Agenda

- Celebrations
- Updates to Faculty and Staff Guide
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items
Celebrating OneUSG Connect

- G4 is now accessible in Employee Self Service Module, in the Taxes tile
OneUSG Connect Service Desk

Total Ticket Breakdown

- Resolved
- Open

1209

195, 16%

Open Ticket Breakdown

- OneUSG Connect Support
- Customer Response
- Institution Action
- Awaiting Date
- 3rd Party Action

195

Tickets as of 12/27/2018 7:00 AM
OneUSG Connect Service Desk

Primary Trending Inquiries
- Reports To/Time Approver
- Timesheet Submissions
- Leave Requests
- SSO
- Holiday Pay
- Invalid Funding Report

Secondary Trending Inquiries
- Security Access
- Query Access
- Direct Deposit
Resolved Known Issue

System Manager Reporting- (Work Center Query):
• We released a new feature to all UGA System Managers, the System Manager Reporting. This new feature is a fluid streamlined processes for running queries. All System Managers are now able to run a variety of queries based on their employee’s information, including “No Time Keyed”, “Reported Time Not Approved”, “Employee Absences not Approved” and “Invalid Funding Report”.
System Manager Reporting
System Manager Reporting

- Left side contains a list of available queries for you to run.
- Once you select a query, it will appear to the right.
- If prompts are required, those will be available and will require entry before the query will run.
- Once prompts are entered, hit “View Results” to run the query.
Daily Status Calls Reminder

• Schedule for the Holidays:
  • Friday, December 28, 2018 8:15 a.m.
  • Monday, December 31, 2018 8:15 a.m. – Updates provided from holiday break
  • Wednesday, January 2, 2018 8:15 a.m.
  • Thursday, January 3, 2018 8:15 a.m.
  • Friday, January 4, 2018 8:15 a.m.
Questions/Suggestions/Concerns

Project Feedback
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