



Resolved Known Issue: KI9.2-004-MSS: Issue with MSS Security Request (Cohort 4 Only)

POSTED: January 23, 2019

STATUS: Resolved

IMPACT: UGA Practitioners and System Managers may receive an error message using the security request in Manager Self Service (MSS). All other MSS transactions are working.

Resolution Information: This issue has been fixed so security requests can be made in OneUSG Connect following the navigation – Manager Self Service > Forms > Submit Security Request.

Original Known Issue Details

Functional Workaround: UGA Practitioners and System Managers may submit an incident to oneusgsupport@uga.edu. Please include all details of the security request when submitting the incident so it can be approved at the department level.

Tentative Resolution Information: We are actively working this issue and will provide additional information as it becomes available.

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

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