Weekly Status Call

February 7, 2019
Agenda

• Workforce Administration
  • Unit Visits/Testing & Training Office Hours
  • Terminations
  • Onboarding
  • Workflow

• Highlights & Awareness
  • One USG Encumbrance
  • Forfeited Leave
  • Tobacco Surcharge Update
  • Finance Updates to Production
Basic Workflow

1. Department submits a Hiring Proposal through UGAJobs
2. Hiring Proposal (HP) Approved; All Approvals Obtained: Candidate is approved to proceed in the hiring process by appropriate screenings where applicable (example: background investigation, request for salary action, etc.)
3. Department is notified of this approval through UGAJobs and will be sent a message that informs them the hire is in transit to OneUSG Connect
4. Data sent to Manage Transactions Page in OneUSG Connect nightly
5. Workforce Administration team validates and enters information to create employment record

Note: If any data is incomplete, immediate outreach takes place to resolve any issues with the employee. Normal processing time is 24-48 hours from receipt of delivery to Manage Transactions page.
“When Can My Person Start?”

In “normal” processing, this is a general timeline of events leading to the hire:

- Hiring Proposal is submitted after the offer is made
- 3-5 business days for Background Checks
- 1-2 business days for EOO Process
- 1-2 business days for Compensation Review
- Delivery from UGAJobs to OneUSG Connect and to process – 1 day
- Total – 10 business days
HP Hire Start Date
Effective Date Overview

• Start Date/Effective Date on a Hiring Proposal in UGAJobs
  • **Staff:** Central HR will adjust the start date at time of approval if start date provided is less than 48 business hours.
  • **Students:** In order to give enough time to collect the necessary data, the start date/effective date will be adjusted by 5 business days.

If your unit has employees who have begun work, and their Hiring Proposal has not been approved, Central HR must be notified ASAP.
Hiring Proposal (HP) Start Date
Effective Date Examples

Example 1: Start Date on hiring proposal (HP) with enough time to process

- Hiring Proposal for Sam Smith is ready to approve on Tuesday, 2/5/2019; the Start Date/Effective Date provided by the department is Monday, 2/11/2019. **No changes to start date/effective date needed.**

Example 2: Start Date on hiring proposal (HP) to be adjusted by 48 business hours

- Hiring Proposal for Sam Smith is ready to approve on Thursday, 2/7/2019; the Start Date/Effective Date provided by the department is Friday, 2/8/2019. **Start date/effective date adjusted to Monday, 2/11/2019.**

Example 3: Students without SSN/DOB (Not in a Position of Trust; No Background Investigation required)

- Hiring Proposal for Student is ready to approve on Thursday 2/7/2019; the Start Date/Effective Date provided by the department is Friday 2/8/2019. **Start Date/effective date adjusted to Thursday 2/14/2019**
“Why Is There a Delay?”

The following can impact the start dates of hires

• Additional time needed to review RSAs (Request for Salary Approval)
• Additional time needed for background check results
• Missing or incomplete data on Hiring Proposal
• Incomplete data in OneUSG Connect (example – Students) preventing them from being placed in OneUSG Connect
Process for Those That Are Missing Essential Data

• For the graduate and student population that lack the key data elements, Central HR will need to collect this information prior to entering the new hire into OneUSG Connect.

• Five (5) day window given for these graduate and student populations during the HP process to allow Central HR to obtain this data.

• Central HR contacts the affected hire as data cannot be delivered to OneUSG Connect. This communication is conducted through emails and phone outreach.

• If Central HR cannot resolve this data by outreach attempts and their data is unresolved in 48 hours, Central HR will reach out to the HR Project Coordinators.

• Once their data is received, their information is entered in OneUSG Connect and onboarding packet is delivered. Onboarding packets need this essential data.
“Why Can’t I Start my Employee Now?”
The HP says “All Approvals Obtained”

- We are now working with an integrated system.
- If you start an employee before the person has been provisioned, this can be problematic for you and your employee:
  - The Hiring official will not be able to see the person in OneUSG Connect
  - Employees cannot access time clocks or record any time worked
  - IDM access will not be provisioned. Dummy numbers create catastrophic effects on ID creation
  - Payroll is impacted/W2s are incorrect
  - The onboarding packet and the timely completion of the Form I-9s will be impacted.
    You could be out of compliance and vulnerable for audits
Termination Request

- Managers can request a termination of an employee in OneUSG Connect using the termination form.

- Managers indicate the last date worked and a reason for termination.
What to Consider

• When processing the termination of employee requests, please include in the following in the comments section:
  • Last day worked
  • If the employee is on leave and the applicable dates
  • If you are aware of a transfer

• Workforce Administration (WFA) will determine the effective dates based on the information the department has provided.
What’s Next

OneUSG Connect Check Point

• Project Coordinator invites were sent out on Tuesday, February 5th to schedule on site visits OR to schedule time to meet at the Testing & Training facility (2130 River Road - Old Printing Services building, next to the Performing Arts Center (PAC) parking deck).

