



Resolved Known Issue: KI9.2-008-ESS: Intermittent Issues when Searching Company Directory

POSTED: December 20, 2018

STATUS: Resolved

Resolution Information: The below known issue is resolved.

Audience: All Employees

Known Issue: OneUSG Connect Support has received reports of intermittent issues with global search functionality when trying to search the Org Chart and/or Company Directory in OneUSG Connect.

Functional Workaround: Users may still interact with, navigate the org chart, and drill down to the particular user they are searching for by following the institution's reporting structure.

Tentative Resolution Information: The issue is being reviewed to determine root cause and possible solutions.

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.