



OneUSG Update: System Downtime, Recording of Time this Weekend, and Known Issues

June 21, 2019

Dear Faculty and Staff,

We have now been live on OneUSG Connect for almost a week! We would like to thank each of you for your continued support during the implementation. Your patience and engagement throughout the project have been critical to its success. As with any project, there are challenges we must work through, but all in all, the project has gone smoothly thus far.

In an effort to keep our campus well informed, we wanted to send an email to remind you of the system downtime this weekend, which will require manual time recording for bi-weekly employees who use the web clock, and provide an update on known issues/defects. We apologize in advance for the length of this message but felt it would be easiest to provide all of this information in one communication. Please read the entire message for important updates.

The OneUSG Connect team is working diligently to resolve all issues and assist with campus questions and concerns. Should you need assistance, or experience any of the known issues outlined below, please contact OneUSG Connect Support at oneusgsupport@usg.edu or call 877-251-2644.

Recording Time Worked This Weekend

In order to transfer leave and payroll balance information from the current Cerner supported PS HCM environment, OneUSG Connect will go offline today, June 21, at 6 p.m. through Monday, June 24, at 7 a.m. During the time the system is offline, bi-weekly employees who are web clockers and are required to work will need to record time using the [Payroll Time Recording Sheet](#). To ensure bi-weekly employees are appropriately paid, **completed and approved Time Recording Sheets must be scanned and emailed to payroll_office@augusta.edu no later than 2 p.m. on Monday, June 24**. Not submitting by this time could result in underpayment or overpayment, so it is critical departments adhere to this deadline. The USG Shared Services Center will enter the time worked so recording time accurately will be essential. This applies only to non-exempt employees who use the web clock. Kaba time clock users will not be impacted.

Known Issues/Informational Items

Payroll

- Since payroll is being processed in our current HR system for the bi-weekly payday June 21, 2019, and the monthly payday June 28, 2019, the [SoftServ portal](#) has been reactivated until June 28, 2019, to allow employees to access paystubs only.
- The first payrolls in the new OneUSG Connect system will be paid on July 5 for non-exempt employees and July 31 for exempt employees. The OneUSG Connect system uses a different tax calculation than was used in the AU PeopleSoft system so employees may notice a small difference in the net pay amount of their first paycheck

processed in OneUSG Connect. This difference should be minimal.

System Access

- 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 please visit www.augusta.edu/its/duo.

Manager Self Service

- System Manager Report queries are not available.

Careers

- The Recruitment Work Center for hiring managers is missing from the dropdown list.
- Automated offer letters are not yet available; Talent Acquisition is managing this internally.

Time and Absence

- 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 upon transfer.
- Employee timesheets should reflect 30 days into the future. They do not at this time.
- The Call in (Call back) pay option is not displaying for web clock employees. At this time, Supervisors will need to update this manually.

PeopleSoft Financials

- The PeopleSoft Financials System will be down Sunday, June 23, at 8 a.m. through Monday, June 24, at 7 a.m. so that Employee IDs and position numbers can be updated.
- During this time, Financial Accounting will be unable to generate journals. This will be done when the system is back online Monday, June 24.

Again, we thank you for your patience as we move through the OneUSG Connect implementation.

Questions can be e-mailed to AU_ONEUSG_CONNECT@augusta.edu



augusta.edu/hr

This email was sent to all University employees.
© 2019 Augusta University. All Rights Reserved.

 AUGUSTA UNIVERSITY