OneUSG Connect Weekly Status Call

Agenda

UGA Jobs Interactive Webinars
Payroll Biweekly Employee Sign-Off
Standard Operating Procedures
What to Expect at Go-live
2019 Payroll Processing Calendar
UGARefresher Interactive Webinar

- It was so nice seeing you today! The UGAJobs videoed webinars can be found at https://onesource.uga.edu/videos/oneusgconnect_trainings/. Sign-ups for these classes are also done through this website.

- Our current UGAJobs training are scheduled as follows:
  - UGAJobs Refresher for All Initiators & Approvers November 29 Interactive Webinar 1:30 - 4:30 p.m. [Click here to register]
  - UGAJobs Refresher for All Initiators & Approvers December 7 Interactive Webinar 8:30 - 11:30 a.m. [Click here to register]
  - UGAJobs Refresher for All Initiators & Approvers December 10 Interactive Webinar 1:30 - 4:30 p.m. [Click here to register]
  - UGAJobs Refresher for All Initiators & Approvers December 18 Interactive Webinar 8:30 - 11:30 a.m. [Click here to register]
  - UGAJobs Refresher for All Initiators & Approvers January 3 Interactive Webinar 8:30 - 11:30 a.m. [Click here to register]
UGAJobs

UGA Refresher Interactive Webinar

• UGAJobs Refresher for All Initiators & Approvers January 11 Interactive Webinar 1:30 - 4:30 p.m. Click here to register
• UGAJobs Refresher for All Initiators & Approvers January 16 Interactive Webinar 8:30 - 11:30 a.m. Click here to register
• UGAJobs Refresher for All Initiators & Approvers January 22 Interactive Webinar 1:30 - 4:30 p.m. Click here to register
• UGAJobs Refresher for All Initiators & Approvers January 28 Interactive Webinar 8:30 - 11:30 a.m. Click here to register
<table>
<thead>
<tr>
<th>UGAJobs Direct Hires for New Initiators &amp; Approvers</th>
<th>November 29</th>
<th>Interactive Webinar</th>
<th>8:30 – 11:30 a.m.</th>
<th>[Click here to register]</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGAJobs Direct Hires for New Initiators &amp; Approvers</td>
<td>December 7</td>
<td>Interactive Webinar</td>
<td>1:30 – 4:30 p.m.</td>
<td>[Click here to register]</td>
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<tr>
<td>UGAJobs Direct Hires for New Initiators &amp; Approvers</td>
<td>December 10</td>
<td>Interactive Webinar</td>
<td>8:30 – 11:30 a.m.</td>
<td>[Click here to register]</td>
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<tr>
<td>UGAJobs Direct Hires for New Initiators &amp; Approvers</td>
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<td>Interactive Webinar</td>
<td>1:30 – 4:30 p.m.</td>
<td>[Click here to register]</td>
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<tr>
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<td>January 3</td>
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<td>1:30 – 4:30 p.m.</td>
<td>[Click here to register]</td>
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<tr>
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<td>[Click here to register]</td>
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<tr>
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<td>January 16</td>
<td>Interactive Webinar</td>
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<td>[Click here to register]</td>
</tr>
<tr>
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<td>[Click here to register]</td>
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<tr>
<td>UGAJobs Direct Hires for New Initiators &amp; Approvers</td>
<td>January 28</td>
<td>Interactive Webinar</td>
<td>1:30 – 4:30 p.m.</td>
<td>[Click here to register]</td>
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</tbody>
</table>
OneUSG Connect

Payroll

Biweekly Employee Sign-Off
Payroll

Salaried Bi-weekly (Benefits)

• Pay Period Nov. 29 – Dec. 12
  • Employees should approve hours in Kronos at end of shift on last day worked. *(This will allow time clock and overnight employees to complete their last shift in this pay period before sign off is due, which will eliminate need for estimated time during this pay period.)*
  • Employee responsible for sign off of timecards in unit should sign off in Kronos by 9am on 12/13/18. *(This is a different date than previously reported.)*

• Pay Period Dec. 13-15, 2018
  • Employees should approve hours in Kronos at end of shift on last day worked.
  • Employee responsible for sign off of timecards in unit should sign off in Kronos by 9am on 12/18/18.

