



Known Issue: KI9.2-002-MSS – Manager Self Service Pages Fail to Display Before and After Information

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STATUS: Active

Audience: Practitioners and Managers

Known Issue: Some approvals pages in Manager Self Service are failing to display before and after information, preventing approvers from effectively reviewing changes before approving or denying them. The page may show "before approval" and "after approval" indicators, but the actual details of the change are left blank. In some cases, an orange dot next to the field description indicates changes, but the field is blank.

Functional Workaround: Initiators should utilize the comments field to specify key changes for approvers to review.

Tentative Resolution Information: OneUSG Connect Support is investigating the issue and will provide additional information as it becomes available.

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.