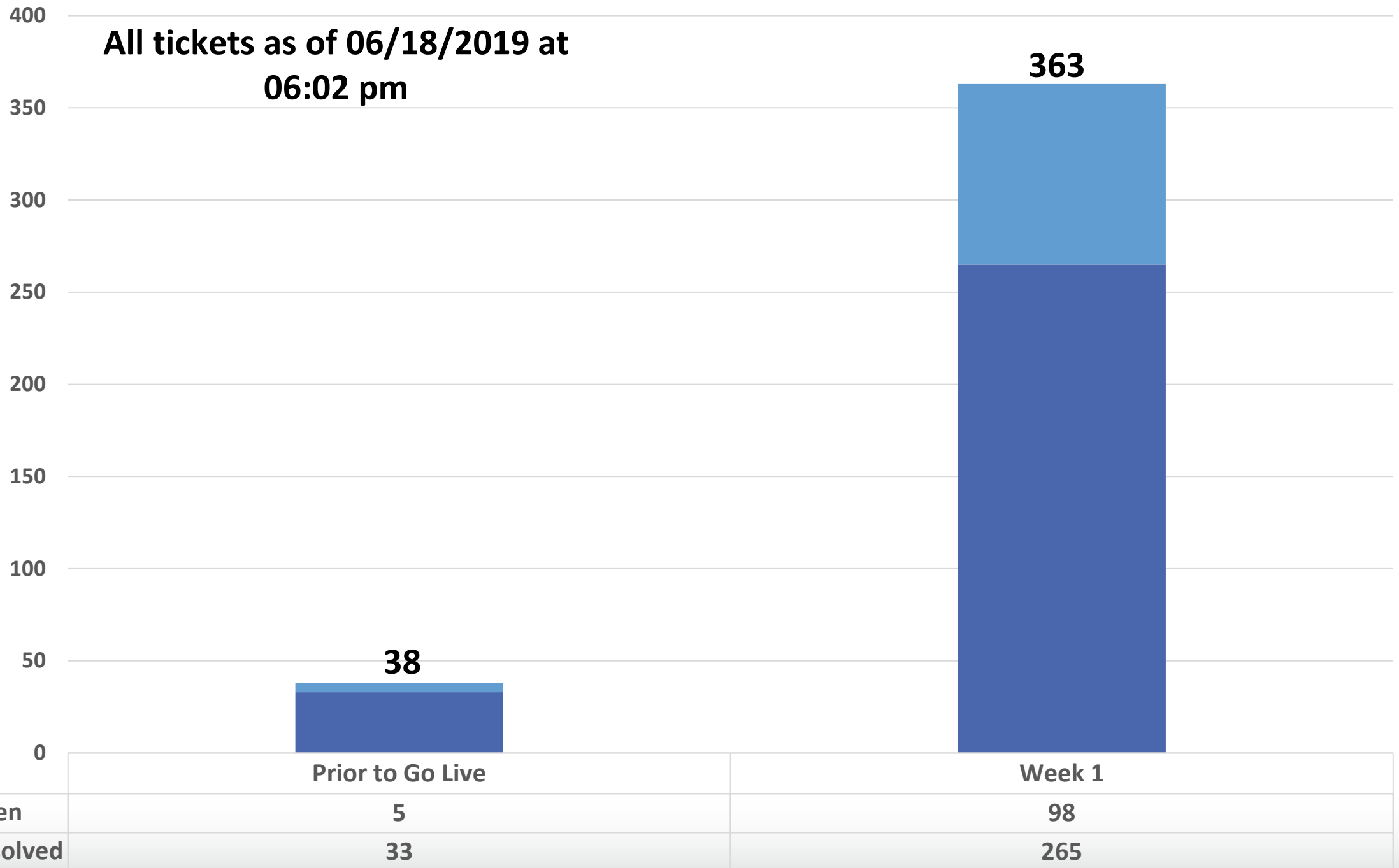- ➢ Pay and Tax Information
- ➢ Careers Support

Contact Us:

1-877-251-2644

oneusgsupport@usg.edu

OneUSG Connect Support Service

All tickets as of 06/18/2019 at 06:02 pm

	Prior to Go Live	Week 1
Open	5	98
Resolved	33	265

Prior to Go Live total: **38**
Week 1 total: **363**

OneUSG Connect Support Service

Go-Live Trending Inquiries:

➢ Single-Sign On
➢ Leave Balance & Request Inquiries
➢ Time Approver Inquiries
➢ 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.
- Time reporting codes for Exempt Off Campus and OPA did not get migrated. This will be resolved by 6/20/19.

Known Issues/Defects

- Security Access issues:
- USG Affiliates that require expanded system access.
- HR TAM Assistant
- Careers Issues:
- Screening level information did not convert for AU job openings.
- Offer letters are blank
- Recruitment Template segmenting is not in place

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

- Employees are able to submit absence requests even though leave balances have not been transferred.
- Payroll will be sending a communication to time keepers by Wednesday with the paper time-sheet that should be used for the blackout period 6/21/19 through 6/24/19.
- Changes to Reports To and the Time Approver should be completed through Manager Self Service. Please remember that the Reports To should accurately reflect your official organization chart.
- Additions/Changes to Security should be submitted through MSS using the Security Access Request located under Forms.