



## Known Issue: KI9.2-007-ESS: Emergency Contacts in Personal Details

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**POSTED:** August 15, 2018

**STATUS:** Active

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**Audience:** All Employees

**Known Issue:** Employees are unable to update emergency contacts who were converted from ADP into OneUSG Connect with blank phone number or address fields.

When an employee attempts to update an emergency contact, the system generates the following message: "Your changes were not saved to the database. Contact your administrator to process the changes."

**Functional Workaround:** A DBI was applied to remove emergency contact rows that were causing the save error.

Using the navigation Employee Self Service > Personal Details Tile > Emergency Contacts, employees should now have the ability to:

- Log in and verify their emergency contacts appear as expected
- Add additional emergency contacts with phone number and address details
- Update existing emergency contact information

HR practitioners can still manually add emergency contacts through Workforce Administration > Personal Information > Personal Relationships > Emergency Contact

**Tentative Resolution Information:** All employees should log into OneUSG Connect and verify/update their emergency contacts.

**More Information and Support:** Contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto: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](http://www.usg.edu/oneusg_connect) under Practitioner Services.