This update email is being sent to HR Officers, HR/Payroll TIPs and Campus Working Group members, and OHR staff. OHR will send these updates each week and as needed for the next several weeks. Please share with the ConnectCarolina HR/Payroll users in your school/division.

Top Issues/Updates:

- **NEW! User Group meetings scheduled:** You are invited to attend ConnectCarolina User Groups meetings for a deep dive into hot topics affecting campus users. The meetings are open to anyone who uses ConnectCarolina and will initially focus on issues around the Finance and HR/Payroll implementation. For more on upcoming meetings and topics, check the User Groups page of the CCInfo website.
  - Joint HR and Finance kickoff meeting: Feb. 6, 11 a.m. to noon, Genome Sciences Bldg., Room G100
  - First Finance topic: Key Financial Concepts: Feb. 20, 11 a.m. to noon, Hamilton Hall, Room 100
  - First HR topic: Managing Student Actions: Feb. 25, 9-10 a.m., Toy Lounge, Dey Hall

- **NEW! Paycheck Support role:** The project team plans to launch the paycheck support role next week. This role will allow a small group of HR representatives to have access to view the information in other employees’ paychecks, so they can answer employee questions related to taxes, benefits, deductions, etc. Training documentation for this role will be made available.

- **NEW! ePAR file transfers:** The project team has discovered an issue where some attachments are not being transferred to Job or Position Data when the ePAR is executed. The project team is working on the issue and hopes to have a fix in place in a few weeks. In the meantime, users can still access the attachments via the ePARs they were submitted with.

- **Submitting tickets:** Users should call the Help Desk when they are unsure who to contact for issue resolution. While users may have worked with a specific consultant or BA for another issue, any new issues must be submitted via a Remedy ticket, not by calling or emailing individuals directly. This is the fastest way to obtain assistance and allows the project team to be able to track issues to determine the scale of the impact to all users. Please note that the Help Desk staff may reach out to you via email for more details or to request action on your part. Please respond promptly to any requests from the Help Desk so actions can be handled timely.

- **Reminder:** We have seen several cases over the last week where employees have moved from one employee class to another (e.g., SPA to EPA, or grad student to postdoc) and the department later tries to process a lump sum payment for the old job. Lump sums must be processed before the job change or termination.

- **Reminder:** Past digests are available on the HR Community website under News, and on the CCInfo website under Issues/Fixes.

- **We had a tremendous response to the Terms of Use reminders.** Thank you for your diligence and responsiveness!

Tips and Tricks:

- **NEW! Speeding Up Access Requests:**
  - Please be sure that the InfoPorte access form exactly matches the paper HR system access form. Access will not be granted if the two forms are different, and recycling that back for clarification will take extra time.
  - You’re probably aware that training is required for granting access to ConnectCarolina. A tip for speeding access requests along is to ensure that the person requesting access signs up for all applicable training beforehand.
    - Some training can be completed through CBT. This includes access for basic originators, student
originators, and approvers on the HR side, and for those managing assets on the Finance side. Computer-based training is available here: https://itsapps.unc.edu/ITSSelfStudy/CCCBT.

- However, for HR representatives and those needing access to update person information—the training team will sign those people up when their access request is approved at the first level.
- To see what training is required for which roles, refer to the list of role descriptions, available here: http://ccinfo.unc.edu/access/access-roles/.

Upcoming Deadlines and Reminders:
- Upcoming deadlines for B15:
  - Friday, Jan. 30 at noon – payroll lockout begins
  - Tuesday, Feb. 3 – payroll lockout ends
  - Friday, Feb. 6 – payday

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.