• Pay Period Dec. 16-29, 2018
  • Employees should submit hours in OneUSG Connect for entire pay period including estimated by end of shift on 12/20/18 (or earlier according to unit need) unless clocking in on a Kaba clock.
  • Holiday hours will automatically flow onto the employee’s timesheet.
  • Kaba Clock employees do not need any estimated time to be entered, they will be able to continue to clock in/out.
  • Employee responsible for approval of timecards in unit should approve in OneUSG Connect by 12 noon on 12/21/18.
Payroll

Hourly Bi-weekly (Non-benefits)

• Pay Period Dec. 6-15, 2018
  • Employees should approve hours in Kronos at end of shift on last day worked.
  • Employee responsible for sign off of timecards in unit should sign off in Kronos by 9am on 12/17/18.

• Pay Period Dec. 16-29, 2018
  • Employees should submit hours in OneUSG Connect at end of shift on 12/20/18 unless clocking in on Kaba clock. Time for non-benefit non-Kaba employees working after 12/20/18 cannot be estimated and will have to be back paid with hours for pay period ending 1/12/19.
  • Employees responsible for approval of timecards in unit should approve in OneUSG Connect by 12 noon on 12/21/18.
Template Standard Operating Procedures

Resource Page:  https://onesource.uga.edu/resources/oneusg_connect_sops
OneUSG Connect

Biweekly employees with comp time who are at risk of losing annual leave (excess of 360 hours) at calendar year-end 2018
Bi-weekly employees at risk of losing annual leave

- Procedures have been approved for bi-weekly employees who are at risk of losing annual leave (excess of 360 hours) at calendar year-end 2018 due to how cascading rules work with comp balances.

- If an employee has a comp balance and requests annual leave, the system will deduct the comp balance prior to deducting the annual leave balance.

- Central HR will monitor and manually adjust comp balances to credit the portion taken from comp as opposed to annual leave. The adjustment will not exceed the amount of comp time taken or not to exceed the amount of annual leave lost. There is no action needed from the departments.
OneUSG Connect

2019 Payroll Processing Schedule For Practitioners
2019 Payroll Processing Schedule for Practitioners

Payroll Calendars
The University of Georgia pay calendars are based on type of employment.

2019 OneUSG Connect Payroll Calendars (January 2019 - December 2019)
2019 UGA Biweekly Practitioner Payroll Processing Calendar
2019 UGA Monthly Practitioner Payroll Processing Calendar
2019 Annual Payroll Processing Calendar
2019 Summer School Payroll Calendar Details

July 2018 - December 2018 Payroll Calendars
OneUSG Connect

What to Expect at Go-live
### What to Expect at Go-live

#### Payroll
- Employees with banking changes after conversion. Making change through self-service is new.
- January Paycheck Amounts
  - 1/1/19 Merit Increase
  - Benefits Enrollment Changes
  - Tax Rate Changes
  - Day Break Rule Change

#### Benefits Administration
- Auto Enrollment and Termination of Retirement Plans
- Employees gaining / losing Benefits based on Eligibility Rule Transition to Alight

#### Faculty Events
- Faculty Titles Not Correct
- Use of Special Titles and Administrative Posts

#### Reporting
- Lack of Understanding on How / Where to Run Reports and Queries

#### Time and Labor
- Managers cannot view their employees to approve time or leave requests
- Incomplete punches

#### Absence Management
- Policy Impact of Leave Requests

#### Commitment Accounting
- Position Funding and Job Mismatches Causing Payroll Journals to Post to Suspense
- Lack of Understanding on Encumbrance Calculation
- Timing of Retro Accounting Adjustments

