



## TeamWorks HCM System Updates October 2022

TeamWorks HCM System Updates are coming October 11, 2022! The system will be down October 7<sup>th</sup> at 2:30 pm and will be back online by October 11<sup>th</sup> at 7 am. These PeopleSoft updates will continue to support strategic goals, business objectives, and regulatory requirements.

### Benefits of the HCM System Updates

- Improved navigation to streamline access to information and key pages
  - Consolidated tasks, alerts, reports, and queries provide a single, secure, role-based WorkCenter
  - New mobile features available on compatible mobile devices
- Note: WorkCenter functionality will not be available on mobile devices

### Resources to introduce users to the new features

- Visit the [HCM System Updates website](#)
  - Live Webinars – **NEW – Recordings have been posted**
  - What's New in ESS and MSS?
  - Announcements
  - Job Aids
  - Short Introductory Videos
  - Pre-Recorded Training Videos
  - FAQs
- User Productivity Kits (UPKs) will be updated to reflect the new changes

### Tentative key dates

- User acceptance testing: Complete
- **System downtime: 2:30 p.m., Oct. 7 until 7 a.m., Oct. 11**
- Go-live: **7 a.m., Oct. 11**

### How to prepare for go-live

- Ensure you have [set up your password reset security questions](#)
- Verify you are using [supported browsers](#)
- Visit the [HCM System Updates website](#)
- [Save the navigation of your current Favorites](#) (suggested if you would like to use your current Favorites after the updates)
- Please share this information with all system users

### Post go-live information

- Users will continue to use the same URL to access the HCM system
- [Instructions to Clear Browser Cache](#) – after go-live prior to logging into the system, clear browser cache to ensure the application functions properly



- [Instructions to Recreate Favorites](#) – many of the favorites should carry over, but some may need to be recreated
- Post go-live support:
  - For questions or support, contact the Customer Service Center (CSC) for SAO or the DOAS Helpdesk for HRA - ePerformance (details below).



**QUESTIONS:** SAO – TW HCM  
Customer Service Center  
404-657-3956  
888-896-7771  
[hcm@sao.ga.gov](mailto:hcm@sao.ga.gov)  
[sao.georgia.gov/twhcmsupdates](http://sao.georgia.gov/twhcmsupdates)

HRA - ePerformance  
DOAS Helpdesk  
404-657-6000  
[HRA@doas.ga.gov](mailto:HRA@doas.ga.gov)  
[doas.ga.gov](http://doas.ga.gov)