• Project Coordinators were asked to respond with a couple of times that work best for the unit. Confirmations will be communicated once times are set.

• Important for units to have individuals attend who are conducting the daily operations in the OneUSG Connect system.

Members from UGAJobs, Position Management, Recruitment & Hiring, Workforce Administration, Time & Labor, Benefits, Payroll, Commitment Accounting, Self Service, and Security and Workflow will be available.

HR Open Hours

• HR Open Hours will be available at Testing & Training starting on Thursdays starting on Feb 14th through March 28th from 3:00pm-5:00pm
Benefits
Tobacco Surcharge

We have identified approximately 175 monthly employees and approximately 100 bi-weekly employees that received a tobacco surcharge in error.

- Benefits is working with Payroll to expedite emergency checks. We expect the employees to receive their refunds by Monday, February 4, 2019.

- **UPDATE**: The emergency checks for the bi-weekly employees were not processed correctly and were not paid earlier this week. Payroll has been working with SSC and we have been given notification that they will be processed on 2/7/19 for payment on 2/8/19.
Absence Management

• Leave Balance Update
  • Employees who donated during Open Enrollment 2018 to be a participant in the Shared Sick Leave Pool will be seeing the adjustment in their sick leave balance soon.
    • Approximately 500 employees donated sick leave hours
  
• Annual Leave over 360 has not yet been forfeited in OneUSG Connect for monthly and academic employees.
  • Approximately 800 employees’ balances will be updated to show the forfeited leave.
  • We will provide an update once balances reflect the hours lost.
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Known Issues
OneUSG Connect
Encumbrance Projection

• An issue has been identified with the payroll encumbrance calculation, in OneUSG Connect, for 9-month faculty paid over 10 months. The January calculation should have been for the months of February through May. However, the calculation also included the month of June.

• As a stop-gap measure, a second encumbrance journal has been processed in the UGA Financial Management System to reverse one month's salary encumbrance.

• Please be aware that you will only see the second encumbrance journal in UGA Finance. It will not be reflected in OneUSG Connect.
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Session Highlights/Updates
Financial Management System Update – February 9, 2019

• UGA's Financial Management System will have a system update on the morning of Saturday, February 9, 2019.
• Refer to the Known Issues and Feature Releases page of the OneSource website for information about updates and enhancements: https://onesource.uga.edu/resources/known_issues/
OneUSG Connect Service Desk
Primary & Secondary Inquiries

Primary Trending Inquiries
- W2 Inquiries
- Paycheck Inquiries
- Time and Absences Approver Changes

Secondary Trending Inquiries
- Absence Balance Inquiries
- Timesheet Inquiries
- Time Entry Method Changes
- Leave Request Education
1. Approving an Absence Request via Timesheet

- For time and absence approvers when attempting to approve absence requests that are submitted via the timesheet. If you attempt to approve a timesheet submitted absence request from the time and absence tile, you will receive this error message:

  *An error occurred while attempting to display the selected transaction. Please contact your administrator.*

**Approving an Absence Request via Timesheet Tutorial**

- The preferred method of submitting absence requests is through the time and absence tile as displayed in multiple tutorials in the training library. However, if an employee submits an absence request from their timesheet, it must be approved from the timesheet. This tutorial is for time and absence approvers who need to approve absences that were submitted from the employee timesheet.
2. Viewing Pay Stubs and Enabling Pop Ups for OneUSG Connect

• You can find your detailed pay statement by logging into OneUSG and selecting the Pay tile. Within the Pay tile, your pay statements will be listed and you can select each one. Please make sure your pop up blocker is disabled so the statement can appear in a new window. (Instructions for enabling pop ups in various browsers are included in this weekly slide deck in the Session Highlights & Updates section).
On occasion you may need to clear your cache and enable pop ups. This involves deleting stored information from your browser. Our partners at OneUSG have provided the following instructions for each browser.
Clearing Your Cache

Internet Explorer

1. After opening Internet Explorer, click the **Tools** icon (or press **Alt + X**).
2. Select **Safety**.
3. Click **Delete Browsing History**.
4. Be sure the following selections are checked: **Temporary Internet files and website files** and **Preserve Favorites website data**.
5. Ensure the **Cookies and website data** selection is checked.
6. Check any other options you wish to delete.
7. Click the **Delete** button.
8. Your cache is now cleared.
Set Browser to Clear Cache When Closing Internet Explorer

1. Open Internet Explorer browser
2. Click Tools > Internet Options > Advanced tab
3. Scroll down to the Security section and then check the box: *Empty Temporary Internet Files folder when browser is closed*
4. Click OK
Enabling Pop Ups
Internet Explorer

1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In Internet Explorer's Address field, highlight the entire web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu (the gear icon on the far right), select Internet options. The Internet Options dialog box opens.
4. Click on the Privacy tab.
5. Under Pop-up Blocker ensure the Turn on Pop-up Blocker checkbox is checked, and then click Settings. The Pop-up Blocker Settings dialog box opens.
6. Right-click in the Address of website to allow: field, then choose the Paste command.
7. Click Add.

