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.

Note: We’ve added a “Tips and Tricks” section to the email. Check there for helpful hints! If you have items to share, email kathy_bryant@unc.edu.

Mark your Calendars:

- The weekly face-to-face HR/Payroll TIP meeting is tomorrow, Friday, from 10-10:45 a.m. at AOB, in training room 1501A.
- We had a good turnout at today’s HR Rep meeting, and answered many questions! Plan to attend the next session on Thursday, Oct. 23, 9:30-10:30 a.m. in Hamilton 100.

Top Issues:

- If you have an issue or problem that affects payroll for tomorrow, please enter a critical ticket. If you have already entered a ticket on the issue, call the Help Desk and request to have your ticket changed to critical. Typically, “critical” is used very sparingly – usually for items that require action due to proximity to a payroll deadline or are causing problems for multiple users.
- We are aware of two issues with the online campus directory:
  - New hires are being added to the directory after the hires are approved but prior to their effective dates
  - The home address/phone flags for new hires are defaulting to public rather than private
- ITS is expeditiously pursuing a repair for this. In the meantime, we have informed central offices to refrain from approving future-dated hires until a short-term fix can be put in place in the next few days. For temporary hires, we ask schools and divisions not to process future-dated actions until the fix is identified.
- We are aware that there are HR actions that are stalled at Authorized. The project team is manually reviewing each action, with a focus on SPA positions that need to process to payroll for tomorrow’s deadline. Originators will be contacted individually to resolve any issues as needed.
As a reminder: you may wish to check attachments on actions entered on Monday, Oct. 6. Emails were sent to each originator, but we strongly recommend that originators check any actions entered on Monday that included attachments to confirm that the attachments are viewable. If they are not, the safest course of action would be to withdraw the action and enter a new transaction with the attachments.

The View an ePAR function appears to be working after a fix was applied last night.

The Affiliate Request System is working correctly for basic originators.

Refresh timing with the portal worklist should be improved thanks to a fix late yesterday.

Daily worklist email notifications should begin going out by the end of this week (in the meantime, check your worklist regularly to see if there are actions waiting for you)

Important Reminders:

The next biweekly payroll run deadline in ConnectCarolina is this Friday, Oct. 10. All SPA actions must be entered and fully approved by 5 p.m. Friday to be paid as part of BW07 on Oct. 17. All EPA actions must be submitted to the appropriate central offices for approval by Oct. 15.

Use of University systems, including ConnectCarolina and InfoPorte, is governed by University policy. All users must review the policy and indicate their agreement here. If you have not completed this, please do so as soon as possible.

We have been monitoring completion of CBT training for basic originators, student originators and approvers, and have seen a significant increase in completion levels this week. However, there are still a large number of users who have not completed the required training. Given the impending payroll deadline and the recent issues with viewing ePARs and attachments, we will wait until Monday, Oct. 13, to begin revoking accesses. We are sending HR Officers and TIPs a list of all users in their school/division who have not completed training, using the most recent training data. In addition, we will also directly contact individuals who have not completed their training via email. You can check whether you have completed training by going to the CBT page on ccinfo.unc.edu. Log in, and at the bottom of the page, click Check your training results. Training requirements for all roles except HR reps can be completed via computer-based training (CBT). Click here to see available CBTs. (As a reminder: basic originators must take the three Funding CBTs and the Adding or Updating Affiliates CBT; student originators must take the six Student CBTs; approvers must take the Understanding Workflow and Viewing and Approving an ePAR CBT. Basic and student originators and approvers may find the two CBTs listed in the General category helpful.)

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. We realize that the access request 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.

Tips and Tricks:

If you are trying to approve an action and you receive a “data conflict error,” it may be that another approver is also working in the same form. Wait a few minutes and try again.
For new hires, if the person has more than one job, please process only two hire actions at first; ConnectCarolina has difficulty processing more than two new jobs at one time for new hires. Once the first two jobs have executed and written to the system, additional jobs can be added.

As a reminder: You cannot create a position and then go back and initiate a change on a separate action with the same effective date. We are seeing this occur often, particularly with student positions.

We are experiencing an issue when users process lump sum payments with dates prior to those allowed during go-live (Oct. 1 for EPA; Sept. 22 for SPA). If you need to make a retroactive lump sum payment, specify the actual work start date and work end date, and use Oct. 1 (EPA) or Sept. 22 (SPA) as the effective date. Place a comment in the justification noting the date discrepancy is due to ConnectCarolina go-live. Central offices are aware of this change, and OSR has said that doing this will not cause any issues for eCRT.

**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 [infoporte.unc.edu](http://infoporte.unc.edu):

- A list of the Access Request Coordinators (ARCs) and InfoPorte admins for each school/division.
- After you log in, navigate to Tools > Data Dictionary > General Info for additional helpful resources.
- The *Introduction to InfoPorte* CBT should be available by the end of next week.
- A communication for ARCs with InfoPorte tips will come out in the near future.

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.

Functional, business process or other general questions – plus any tips you have to offer – can be added to the [ConnectCarolina user discussion forums](#).

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