

## PeopleSoft Upgrade FAQs – September 2017

### What is happening?

The current version of PeopleSoft/Self-Service is being upgraded and will have a new look and feel with a more user-friendly interface.

### When will the upgrade take place?

The switchover is planned for the weekend of September 15 and system outages will occur. The current system will go down on Thursday, September 14, 2017 at 5:00 pm and the new upgraded version will go live on Monday, September 18 at 6:00 am.

### Who is impacted by the upgrade?

Anyone who uses PeopleSoft/Self-Service will be impacted – all Emory University faculty and staff, and employees of Emory Healthcare.

### How will this change upgrade impact me?

During the outage timeframe:

- No transactions can take place in PeopleSoft, so please plan ahead (no hiring transactions, leave requests/approvals, enrollment in benefits, etc.).
- You will still be able to view your paycheck during the outage.

Once the new upgrade goes live, check it out! Log into a new tile-based homepage. Navigation will also be different. It may take a little while to get used to where things are, but the system is pretty easy to navigate.

The upgraded version will provide several new features:

1. **Total Rewards Statement:** Employees can now view their total rewards statements online! The initial statement will cover the period from January 1, 2017 through June 30, 2017. After this, statements will be created quarterly, with the next quarter running shortly after September 30.
2. **Mobile-Friendly Paycheck View:** Employees will now be able to view their paychecks from a mobile device.
3. **Employee Search:** Allows for a quick look-up of an Emory employee's email and office phone number.
4. **Manager Dashboard:** Gives managers an overview of their direct reports, including their job information as well as birthday and anniversary alerts.
5. **Easier Updates to the Emory Online Directory and Office 365:**
  - Employees will now be able to update how they want their name to appear in Emory's online directory and Office 365 by entering a "Preferred Name" in PeopleSoft Employee Self-Service. (Student information will continue to come from OPUS and must be updated there.)

- Additional information for the online directory can also be entered in the employee's profile through Self-Service: Professional Title, Honorifics, and Building and Room assignment.

## **What do I need to do?**

### **Prior to September 15:**

- Go to <https://leo.emory.edu> to verify your Emory Office telephone number and to enter a Preferred Name, if needed. You will find these under Self Service> Personal Information. You will see a link to Preferred Name and the phone number is under Personal Information Summary. Your office phone number is your work phone number where colleagues reach you to conduct Emory business.
- Complete any outstanding HR and Benefits updates. Be sure to plan ahead as you will not be able to make any updates during the system switchover.

### **During the switchover:**

No direct action is needed from you; the upgrade will happen automatically. Be sure to plan ahead so that you will not need to use the system over the weekend of September 15.

### **On or after September 18:**

- Check out the new Employee Search and the Emory Online Directory to ensure we have your latest information. Go to <https://leo.emory.edu>, Self Service > Employee Search and search by your name to view how your data currently appears.
- To make updates to your data, select the Personal and Professional Information tiles. Under Personal Information, you will find Personal Details, which includes Contact Details such as home and work phone numbers, and Preferred Name. The Professional Information tile opens your profile and includes a section for Emory Online Directory data.
- Emory Office Phone and Fax, Preferred Name, Professional Title, Building/Room, and Honorific entries made through Employee Self Service will display in the Emory Online Directory within 48 hours. The online directory is public facing, so Preferred Name and Professional Title should be appropriate for business use.

## **Will time and attendance change as part of this upgrade?**

No. Time and attendance and exempt leave tracking will not change.

## **Is training available?**

No. Because the changes with the new upgrade are fairly minimal, training was not determined to be necessary.

## **Where do I go for help after go-live?**

If you have any questions, problems, or comments, please contact the Emory UTS Service Desk at (404) 727-7777 or the Emory Healthcare 8HELP Service Desk at (404) 778-4357 (8-HELP). You may also submit an IT support request at <http://help.emory.edu/>.