



Common Questions for the USG Shared Services

Job Tools

Issue Date 08/08/2012

OVERVIEW

The University System of Georgia Shared Services Center's Customer Support team is here to help you with your questions or concerns.

Please contact our friendly and knowledgeable Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8AM – 5PM except holidays. We invite you to call us toll free at 1-855-214-2644 or email us at helpdesk@ssc.usg.edu.

COMMON QUESTIONS

ADP Portal Questions

- Portal Navigation
- Portal Registration
- Password Resets/User ID Inquiry
- Personal Information Changes
- And more.....

Direct Deposit Questions

- Options for Direct Deposit
- Direct Deposit Set Up
- Direct Deposit Changes
- And more.....

Paycheck Questions

- Missing Check
- Direct Deposit
- Incorrect Pay/Hours
- Pay Statement Inquiries
- And more.....

eTIME (Time Reporting) Questions

- Adding the Service
- Entering Time
- Approving Time
- Requesting Time Off
- Manager Missing Employees
- General Time Card Inquiries
- And more.....

Benefits Setup & Changes

- Beneficiary Information
- Dependent Information
- System Navigation
- Life Change Inquiries
 - E.G. Divorce, Marriage, Birth of Child, etc.
- Level of Coverage Inquiries
 - E.G. What level of medical coverage do I currently have?
- And more.....