



Resolved Issue: KI9.2-009-PY: Unable to Access Direct Deposit Page for Terminated Employees

POSTED: July 20, 2018

STATUS: Resolved

Impact: All terminated and retired employees

Resolution Information: Removing the security modifications that prevented practitioners from viewing the direct deposit page for terminated and retired employees.

Original Known Issue Details

Audience: All HR and Payroll Practitioners

Known Issue: Unable to Access Direct Deposit Page for Terminated Employees

We are aware that practitioners are unable to access the direct deposit page for terminated employees. This issue was caused by a security modification to prevent practitioners from making changes to an employee's direct deposit page when employee has terminated from that company.

Functional Workaround: We have created a query for practitioners to run to identify the most current direct deposit information on file for the terminated employee. BOR_DIR_DEP_FOR_TERM_EES

Tentative Resolution Information: OneUSG Connect Support is working on a resolution to provide practitioners view only access to the direct deposit page for terminated employees. Practitioners where the employee is in an active status will have access to update the direct deposit page. We do not have an estimated time for when this issue will be resolved. We 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.