This update email is being sent to HR Officers, HR/Payroll TIPs and Campus Working Group members, and OHR staff. OHR will send these daily updates as needed through the go-live and immediate post go-live periods. Please share with the ConnectCarolina HR/Payroll users in your school/division.

Today’s update is primarily in response to several questions asked at today’s face-to-face TIP meeting. We will have another meeting for TIPs next Friday.

Current Status: Up and running.

ConnectCarolina HR/Payroll will be available 7 a.m. – 7 p.m., Monday – Friday, and 7 a.m. Saturday to 6 a.m. Sunday; there is a maintenance outage window Sunday 6 a.m. to 1 p.m. Full 24-hour access is expected to be available beginning in November.

Top Issues:

- The first payroll from ConnectCarolina was issued today. Payroll Services is aware of several corrections needed for the biweekly paystubs. Please be assured that employees were paid at the correct rate and for the correct number of hours. A clarifying communication will be sent on Monday.

- We have a known issue where approvers are unable to enter comments on an ePAR when recycling the action. We have an enhancement request in place and hope to have this fixed in the next several weeks. Temporary workaround is for the approver to email or call the originator.

Important Reminders:

- Click here for information on getting new access, changing access or deleting access to ConnectCarolina and InfoPorte. A supplemental form for HR access, which requires approval by the HR Officer, is here. If you have a problem with your access, contact the help desk.

- Once a request for ConnectCarolina access is submitted, it goes through an internal workflow. First, it is approved by OHR, which determines that the request falls within the parameters for number of seats set as part of the HR transformation. Next, the request goes to the project’s change management team, which will register the prospective user in the next scheduled training programs. After training is complete, the request will go to ITS Security, which will grant access to the production environment. We realize that this process is taking several days at this point due to the volume of activity associated with go-live. We are trying to streamline this process and have responses to you more quickly.
There were several questions and concerns about HR representatives being able to see employee payroll information. While there will be future discussion around this topic, at this time, we wanted to be sure you had the attached instructions. Both of these attachments will be included on HR Community.

- How to find your InfoPorte Administrators and Access Request Coordinators’ names in InfoPorte.
- How to locate the check register information in InfoPorte.

**Resources and Documentation:** The ConnectCarolina training team is offering a series of mobile labs across campus for users: open-ended, drop-in sessions to ask ConnectCarolina experts anything. Find out more information about **when and where the labs are being held**.

At [ccinfo.unc.edu](http://ccinfo.unc.edu):

- A [PDF version](#) of your *ConnectCarolina Actions for HR Representatives* guide (sign in with your Onyen to access it).
- A searchable [online help file](#) containing that content, plus the information from all other training guides (HR and Finance). You can also find it by clicking the Help link in ConnectCarolina.
- [Computer-based training](#) sessions on a variety of topics.

At [hrcommunity.unc.edu](http://hrcommunity.unc.edu):

- A [workflow summary](#).
- [Screenshots by role showing the Home Page options and Start an ePAR options](#) these are available to help you ensure your access is correct on Day One.
- The [business process change guide](#) in HR Community includes reminders on what ePAR is used for each transaction type and whether you can have multiple ePARs in the system at one time.

**Technical questions** should be directed to the Business Systems Help Desk at 919-962-HELP, or submit a help ticket online at help.unc.edu (beginning Oct. 1, select ConnectCarolina > ConnectCarolina HR/Payroll > the appropriate area of concern). Your help ticket will be answered by a team dedicated to working on HR/Payroll questions and issues.

If you have questions or suggestions for content, email [kathy_bryant@unc.edu](mailto:kathy_bryant@unc.edu).