GA@WORK

Frequently Asked Questions
Core HR

Introduction
This Frequently Asked Questions (FAQ) document is designed to answer Core HR questions about the GA@WORK implementation.

Best Practice
The use of this FAQ is interactive by selecting "Ctrl" and "F" simultaneously on your keyboard and using the search box for a keyword search.

Question 1: How will GA@WORK help me as a Core HR user?

Answer: GA@WORK will enhance Core HR users' experience by providing easier Employee Self-Service features, enabling efficient data management, and offering new learning opportunities. The platform's user-friendly interface and mobile access streamline HR processes while integrated learning tools support continuous employee development.

Question 2: When you hire a person before the actual effective date and they do not show up on the day they are hired, can you delete that new hire from GA@WORK?

Answer: It depends on when the no show is identified. If the new hire does not have any pay results generated at the time, you can rescind the hire process. If they do, you can terminate them as of their hire date.

Question 3: Will seasonal associates continue to use the same position number so the next associate can be hired in a timely manner?

Answer: No; workers must have a unique position number. However, positions can be left open when they vacate to expedite the rehire process.

Question 4: Can you view what other state agencies a new hire candidate may be working for or have worked for in the past?

Answer: In GA@WORK, you can view the employment history of new hires, including their previous or current positions with other state agencies. Please note that not all job history will be transferred to GA@WORK. Only active employee details and year-to-date termination information will be included.

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Question 5: Are there any special conditions for rehired retirees?

Answer: Rehired retirees have the same conditions in GA@WORK as they do in the legacy system. State policy has not changed regarding rehired retirees. All conditions of employment remain the same in GA@WORK.

Question 6: Will GA@WORK recognize an employee who is being re-hired after a period of more than a year?

Answer: If a person is being rehired who terminated before 1/1/2025, they will not have a record to rehire into in GA@WORK; however, they can be identified as a rehire by referencing PRISM (the legacy system data archive in GA@WORK), and then can be entered with a "rehire" reason for reporting purposes.

Question 7: Will GA@WORK make distinctions between different levels of government as it relates to hires and transfers?

Answer: No, there will not be distinctions between the different levels of government as it relations to hires and transfers in GA@WORK.

Question 8: How will you able to select and enroll pension plans for new hires?

Answer: HR and Benefits professionals will still need to select a pension plan for new hires and for employees whose eligibility changes due to a change in hours or employee status. However, GA@WORK will only display pension plans within the retirement system for which the employee is eligible.

Question 9: Do you search for an employee by their legal name or by their preferred name?

Answer: Either name; you can search in GA@WORK for an employee by either their preferred or legal name.

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Question 10: Is there a system requirement for employees to enter personal information into GA@WORK?

Answer: For payroll agencies using the onboarding process, new hires are required to enter their personal information during onboarding.

Question 11: Can someone besides the employee add personal information?

Answer: Yes, depending on the user's role in GA@WORK, someone other than an Employee can add personal information. Those roles include HR Partner, HR Specialist, and HR Director.

Question 12: Is there a business process for HR to verify employee address changes?

Answer: No, there is not a business process in GA@WORK to validate address changes. Validation will have to occur outside of the GA@WORK system.

Question 13: Will all employee types be housed in GA@WORK to include contractors, temps, etc., and included in all approval workflows?

Answer: No, not all contract workers will be populated into GA@WORK.

Question 14: What does "contingent worker" mean?

Answer: A contingent worker is a worker who does not receive a W2 from a state entity and is not eligible for any state benefits. All contingent workers do not necessarily need to be added to GA@WORK, but if they need system access to GA@WORK, they should be added.

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Question 15: Will GA@WORK display the hire date specific to the current agency, rather than just a general hire date on the employee detail report?

Answer: No; the hire date will not show for every agency they have worked at in the State of Georgia. Historical data will be available in PRISM (the legacy system data archive in GA@WORK).

Question 16: Can you view who makes updates to an Employee profile with a timestamp?

