



TeamWorks Agency Forum Q&A

Meeting Date: May 17th and 18th, 2016

Since the start of the TeamWorks Agency Forum meetings in June of 2013, SAO continues to learn from our TeamWorks end-user community on improvements that are needed, and we appreciate your feedback.

We hope you are looking forward to the next TeamWorks Agency Forum that will be conducted tentatively in October 2016. More information on this meeting will be coming in September 2016.

Questions and Answers: TeamWorks Overall

Question	Answer
<p>What is the purpose of this meeting? Are agendas sent prior to the meetings? What is the difference between clients and end-users that are referred to in the meeting?</p>	<p>The purpose of the TeamWorks Agency Forum is for SAO TeamWorks support team to have a touch point with the TeamWorks end-users. The information covered in this meeting varies from TeamWorks enhancements that are planned or in progress, to updates regarding TeamWorks Online Training, to reminders of deadlines coming up, etc.</p> <p>Agendas are not sent prior to the meetings due to the possibility that some of the content could change at the last minute before the presentations.</p> <p>For management team members in agencies, this information may be a repeat-- if they have attended a separate SAO update meeting.</p> <p>The SAO TeamWorks support team clientele are the TeamWorks end-users, also called clients.</p>
<p>How do I contact the TeamWorks Customer Service Center</p>	<p>SAO Customer Service Center (CSC) Contact Information: <i>Available Monday-Friday 8AM - 5PM (unless State offices are closed due to holiday/ inclement weather—other exceptions will be posted as they occur to HCM or Financials)</i></p>



	<p>Call 404-657-3956 or 888-896-7771 and select an option. Options and related email addresses can be found at sao.georgia.gov- then click on TeamWorks menu and then click the Customer Service Center sub-folder. Note: For quick reference - Phone Numbers and email addresses for the Customer Service Center also reside on the Sign-in page for TeamWorks Financials and HCM.</p>
<p>Can a copy of the slides of this meeting be provided?</p>	<p>After both forum sessions, the slide presentation is posted on the SAO website at sao.georgia.gov. Click on the TeamWorks folder and then click on the Customer Service Center sub-folder. There is a TeamWorks Agency Forum sub-folder on the left of the screen where you can click to find the presentations.</p>
<p>Where on the SAO website is the service level objective (SLO) chart located?</p>	<p>The SLO by Severity Level chart can be found on the SAO website by means of the following path... go to sao.georgia.gov and click on the TeamWorks menu and then click on the Customer Service Center submenu. There you will see the Service Level Objective and Severity sub-menu selection on the left side of your screen.</p>
<p>Where can we find TeamWorks training or demos? Is it up to date enough to utilize?</p>	<p>The TeamWorks Online Training (often called UPKs) provides the ability to learn about implemented modules as they are used at the State of Georgia. There are 5 methods of utilizing the Online Training tool, all of which are explained in the “How to Take TeamWorks Financials/HCM Online Training” PowerPoint located on the SAO website. Go to sao.georgia.gov and click on the Training folder and then click on the TeamWorks Training sub-folder to see the training available (http://sao.georgia.gov/teamworks-training). Click on the appropriate link for TeamWorks Financials or HCM to locate the PowerPoint presentations and training links.</p> <p>The TeamWorks Security Online Training (aimed at Agency Security Officers) is located at: http://sao.georgia.gov/teamworks-security-online-training.</p> <p>The SAO TeamWorks team continues to make updates to this Online Training as changes occur in the system.</p>



What browsers are supported by TeamWorks?	The supported browsers are listed on the SAO website: https://sao.georgia.gov/supported-browsers
---	---

Questions and Answers: TeamWorks Financials

Question	Answer
<p>Does the PeopleTools upgrade include the current setback with the old version of Excel that limits the number of lines you can run for a report from reporting tools? The old version of Excel limits the lines and gives an error message something like "error report exceeds..."</p>	<p>Yes; however, see the following instructions on how to run .CSX files which will allow you to pull them all:</p> <p style="text-align: center;">Setting Up Excel to Automatically Open .CSX Files</p> <p>Follow the steps outlined below to set up Excel to automatically open .CSX files. Note the process of setting the default program for an extension is a little different for each version of Windows.</p> <p>The TeamWorks Financials and HCM applications use a custom extension (.CSX) which is very similar to a regular comma-separated values file (.CSV). If you have Excel installed on your Windows machine, the file association for the .CSV extension is already defined, but you will have to define a new file association for .CSX files.</p> <p>Use the Windows 7 to set associations:</p> <p>If the .CSX extension has never had an association defined (e.g., a new machine), do the following to save a CSX file:</p> <ul style="list-style-type: none"> • Point to the .CSX file, and right-click to open an options drop-down menu. • Select Open. • When you see the dialog box with a message that Windows can't open this file, choose the option Select a program from a list of installed programs and then click the OK button. • Select Microsoft Excel from the "Open With" dialog box. Check the box Always use the selected program to open this kind of file and then click the OK button.



	<ul style="list-style-type: none">• If the "Open With" dialog box does not contain the Microsoft Excel icon, you can browse to select Excel. Click the Browse button and navigate to the appropriate folder to select EXCEL.EXE (for Office 2010, it generally is C:\Program Files (x86)\Microsoft Office\Office14).<ul style="list-style-type: none">❖ <i>Tip:</i> If the path above does not work, select Local Disk (C:) in the left pane, and type excel.exe in the Search box. Use the path to EXCEL.EXE returned in the search results instead.• Click the Open button to add the Microsoft Excel icon to the "Open With" dialog box.• Verify the Microsoft Excel icon is selected. Check the box Always use the selected program to open this kind of file and then click the OK button.
--	--

Questions and Answers: TeamWorks HCM

Question	Answer
When will the HCM 9.2 upgrade be complete?	Please refer to the SAO website for all updates on the HCM 9.2 Upgrade: https://sao.georgia.gov/hcm-92-upgrade