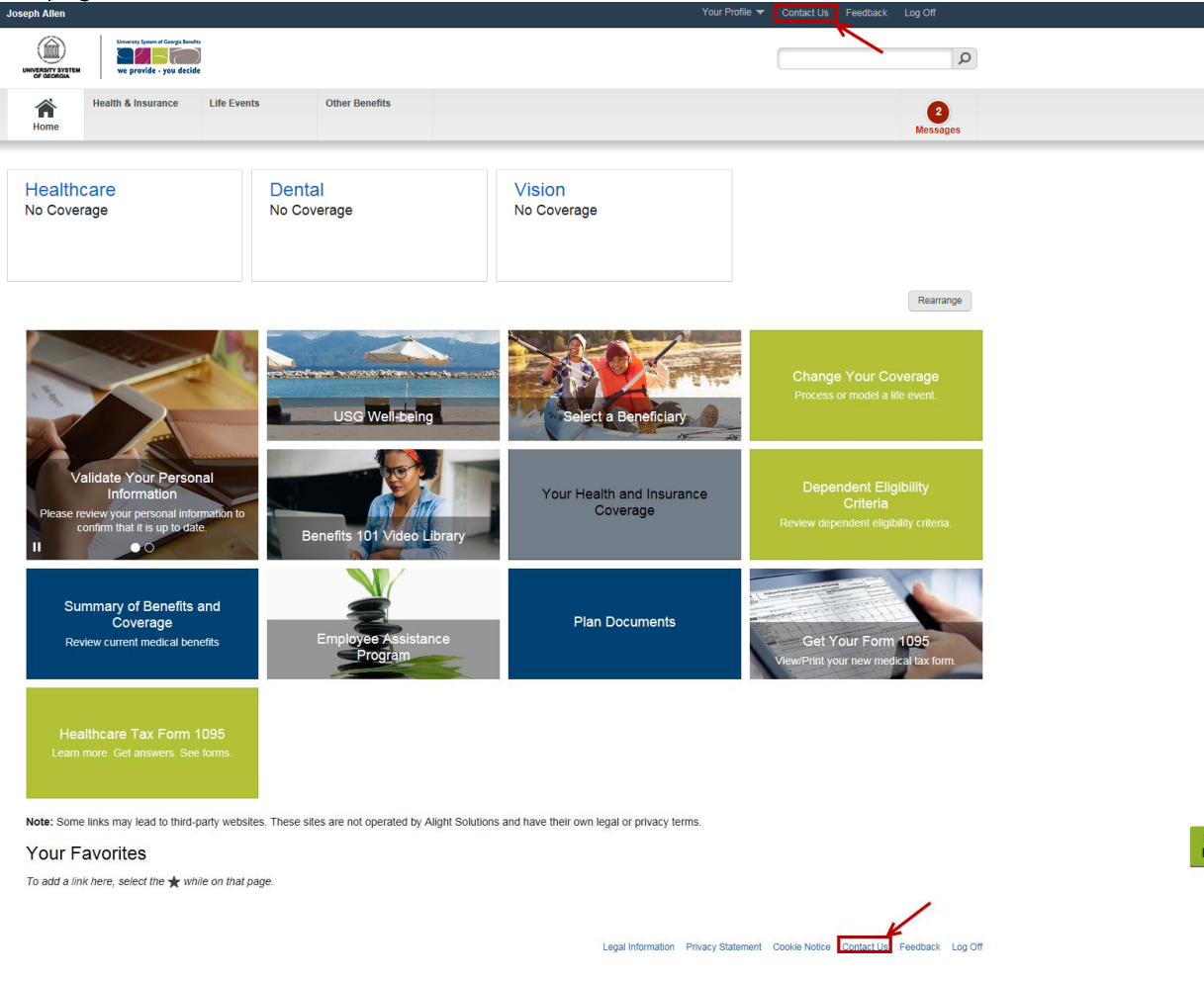


# Service Connect Prod Verification - Linking from UPoint

As part of the production validation process, the following screen prints show what should happen from linking from UPoint to Service Connect.

