



## Resolved Issue: KI9.2-005-ESS – Not All Tiles Are Showing on Mobile Devices

**POSTED:** October 9, 2018

**STATUS:** Resolved

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**IMPACT:** When employees access OneUSG Connect Employee Self Service on a mobile device, they may not see all of the tiles they would when logged in on a computer. The number of tiles missing is varying from device to device. Now, all of the tiles are visible on a mobile device.

**Resolution Information:** The issue is resolved.

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**Audience:** Employees, Managers, Practitioners, Applicants

**Known Issue:** When employees access OneUSG Connect Employee Self Service on a mobile device, they may not see all of the tiles they would when logged in on a computer. The number of tiles missing is varying from device to device.

**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.