Notes: Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address.
Clearing Your Cache

Google Chrome

1. After opening Google Chrome, click the **Chrome menu** icon (**Customize and control Google Chrome**).
2. Select **History**.
3. Click **History** in the fly out menu.
4. Click the **Clear browsing data** selection in the menu.
5. At the top of the **Clear browsing data** form, select from when you want to clear items.
6. Ensure that **Cached images and files** is selected.
7. Ensure that **Cookies and outer site data** is selected.
8. Click the **Clear Browsing Data** button.
9. Your cache is now cleared.
Set Browser to Clear Cache When Closing Google Chrome

1. Open the Chrome browser
2. Open the Chrome Toolbar (3 lines to the right of the URL window) and then select Settings
3. Select Show advanced settings....
4. Click the Content Settings button located under the Privacy section
5. Under first section labeled Cookies, select Keep local data only until you quit your browser
6. Click Done
Enabling Pop Ups
Google Chrome

1. Open Chrome, then go to the web page that you want to allow pop-ups.
2. In Chrome’s URL window, highlight and Copy the entire web address of the current page.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Click Settings.
5. Scroll to the bottom of the Settings section and click Show advanced settings.
6. In the Privacy section, click Content settings. The Content settings window appears.
7. Scroll to the Pop-ups section, and then ensure the Do not allow any site to show pop-ups radio button is not selected.
8. Click Manage Exceptions.
9. In the Hostname pattern field, Paste the complete web address, and ensure the Behavior dropdown menu is set to Allow. Click Done.

Notes: Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address.
Clearing Your Cache
Firefox

1. After opening Mozilla Firefox, click the Menu item.
2. Select Options.
3. In the menu, click Advanced.
4. Select the Network tab.
5. Next to Cached Web Content, select the Clear Now button.
6. Your cache is now cleared.
Set Browser to Clear Cache When Closing Firefox

1. At the top of the Firefox window, click the Firefox button and then select **Options**
2. Select the **Privacy** panel
3. In the **History** section, set **Firefox will:** to **Use custom settings for history**
4. Select the check box for **Clear history when Firefox closes**
5. Click the **Settings...** button. The **Settings for Clearing History** window will open
6. In the Settings for Clearing History window, click the check mark box next to **Cache**.
7. Click **OK**
Enabling Pop Ups
Firefox

1. Open Firefox, then go to the web page that you want to allow pop-ups.
2. In Firefox's URL window, highlight and Copy the entire web address of the current page.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Select Options (Windows).
5. In the left sidebar, click on the Content icon to display the Content section.
6. In the Pop-ups section, ensure the Block pop-up windows checkbox is selected, then click Exceptions.
7. Paste the address of web site command from the Edit menu or right-click and choose the Paste command, and then click Allow. Click Save Changes.

Notes: Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address.
Clearing Your Cache
Safari

1. After opening Safari, click **Edit**.
2. Click **Empty Cache** (*Ctrl* + *Alt* + *E*).
3. Click the **Empty** button to proceed.
4. Your cache is now cleared.

**Note:** Safari does not have a clear cache upon closing option.
Enabling Pop Ups
Safari

1. From the Safari menu, choose **Preferences**... and click the **Security** tab.
2. Ensure the Block pop-up windows option **is not** checked. Unchecking this option will allow pop-ups.

**Note:** To block pop-ups once again, check the Block pop-up windows checkbox.
THE EMOTIONAL JOURNEY OF CREATING ANYTHING GREAT

This is the best idea ever!!
This will be fun
This is harder than I thought
This is going to be a lot of work
This sucks I have no idea what I'm doing
Dark swamp of despair
Belief/Persistence
Family + Humour

Quick, let's call it a day and say we learned something
Ok but it still sucks
Hummm...

Hey!
Wow

This is one of the things I am most proud of

Family + Humour

THE EMOTIONAL JOURNEY IS INEVITABLE AND PERHAPS NECESSARY
# Who to Contact

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

Reference: [https://onesource.uga.edu/resources/service_desk/](https://onesource.uga.edu/resources/service_desk/)
Questions/Suggestions/Concerns

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

oneusgsupport@uga.edu