#### Role Based Access
- Employees without Security
- Employees who Need Additional Security Roles
- Single Sign-On
  - Last Name Mismatches

#### Technical
- Provisioning of Identities
Paycheck Comparisons

• 1/1 Merit Increase
• Open Enrollment
• Tax Rate Changes
• Day Break Rule Change

The University of Georgia
424 E. Broad St.
205 Business Services Bldg.
Athens, GA 30602

Pay Group: Pay Begin Date: 08/01/2018
Sarath Parker
123 Main Street
Athens, GA 30606

Pay End Date: 08/31/2018
Department: Location: University Of Georgia
Title: Pay Rate: $4,489.50 Monthly

Net Pay Amount: $4,781.29

This is a new feature
OneUSG Connect

Who to Contact?
# Support Information and Hours

Service Desk Resource Page: [https://onesource.uga.edu/resources/service_desk/](https://onesource.uga.edu/resources/service_desk/)

<table>
<thead>
<tr>
<th>Issue/Problem</th>
<th>Contact</th>
</tr>
</thead>
</table>
| OneUSG Connect                                    | • Email: [oneusgsupport@uga.edu](mailto:oneusgsupport@uga.edu)  
• Phone: 706-542-0202 |
| UGAJobs                                           | • Email: hrweb@uga.edu  
• Phone: 706-542-2222 |
| UGA Financial Management System                    | • Submit a ticket: [Click here to submit a ticket](https://onesource.uga.edu)  
• Email: onesource@uga.edu  
• Phone: 706-542-0202 |
| UGA Budget Management System                       |                                                   |
| ArchPass Duo and VPN Support                       | • EITS Helpdesk  
• Email: helpdesk@uga.edu  
• Phone: 706-542-3106 |
| MyID password resets                               |                                                   |
| OneUSG Connect Benefits                            | • Benefits Call Center  
• 1-844-587-4236 |
OneUSG Connect Support
Extended Hours

• High volume days were reviewed and the following extended hour schedule is proposed.

<table>
<thead>
<tr>
<th>Anticipated Volume</th>
<th>Service Desk Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest – Time Entry and Approval</td>
<td>7:00am – 7:00pm</td>
</tr>
<tr>
<td>High – Spring Semester Starts</td>
<td>7:30am – 5:30pm</td>
</tr>
<tr>
<td>Normal Operation Hours</td>
<td>8:00am – 5:00pm</td>
</tr>
</tbody>
</table>

• Assessment will continue and times adjusted, including adding weekend support hours on an as needed basis.
<table>
<thead>
<tr>
<th>Date</th>
<th>OneUSG Connect Support &amp; UGAJobs Support</th>
<th>EITS Help Desk Hours</th>
<th>OneSource Financials</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2018 (Sun)</td>
<td>7:30am - 5:30pm</td>
<td>1:00pm - 7:00pm</td>
<td>CLOSED</td>
</tr>
<tr>
<td>12/17/2018 (Mon)</td>
<td>7:30am - 5:30pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
</tr>
<tr>
<td>12/18/2018 (Tue)</td>
<td>7:30am - 5:30pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
</tr>
<tr>
<td>12/19/2018 (Wed)</td>
<td>7:30am - 5:30pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
</tr>
<tr>
<td>12/20/2018 (Thu)</td>
<td>7:30am - 5:30pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
</tr>
<tr>
<td>12/21/2018 (Fri)</td>
<td>7:30am - 5:30pm</td>
<td>7:30am - 6:00pm</td>
<td>8:00am - 5:00pm</td>
</tr>
<tr>
<td>12/22/2018 (Sat)</td>
<td>CLOSED</td>
<td>1:00pm - 7:00pm</td>
<td>CLOSED</td>
</tr>
<tr>
<td>12/23/2018 (Sun)</td>
<td>CLOSED</td>
<td>1:00pm - 7:00pm</td>
<td>CLOSED</td>
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<tr>
<td>12/24/2018 (Mon)</td>
<td>CLOSED</td>
<td>1:00pm - 7:00pm</td>
<td>CLOSED</td>
</tr>
<tr>
<td>12/25/2018 (Tue)</td>
<td>CLOSED</td>
<td>1:00pm - 7:00pm</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
# Support Hours DRAFT