#	Step	New Function
1.	Access UPoint Production site via direct URL: <a href="https://myswbenefits.com">myswbenefits.com</a>	No Change
2.	<p>From the UPoint Home Page, navigate to the Contact Us page (either from the header or footer of the page):</p> 	No Change
3.	On the Contact Us page, several sections appear (e.g. Health & Insurance, Your Spending Accounts, Other Benefits, etc.) Under all these, click the <b>Submit a Request</b> link.	Revised Look

**Contact Us**

Review the topics below to determine where to direct your question.

- + Health & Insurance
- + Your Spending Accounts
- + Other Benefits
- + Human Resources / Institution Information

To request assistance from the OneUSG Connect – Benefits Call Center, please [Submit a Request](#)

[Legal Information](#)
[Privacy Statement](#)
[Cookie Notice](#)
[Contact Us](#)
[Feedback](#)
[Log](#)

4. Once clicked, a new window/tab will open and the following page should show:

The screenshot shows the OneUSG Connect portal interface. At the top, there is a navigation bar with a home icon, 'Requests', 'Activities', and 'Reports' links, and a search bar. Below the navigation bar, a message states: 'All Date / Time fields are displayed according to Eastern Time (America/New\_York)'. There is a 'Create New Request' button. The main content area shows a 'Request List Views' dropdown set to 'My Open Requests' and a 'Sort By' dropdown set to '--Select--'. Below this, there is a 'Records Per Page' dropdown set to '10'. The primary request entry is for ID '01613617' with the description 'Customer Service - Access - Authentication Support'. Details for this request include: Request Description: test; Full Name: Jane.Doe000031031; Request Due Date: 5/8/2017 1:12 AM; Created Date: 4/25/2017 1:42 AM; Reworked Request: ; Open Activities: 2; Request Status: External Info Needed; Priority: Standard; Partner Urgency: ; Volume of Target Contacts: 0.

5. Once on this new site, click the links mentioned below – Home page (i.e. house icon), Requests, and Activities. The page will refresh with each click with the resulting screen below:

The screenshot shows the navigation bar of the OneUSG Connect portal. It features a home icon (house), and three text links: 'Requests', 'Activities', and 'Reports'. Red arrows point to each of these elements. The logo for the University System of Georgia Benefits is visible on the left side of the navigation bar.

- Home page



Welcome to OneUSG Connect - Benefits Customer Care Support

On this site, you can submit requests to the Customer Care Center, review status, and provide more information when needed.

Role Selector: Client Partner User

Use the Role Selector to create, submit and view content specific to your role within your organization.



All Date / Time fields are displayed according to Eastern Time (America/New\_York)

Recently Viewed

01500212  
Standard - In Progress - 4  
John Doe000031007  
0081296 - USA - sweeta 2

**Add a Target Contact**  
Target contacts are people who the Request is about/for. They are not aware of the Requests about/for them, unless explicitly added.

Requests



All Date / Time fields are displayed according to Eastern Time (America/New\_York)

Request List Views

- My Open Requests
- My Closed Requests
- My Open Requests
- My Requests
- Recently Viewed
- USG All Requests
- USG Closed Requests
- USG Open Requests

Sort By

--Select--

Request Due Date : 5/8/2017 1:12 AM  
Created Date : 4/25/2017 1:42 AM

Open Activities : 2  
Request Status : External Info Needed

Priority : Standard  
Partner Urgency :  
Volume of Target Contacts : 0

Activities



All Date / Time fields are displayed according to Eastern Time (America/New\_York)

Activity List Views

- My Action Needed
- My Action Needed
- My Activities
- My Open Activities
- Recently Viewed
- USG All Open Extr Escl Activities
- USG Client EE Extr Activities
- USG Client Extr Activities
- USG Closed Activities
- USG Open Activities

Sort By

--Select--

Request Date Opened : 4/25/2017  
Request Due Date : 5/8/2017 1:12 AM

Reports



Report Folders

Service Connect Client Reporting

REPORT NAME	DESCRIPTION
Activities Cancelled	Displays Cancelled Activities
Activities Closed	Displays Closed Activities
Activities Created	Displays Activities Closed, Open & Cancelled
Activities Open	Displays Open Activities
Activities Open Due Today	Displays Activities Due Today
Activities Open Overdue	Displays Past due Activities
Requests Open	Displays Request Open
Requests Open Due Today	Displays Request Due Today
Requests Open Overdue	Displays Past due Requests
Requests Open by Age Group	Displays Open Request by Age

No Change

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