



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

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**POSTED:** April 9, 2018

**STATUS:** Resolved

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**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.

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### 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](mailto: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](http://www.usg.edu/oneusg_connect) under Practitioner Services.