<table>
<thead>
<tr>
<th>Date</th>
<th>OneUSG Connect Support</th>
<th>EITS Help Desk Hours</th>
<th>OneSource Financials &amp; UGAJobs Support</th>
<th>Special Considerations</th>
</tr>
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<tbody>
<tr>
<td>12/26/2018 (Wed)</td>
<td>8:00am - 5:00pm</td>
<td>CLOSED</td>
<td>CLOSED</td>
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<tr>
<td>12/27/2018 (Thu)</td>
<td>7:30am - 5:30pm</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td></td>
</tr>
<tr>
<td>12/28/2018 (Fri)</td>
<td>7:30am - 5:30pm</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>All BW Calc</td>
</tr>
<tr>
<td>12/29/2018 (Sat)</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>All BW Calc</td>
</tr>
<tr>
<td>12/30/2018 (Sun)</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>All BW Calc (if needed)</td>
</tr>
<tr>
<td>12/31/2018 (Mon)</td>
<td>8:00am - 5:00pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
<td>All BW Confirm</td>
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<tr>
<td>1/1/2019 (Tue)</td>
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<tr>
<td>1/2/2019 (Wed)</td>
<td>8:00am - 5:00pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
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</tr>
<tr>
<td>1/3/2019 (Thu)</td>
<td>8:00am - 5:00pm</td>
<td>7:30am - 7:30pm</td>
<td>8:00am - 5:00pm</td>
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<tr>
<td>1/4/2019 (Fri)</td>
<td>7:00am - 7:00pm</td>
<td>7:30am - 6:00pm</td>
<td>8:00am - 5:00pm</td>
<td>All BW Pay Date</td>
</tr>
</tbody>
</table>
OneUSG Connect

Go-Live
Common Support Issues
Common Support Requests

- Manager Cannot See Employees
- Employee Cannot Access OneUSG Connect via SSO
- Employee at Pharmacy/Hospital – Benefits Dropped at Conversion
- Food Service Worker at Time Clock – Getting Error Message
- UGAJobs Issue with Hire and Job Reclassification
Manager Cannot See Employees

Manager contacts:

OneUSG Connect Support

Manager logs into OneUSG Connect to approve time. Manager cannot see employees.

OneUSG Connect Support validates:
- Manager’s identity
- Manager’s setup in job data
- Setup of employees in job data

Issue escalated to Tier 2 and 3 support as appropriate

System Issue

Issue triaged and sent to Tier 2 support at UGA for data correction
- Team Dynamix ticket opened
- ServiceNow ticket closed

Data-related or System issue?

Data Issue
Employee Cannot Access OneUSG Connect via SSO

Employee contacts:

OneUSG Connect Support

OneUSG Connect Support validates:
- Employee’s identity
- Employee’s setup in job data
- SSO connection properties

Can Tier 1 resolve?

Yes – Tier 1

No

Tier 1 assists the employee in accessing OneUSG Connect

Issue triaged and ticket information forwarded to UGA EITS or HR Team Dynamix ticket opened

ServiceNow ticket closed

Employee cannot access OneUSG Connect via Single Sign-on (SSO)
Employee at Pharmacy/Hospital – Benefits Dropped at Conversion

Employee contacts:

OneUSG Connect Support – Forwarded to Alight via phone tree option or live escalation associate

UGA HR – initial inquiry or escalation

OneUSG Benefits Connect

Employee at HOSPITAL or PHARMACY Does not have benefits coverage*

OneUSG Benefits Connect works directly with carrier to process haste enrollment
Employee at Time Clock – Receiving Error Message

Biweekly Employee Food Service Worker at Time Clock – Receiving Error Message

OneUSG Connect Support validates:
- Employee’s identity
- Employee’s setup in job and time reporter data

Data-related or System Issue?

