

ANNOUNCEMENT

TO: GeorgiaFIRST PeopleSoft Financials Users

POSTED: September 29, 2023

SUBJECT: SSO Link from OneUSG Connect into Alight Availability Issue - Distributed on Behalf of Alight

OneUSG Connect has discovered and reported an access issue that you may have experienced if you have attempted to log into your OneUSG Connect - Benefits Portal or Electronic Customer Service (ECS). The Alight team is urgently working to resolve this matter.

This error impacts Employees' ability to access their benefits through Manage My Benefits. Practitioners are also not able to access Employees' benefits or TeamSpace at this time.

If immediate assistance is needed, please refer your employees to the OneUSG Connect-Benefits Call Center as needed at 844-587-4236 for assistance.

As we receive updates and/or resolution to this matter, we will notify all.

Thank you for your patience.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).