Resolved Issue: KI9.2-015-BN: Some New Employee’s Retirement Plan Elections Are Not Being Recorded in OneUSG Connect

**POSTED:** January 31, 2020

**STATUS:** Resolved

**Impact:** Some new employee’s mandatory retirement plan elections were not being recorded in OneUSG Connect- Self Service.

Employees who had received a confirmation email from donotreply@usg.edu with subject line “Confirmation of Retirement Plan Election”, had enrolled in the mandatory retirement plan correctly and no further action is needed.

Optional Plans (403b and 457b) are not affected.

**Resolution Information:** A fix has been put in place to ensure this issue is fixed.

**Original Known Issue Details**

**Audience:** Benefits and HR Practitioners

**Known Issue:** Some new employee’s mandatory retirement plan elections were not being recorded in OneUSG Connect- Self Service.

Employees who had received a confirmation email from donotreply@usg.edu with subject line “Confirmation of Retirement Plan Election”, had enrolled in the mandatory retirement plan correctly and no further action is needed.

Optional Plans (403b and 457b) are not affected.

**Functional Workaround:** If a new employee needs to make an election and does not see the two tiles below, please submit a ticket to oneusgsupport@usg.edu.
Important Note: If the Nest Egg, "My Retirement@Work", tile is used to make a mandatory plan election on the TIAA website, it will not be recorded in OneUSG Connect and the employee will default to TRS after the 60 day window closes.

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu.

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.