Issue escalated to Tier 2 and 3 support as appropriate

Issue triaged and sent to Tier 2 support at UGA for data correction

Employee contacts:
- OneUSG Connect Support

System Issue

Data Issue
Use Case

UGAJobs – Hire or Job Reclassification Issue

Manager contacts:

OneUSG Connect Support
Selects UGAJobs Phone Tree Option

Manager has an issue with a new hire or job reclassification

OneUSG Connect Support
Tier 1 triages and assesses need to transfer to UGA HR

UGA HR – initial inquiry or escalation

Sent to Tier 2 support at UGA for data correction
Team Dynamix ticket opened
ServiceNow ticket closed
December 6, 2018

Session Highlights/Updates
<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Training will be occurring during November - December</td>
<td>Academic Personnel Reports Due to Budget Office</td>
<td>Go Live Email #2 to Faculty and Staff</td>
<td>BSAG ASAC FIRST retired Faculty database retired</td>
<td>ITMF Weekly Status Call Pay Date Biweekly (21)</td>
<td>Conversion begins UGAIDs Creation Lock-out Campaign for Charities Lock-out Timecards Biweekly Dec 13 Due @ 10 a.m. (31) Monthly Personnel Reports Due to Budget Office</td>
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<tr>
<td>Go Live Email #4 to Project Coordinators</td>
<td>HRLE ePAR Lock-out</td>
<td>UGANET OneUSG Connect Benefits (Alight) Blackout begins (New)</td>
<td>Go Live Email #5 to Project Coordinators Weekly Status Call Pay Date Biweekly (31) Timecards Biweekly Dec 20 Due @ 9 a.m. (21)</td>
<td>eLeave retired Kronos Timeclocks-Last day to use</td>
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<td>20</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Daily Status Call Go Live Email #6 to Project Coordinators Go-Live (Dec 16) First Workday Timecards Biweekly Dec 20 Due @ 9 a.m. (31) OneUSG Connect Benefits (Alight) Blackout ends (New)</td>
<td>Daily Status Call Timecards Biweekly Dec 27 Due @ 9 a.m. (21)</td>
<td>Daily Status Call</td>
<td>Daily Status Call Weekly Status Call Kronos/MyTime retired Pay Date Biweekly (21 &amp; 31)</td>
<td>Daily Status Call First bi-weekly Timecards in new system due (31 &amp;21) OneUSG Connect blackout begins</td>
<td></td>
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<tr>
<td>23 UGA HOLIDAY</td>
<td>24 UGA HOLIDAY</td>
<td>25 UGA HOLIDAY</td>
<td>26 UGA HOLIDAY</td>
<td>27 UGA HOLIDAY</td>
<td>28 UGA HOLIDAY</td>
<td>29</td>
</tr>
<tr>
<td>No Daily Status Call</td>
<td>No Daily Status Call</td>
<td>Daily Status Call Dec 26, 27, and 28 Pay Date Biweekly (21) OneUSG Connect blackout ends</td>
<td>Daily Status Call</td>
<td>Daily Status Call</td>
<td></td>
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<tr>
<td>30 UGA Open</td>
<td>31 UGA HOLIDAY</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Monthly and Academic Pay Date Daily Status Call Go Live Email #7 to BCs</td>
<td>No Daily Status Call Daily Status Call Go Live Email #3 to Faculty and Staff</td>
<td>Daily Status Call</td>
<td>Daily Status Call Pay Date Biweekly</td>
<td>Daily Status Call</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Feedback Please!
Questions/Suggestions/Concerns

