



Resolved Issue: KI9.2-007-HR: Incorrect Business Emails Listed in Personal Data

POSTED: April 9, 2018

STATUS: Resolved

IMPACT: Employees who previously held a primary job at Kennesaw State University (KSU) should now have the business and preferred email from their current institution instead of their previous KSU email address.

Resolution Information: Each impacted institution was identified and contacted about the issue. OneUSG Connect Support corrected the information and the Phone Email Update process has been restarted.

Original Known Issue Information

Audience: Cohorts 1, 2, and 3 employees and practitioners

Known Issue: A recent automated process to update phone and email addresses caused a select population of employees' business email addresses to be over-written. Impacted employees previously held a primary job at Kennesaw State University (KSU) but now have a primary job at another institution. The error caused the system to list the employee's previous KSU email as their business and preferred email, removing their current business email.

Functional Workaround: No workaround is available.

More Information and Support: Contact OneUSG Connect Support at sscsupport@ssc.usg.edu or 877-251-2644 (toll free).

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