

November 4, 2021

**TeamWorks HCM PeopleTools Upgrade System Will Be Unavailable
Friday, November 12 at 6:00 PM
Through
Monday, November 15 at 7:00 AM**

The HCM TeamWorks System will be upgraded to PeopleTools 8.58 Beginning Friday, November 12, 2021, 6:00 PM through Monday, November 15, 2021, 7:00 AM. During this time, the TeamWorks HCM application will be unavailable.

Mark your calendars and share this information with relevant staff in your agency and your employees who only use Self Service.

This upgrade will not impact how you use the system today for online transactions or reports.

With this upgrade, there are a few pages that are changing from Classic to Fluid (PeopleSoft's new page format suitable for display on phones and tablets).

The pages that are changing are:

- **Updating My Preferences (Employee Self Service)**
- **Resetting Security Password Questions (My System Profile)**
- **Resetting a Password (My System Profile)**
- **Resetting an Expired Password (Login Page)**

For more details on the new Fluid pages, please see the job aids at <https://sao.georgia.gov/teamworks/human-capital-management/hcm-news-and-announcements>.

**If you have questions, please contact the SAO Customer Service Center (CSC):
404-657-3956
888-896-7771
hcm@sao.ga.gov.**