Project Feedback
onesource.uga.edu
oneusgsupport@uga.edu

onesource@uga.edu
December 6, 2018

Project Coordinator Session
**Project Coordinator Support**

**All Employees**
December 16th
- Support – Call Center
  - 7:30 a.m. to 5:30 p.m.

Starting Dec 17th
- Call support (variable hours)
- Daily OneUSG Connect Status Calls
  - Open to all employees
  - Information sharing

**Project Coordinators**
December 16th
- 3 project checkpoints 9am, 12noon, 3pm

Starting Dec 17th
- Project check-in: 4pm
  - Project Team and Project Coordinators
  - Able to hear project insights
  - Open for feedback/questions

- War room - 9am to 4pm
  - Phone into the Project Teams
  - Use only for large/important trends

onesource.uga.edu
BiWeekly Employee Validation

- December 16th or 17th:
  - Data available on the 16th
- Provide confirmation of correctness via SendFiles. Attach files and send to onesource@uga.edu
- Need changes? Come in person to Testing & Training
  - RSVP ahead of time or as needed via link in 10th email
  - Compensation, funding, positions, etc.
  - 16th 1:00pm and 4pm
  - 17th and 18th 10am and 1pm
Initial Payroll Validation

• By noon on December 21\textsuperscript{st}, please review for errors
  • Missed punches
  • Pay from Schedule without hours
  • Unapproved Leave and Absences
• We may contact you the week of the December 23\textsuperscript{rd}
  • Kaba missed punches week of 23\textsuperscript{rd}
  • Extreme variances (1200 hours)
• Emergency contact info should be sent to Dyanna Agee (she may call you)
Final Payroll Validation

- December 29th, 30th, 31st

- December 29th: (Saturday)
  - Online Walkthrough on the 29th at 9am
    - Your data available
    - Online meeting will stay open 9-11am

- December 31st: (Monday)
  - Walkthrough repeat at 9am
  - Due to us at 2pm on the 31st
  - Walk in hours for changes 10am to 2pm
# Contact Points (Draft)

<table>
<thead>
<tr>
<th>Date</th>
<th>War Room Times</th>
<th>UGA Open Call</th>
<th>Practitioner Check In</th>
<th>UGA Open Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2018 (Sun)</td>
<td>9am - 4pm (Break for Lunch)</td>
<td>8:15am</td>
<td>9am, 12pm, 3pm</td>
<td></td>
</tr>
<tr>
<td>12/17/2018 (Mon)</td>
<td>9am - 4pm (Break for Lunch)</td>
<td>8:15am</td>
<td>4:00pm</td>
<td></td>
</tr>
<tr>
<td>12/18/2018 (Tue)</td>
<td>9am - 4pm (Break for Lunch)</td>
<td>8:15am</td>
<td>4:00pm</td>
<td></td>
</tr>
<tr>
<td>12/19/2018 (Wed)</td>
<td>9am - 4pm (Break for Lunch)</td>
<td>8:15am</td>
<td>4:00pm</td>
<td></td>
</tr>
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<td>12/20/2018 (Thu)</td>
<td>9am - 4pm (Break for Lunch)</td>
<td>8:15am</td>
<td>4:00pm</td>
<td>1:30pm</td>
</tr>
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<td>9am - 4pm (Break for Lunch)</td>
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<td>12/22/2018 (Sat)</td>
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<td>12/25/2018 (Tue)</td>
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# Contact Points (Draft)

<table>
<thead>
<tr>
<th>Date</th>
<th>War Room Times (Open line for &quot;Central Practitioners and Project Coordinators&quot;)</th>
<th>UGA Open Call (Daily)</th>
<th>Practitioner Check In (Central Practitioners, Project Coordinators)</th>
<th>UGA Open Call (Weekly)</th>
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<td>12/26/2018 (Wed)</td>
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<tr>
<td>12/27/2018 (Thu)</td>
<td>9am - 4pm (Break for Lunch)</td>
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