Daily Status Call

December 19, 2018
Agenda

• Celebrations
• Awareness and Information Items
• Known Issues/Defects
  • Resolved Items
  • New Items
Celebrating OneUSG Connect

OneSource Website Traffic
• ~6,300 users on Monday, December 17 (280 at any given time)
• ~6,100 users on Tuesday, December 18 (150 at any given time)

Top Pages Visited
• Home Page
• OneUSG Connect System Resource Page
• Faculty and Staff Guide
• Financial Management System Resource Page
• Training Resource Page
Celebrating OneUSG Connect

First Change Funding

School of Ecology was the first to change the funding source on an employee

Query Usage Experience

Susan Cowart, Project Coordinator for Student Affairs has been running queries!
OneUSG Connect Service Desk

596 Tickets As of 12/19 7:00 AM

• **Resolved** - Issue resolved, allows caller 5 days to respond before incident closes
• **Closed** – Issue resolved, no further action required
• **Cancelled** – Duplicate ticket or caller immediately resolves issue without assistance
• **In Progress** – Issue actively being researched and/or working toward a resolution
• **On Hold** – Issue on hold awaiting caller, institution, date, or 3rd party
• **New** – Incoming inquiry awaiting assignment
OneUSG Connect Service Desk

On Hold:
- 78% Awaiting Caller
- 18% Awaiting Institution
- 3% Awaiting Date
- 1% Awaiting 3rd Party
OneUSG Connect Service Desk

In Progress:
- 55% Tier 1 Support
- 26% Tier 2 Support
- 19% Tier 3 Support
OneUSG Connect Service Desk

Primary Trending Inquiries
- Single Sign On
- Employee Entered Leave Requests
- Time Approver
- Enroll/Update Time Reporters
- Security Access
- Position and Personnel (UGAJobs)

Secondary Trending Inquiries
- Direct Deposit
- Prior Period Payroll
- Leave Balances
- Time Reporter Type
- Tax Documents
# Training Awareness

<table>
<thead>
<tr>
<th>Employee Self Service Courses</th>
<th>Upcoming Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESS for Monthly Benefitted Employees</td>
<td>1/16, 1/18, 1/30, 2/11</td>
</tr>
<tr>
<td>ESS for Biweekly Benefitted Employees</td>
<td>1/10, 1/22</td>
</tr>
<tr>
<td>ESS for Biweekly Non-Benefitted Employees (ex: student workers)</td>
<td>1/15</td>
</tr>
<tr>
<td>ESS for Faculty</td>
<td>1/18, 1/29</td>
</tr>
<tr>
<td>ESS for Graduate Assistants</td>
<td>1/18, 1/29, 2/1</td>
</tr>
</tbody>
</table>

Take the course that best applies to you!

Each course is tailored to the above audiences to show:

- How to use the system and/or
- How to enter your time and/or
- How to request leave

Register at https://onesource.uga.edu/resources/training/
## Training Awareness

<table>
<thead>
<tr>
<th>Courses</th>
<th>Upcoming Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Self Service for Supervisors</td>
<td>1/16, 2/12</td>
</tr>
<tr>
<td>Time &amp; Absence Approvers</td>
<td>1/11, 2/5</td>
</tr>
<tr>
<td>Managers Self Service for System Managers</td>
<td>1/17, 2/7</td>
</tr>
<tr>
<td>Reporting and Queries in OneUSG Connect</td>
<td>1/8, 1/25, 2/4</td>
</tr>
<tr>
<td>Approving MSS Transactions</td>
<td>1/7, 1/31</td>
</tr>
<tr>
<td>UGA Jobs Refresher</td>
<td>1/3, 1/11, 1/16, 1/22, 1/28</td>
</tr>
<tr>
<td>UGA Jobs Direct Hires</td>
<td>1/3, 1/11, 1/16, 1/22, 1/28</td>
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Register at [https://onesource.uga.edu/resources/training/](https://onesource.uga.edu/resources/training/)
Training Awareness

To access recordings:

• Training Library training.onesource.uga.edu

• Click on the title of the course

• Located under Course Recording
Training Awareness

Several new tutorials available, including:

For employees:
• Reporting Time Using Pay From Schedule when Holiday Time is Already Reported
• Editing Your Pay From Schedule Time
• Changing Your Legal Name

For supervisors and T&A:
• Adding Meal Time to Payable Time
• Deferring Holidays (multiple)
• Processing Mass Updates for Partial Days (ex: weather delays)

Tutorials suggestions? Email them to OneUSG Support with subject line "Training Request".
Training Awareness

Want to share a tutorial with a colleague?

Click on any course or tutorial and then click Share to generate the link.

Be sure to select View Outline so they see the full Library when they open the topic.
Awareness and Information

- Mobile Phone Number display in the workflow approval chain
Awareness and Information

- Mobile Phone Number display in the workflow approval chain
Awareness and Information
Approving Leave Requests

• **4000 leave requests submitted**
  • Managers - Please remember these need to be approved/denied and an employee’s pay and leave balances depend on your timely action!
  • To take action on the request, you must login to OneUSG Connect system. Replying to the notification email will not move the transaction forward.
  • There is no link to the system in the email as a security measure. Prevents phishing attempts.
Awareness and Information

Project Coordinators OneUSG Connect Validation

Extended Office Hours

Wednesday December 19, 2018
OneSource Testing & Training Facility

Room 232
10am – Noon
and
2pm -4pm
Awareness and Information
Georgia United Credit Union

The website was down on Tuesday, December 18, 2018

Now Available

You may also call GUCU at 888.493.4328 for assistance
• Modeled after the "Reconciliation Report" previously run out of payroll
• Includes all the same information: Employee Name, Employee ID, Position, Hourly Rate, Hours Worked
Awareness and Information
How to Request Payroll/Time Queries

Short Term Work Around

• Until query access is provisioned to distributed users (goal: December 27, 2018), you can get information in two ways:
  #1 - Chief Business Officers, Chief HR Officers, and Project Coordinators have query access and can run reports and distribute to their units
  #2 - You can submit a request electronically to onesource@uga.edu and the team will provide you with the report.
  • If you call the service desk at 706-542-0202 with this request, please select "2" for Finance. If you happen to select "1", OneUSG Connect Support will create a ticket and pass to the team as well.
Known Issues - NEW

Intermittant Issues with Global Search Functionality on Company Directory
OneUSG Connect

**Audience:** All Employees

**Known Issue:** OneUSG Connect Support has received reports of intermittent issues with global search functionality when trying to search the Org Chart and/or Company Directory in OneUSG Connect.

**Functional Workaround:** Users may still interact with, navigate the org chart, and drill down to the particular user they are searching for by following the institution’s reporting structure.

**Tentative Resolution Information:** The issue is being reviewed to determine root cause and possible solutions.

**More Information and Support:** Contact OneUSG Connect Support at oneusgsupport@usg.edu or 877-251-2644 (toll free).

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.
Managers and Time Approvers responsible for timesheet edits and approvals may see time reporting statuses of “Needs Approval” or “Approval in Process” on the timesheet. Time Approvers will have the ability to approve employee hours with a “Needs Approval” status.

The “Approval in Process” status displays because Holiday hours were loaded to benefited employee timesheets prior to the employee Time Approver conversion, which created a minor disconnect between the timesheet and the timesheet approver. Although Time Approvers will not be able to approve the “Approval in Process” status, they do have the ability to make any necessary edits to the timesheets.

All hours that reflect Approval in Process or Needs Approval status will be approved by Central Payroll at the end of the pay period.
Thank You!

KEEP CALM & Remember We Appreciate You