Answer: Yes, depending on your security role(s), you can view who made an update and when it was made by accessing the worker history report from a worker profile.

Question 17: Is there a timeframe that uploaded documents will be available?

Answer: No. Uploaded documents are available indefinitely.

Question 18: How much history will be retained in GA@WORK?

Answer: GA@WORK will retain all active employee data at the time of go-live and all terminated employee data as of January 1, 2025. Historical data will be retained in PRISM.

Question 19: Will the inbox function serve as a next step/task function to help move internal data changes along rather than a communication/email type inbox?

Answer: Yes, the GA@WORK inbox function will be used to help move data along within GA@WORK, reducing the reliance on external email for managing tasks. This feature streamlines the process and ensures that all necessary actions are managed directly within GA@WORK.

Question 20: Will non-payroll departments be able to change the rights for their own department — for example, if they do not want their managers to accept resignations or employees to change their own address, etc.?

Answer: No. Business processes are enterprise-wide and cannot be altered.

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Question 21: Who begins Core HR business processes?

Answer: Different business processes have different initiators.

Question 22: How do attached agencies process tasks?

Answer: Tasks are processed the same as all other agencies if your parent agency allows full access to GA@WORK. Please see your parent HR department for additional information and guidance.

Question 23: Will transfers permit an FLSA change if need be or is that tied to position control?

Answer: Transfers allow for this change. To switch an employee from exempt to non-exempt, or vice versa during a transfer, simply update the employee's job profile to the corresponding exempt or non-exempt version. However, the FLSA status (a legacy field carried over to GA@WORK) is tied to the position and cannot be updated through the change job (transfer) process.

Question 24: Will a report be available that will show all employees on LOA and their expected return date?

Answer: Yes, provided the data is entered into GA@WORK, a report can be run that will show all employees on LOA and their expected return date.

Question 25: Will historical performance evaluation data in TeamWorks be transferred to GA@WORK?

Answer: Historical performance evaluation data in TeamWorks will not be transferred to GA@WORK and instead, will be maintained in a different system.

Question 26: Can an employee communicate they are transferring to another agency?

Answer: GA@WORK does not replace everyday agency communications. If an employee is intending to transfer to another agency, they should initiate the conversation with their manager and HR team. There is a business process in GA@WORK that will be initiated upon an employee resigning or getting hired to a different agency.

Question 27: If an employee is transferring to another state agency, can the new manager field on the job change process remain blank when submitting the transfer request?

Answer: No, the new manager field cannot remain blank when submitting the transfer request. The new manager's information must be provided to ensure proper communication and workflow within GA@WORK. This ensures that the new manager is aware of the incoming transfer and can take necessary actions to facilitate a smooth transition for the employee.

Question 28: Will a terminated employee see the reason if a manager selects a dismissal reason?

Answer: No; employees cannot see their termination reason.

Question 29: Do employees maintain access to GA@WORK after leaving employment?

Answer: GA@WORK plans to allow access for 15 months. Former employees will log back into GA@WORK using their username and password, not using single-sign-on (SSO).

Question 30: Is IT included in the job change or termination business process?

Answer: Yes; IT is included in the termination business process. Terminating a worker's GA@WORK access is an automated step within this process.

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Question 31: Can resignation routing be directed to positions in addition to the Manager and Payroll Partner?

Answer: Yes; the HR Partner will be included in resignation routing.

Question 32: Who sends a separation / Department of Labor (DOL) form to a terminated employee?

Answer: GA@WORK does not automate this process. The current process for sending a separation/DOL form to a terminated employee remains unchanged. The DOL 800 form will be delivered the HR department or the designated HR representative of the agency. This ensures that the terminated employee receives the necessary documentation in a timely manner.

Additional Questions
- Please visit our additional resources online here, https://sao.georgia.gov/gawork-resource-library
- If you have any additional questions that are not covered within this FAQ, contact your manager or reach out to Nextgen_training@sao.ga.gov.