OneUSG Connect System Go-Live Communication #3

November 26, 2018

Dear Project Coordinators:

Thank you for all you are doing to prepare your units for December 16th. We understand the coming months will be a challenging and sometimes demanding time as we all learn to use the new system and the new business processes. Below is a summary of upcoming communications and planning items.

Go-Live Emails:

Project Coordinator Go-Live Emails: You will receive go-live emails on December 10, December 13, December 17, and December 31.

Unit Head Go-Live Emails: Unit Heads received a go-live email on October 30 and another on November 27.

Employee Go-Live Emails: Emails to all employees (faculty, staff, graduate assistants, student workers, temporary employees, etc.) are delivered via ArchNews and those go-live email dates are November 5, December 4, and January 2.

We will provide you with a preview of these unit head and employee emails in advance of distribution.

We know that even with all the communications, some employees may not be prepared and will have questions. To assist you, we are compiling all the various go-live communication messages and types on the Checklist Resource Page.

A postcard was mailed to all employees, at their home address, the week of October 29 as a reminder of the important pay date changes. Employees with start date of October 1 and later would not have received this postcard.

Printed fliers to promote the faculty and staff guide and training were provided to you earlier. These are available online on the Faculty and Staff Guide. If you have digital signage in your unit and would like graphics provided, email us at onesource@uga.edu.

What to Expect at Go-Live:

UGA is the 4th cohort to go-live on the OneUSG Connect system. All other USG institutions, except Augusta University and Georgia Tech are already using OneUSG Connect and we can learn from their prior go-live experiences.

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We are working with USG staff to outline the top issues we should be prepared for on December 16th and as we move through the first month on the system. We will publish and update that information on the [Known Issues Resource Page](#) to make it easily available to you and your leadership. Expect an email from the OneSource Project Leadership Team to you and your unit leadership the week prior to December 16th. We want to maintain transparency and awareness around known issues with you and your department heads, directors, deans and vice presidents.

Action Steps for December:

- Prepare your organization:
  - **New**- Payroll staff are offering assistance to employees December 17-19 to help them change their current credit union deductions to direct deposit. This can be a face-to-face visit or a webinar to "walk" through the process. If you are interested in setting-up assistance for your unit, please contact payroll@uga.edu.
  - **Reminder** – Remind faculty and staff who have credit union deductions that they will need to set-up credit union deductions as direct deposit in the new OneUSG Connect System. Information is available on the [Direct Deposit Resource page](#). Employees who currently have credit union deductions received a communication in October 2018 about this process.
  - **New**- OneUSG Connect Benefits will have a black-out from December 12 – December 17 to prepare UGA user ids for the transition to OneUSG Connect. Individuals who try to access the OneUSG Connect Benefits system during this time will get a message about the black-out. If individuals need to access the system and/or make changes during this window, they can contact UGA HR at 706-542-2222.
  - **Reminder** – Supervisors and managers should plan to approve all time and absence requests by noon on Friday, December 21 for the first bi-weekly pay period (12/16-12/29). Central offices will process "mass-approvals" for this first pay period on OneUSG Connect to catch any unapproved time and leave entries as well as to approve Kaba punches. Reference the [Payroll Transition Resource](#) page for a summary of all December 2018 bi-weekly approval dates.
  - **Reminder**- ArchPass will be required to use the new OneUSG Connect System and OneUSG Connect Benefits. ArchPass will be required for the new OneUSG Connect System beginning December 16, 2018 and ArchPass will be required for OneUSG Connect Benefits beginning December 17, 2018.
  - Encourage your team and faculty/staff to review the Faculty and Staff Guide: [https://onesource.uga.edu/faculty_and_staff_guide/.](https://onesource.uga.edu/faculty_and_staff_guide/) The guide was updated on November 26, 2018 to include additional FAQs for both employees and HR practitioners.
  - Encourage all faculty and staff to read upcoming go-live emails as these will contain important information and actions that need to be taken in December and January.

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- o Encourage participation in the weekly status calls through November 29 and daily status calls that will begin December 17 and run through January 11. To register for these calls refer to the Status Calls Resource page.
  - o Encourage bi-weekly staff to prepare for the pay date transition from Thursday to Friday. Staff need to be thoughtful about updating any automatic deductions from their personal bank accounts currently scheduled on Thursdays and update them as appropriate.
  - o Remind all monthly and academic faculty/staff that the pay date is the last business day of the month, which for this coming December is December 31, 2018. Faculty and staff may need to be thoughtful about updating any automatic deductions scheduled and update them as appropriate since they will expect their December 2018 pay date to be earlier in the month.
  - o Calendar Year End Dates and Systems lock-out and black-out dates will continue into December. Please ensure you are familiar with these dates and have shared these dates with your organization. See System Changes Resource Page.

- Training:
  - o Ensure employees attend December trainings based on their user/security role.
  - o Ensure employees review recorded trainings and job aids that will be available on the Training Resource Page.
  - o Watch for additional training opportunities as they are released.
- OneUSG Connect System and Security Roles:
  - o Beginning on December 16, 2018, request for access to the OneUSG Connect System will use the Security Request Form in OneUSG Connect Manager Self-Service. Most access is automatically provisioned based on an individual's role. Information on how to request access can be found here (please be aware that only System Managers can submit this request and it is only for limited types of roles).
  - o System Managers can request changes to some roles. System Managers (departmental MSS Initiators) will utilize the manager self-service transaction "Submit Security Request" to request changes to security roles for users within their department. This includes requests to change departmental approvers, add/remove system managers, query viewer, etc. This request does not include access to base employee/faculty functionality. If an employee is having issues with accessing to the system, please contact OneUSG Connect Support.
  - o Information regarding security role is available in the Training Library.

- Please share with those in your organization that the OneSource Service Desk is the official means of receiving support for OneSource. The Service Desk may be contacted by:

  - Submitting a ticket: Click here to submit a ticket
  - Phone: 706-542-0202

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Action Steps for January:

- Prepare your organization:
  - o Ensure all faculty and staff know to go to onesource.uga.edu to select the login to OneUSG Connect.
  - o Encourage all faculty and staff to verify personal data, direct deposit information, and benefits information.
  - o Encourage your team and all faculty/staff to review the Faculty and Staff Guide: https://onesource.uga.edu/faculty_and_staff_guide/
  - o Encourage faculty and staff to read upcoming go-live emails as these will contain important information and actions that need to be taken in January.
  - o Encourage participation in the weekly status calls that will begin November 8 and daily status calls that will begin December 17. Information on registering for these calls will be available on the Status Calls Resource page.
  - o Encourage bi-weekly staff to prepare for the pay date transition from Thursday to Friday. Staff need to be thoughtful about updating any automatic deductions from their personal bank accounts currently scheduled on Thursdays and update them as appropriate.

- Training:
  - o Ensure employees review online trainings and job aids that will be available on the Training Resource Page

- Please share with those in your organization that the OneSource Service Desk is the official means of receiving support for OneSource systems. The Service Desk may be contacted by:

- Submitting a ticket: Click here to submit a ticket
- Phone: 706-542-0202

Please feel free to contact UGA's OneSource Project (onesource@uga.edu) if you have any questions or if you'd like to submit any suggestions or recommendations. We appreciate your input and know it will benefit this project. For more information on UGA's OneSource project, please visit onesource.uga.edu

Sincerely,

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