

## UCPath Roadshow FAQ

These FAQs are based on questions asked at the UCI UCPath Roadshows in October/November 2019.

### ROADSHOW FAQs

#### **What Is UCPath?**

UCPath is a systemwide project launched by the University of California (UC) to modernize its current payroll system, which is more than 35 years old. UCPath introduces new technology that will unify and standardize our payroll, benefits, and human resources for all UC employees. Once UCPath is live at all locations, every employee will have access to the same system and ability to view personnel and payroll information, sign up for direct deposit, update tax withholdings, view or enroll in benefits, see vacation and sick leave balances, and more through UCPath Online.

#### **Will UCPath Be On the With U For U App?**

Yes, there will be a button on the With U For U App that will take you to UCPath Online. You can also access via Employee Experience Center from the app.

#### **Should Student Employees Use Their Local Or Permanent Home Address?**

If you choose to receive paper paychecks, use a local home address, since paper paychecks are mailed the day before pay day and may take 2-4 days for delivery through the U.S. Postal Service. Local addresses mean less delivery time. PO Boxes will not be accepted. Enroll in Direct Deposit to avoid delays in accessing your pay.

#### **I Have A PO Box As My Home Address. Can I Use This Address?**

No. The UCPath system will not accept PO Box's.

#### **Do Beneficiaries Transfer To UCPath?**

No, they will not transfer to UCPath. You will be able to update beneficiaries in UCRAYS

#### **Will Managers/Supervisors See Personal Information?**

Supervisors/Managers will have access to information like leave and vacation balance, home address, emergency contact information and compensation history. They **will not** have access to demographic information, such as gender identity or sexual orientation.

#### **Is The Local HR/Payroll Contact Still Able To Change Personal Info On Behalf Of An Employee?**

Yes, local HR can change most information; however, there is an approval process to do so and it will take longer. It is best if the employee makes the changes via UCPath Online.

#### **Are We Getting New Employee ID's?**

Current employees will get a new employee ID, which shows on UCPath Online, but employees do not need to get a new ID card. New IDs will be tied to existing cards and ID badges.

#### **Which ID's Should I Use On Forms And Other Systems?**

Current employees should use their new ID #'s on forms and other systems going forward as soon as the ID is available.

#### **Will Our Employee ID Card Still Work At The Medical Center Gift Shop & Coffee Shop?**

Yes, your ID card will continue to work at those places where it can be used today.

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### **Which Employee Start Date Will Come Over From PPS?**

Your original start date, as well as most recent will come over to UCPath.

### **If I Currently Have Direct Deposit, Will It Roll Over To UCPath?**

Yes, Direct Deposit will roll over to UCPath; you don't need to do anything.

### **What Happens When A Bi-Weekly Employee Changes Their Direct Deposit Information On Or After January 2?**

Direct Deposit will take effect one- to two pay periods after you make any changes.

### **Does Duo Work On iPhone 6?**

The current version of Duo Mobile supports iOS 11.0 and greater. Support for older Duo Mobile versions on iOS 10.0 ended July 28, 2019.

### **For Duo, What About Employees Who Use A Token?**

A Token works the same way as the DUO on the phone for security authentication.

## **Security Questions**

Can you make up your own Security questions?"

- No, you must use the questions in the system.

Since UCPath is UC systemwide, is there a greater chance of being hacked?

- DUO is implemented system-wide to ensure a deeper layer of security.

For the Medical Center, is the NetID the same as HS ID?

- For Medical Center employees, your Login ID is equivalent to your HS ID. There will also be a separate instance of the DUO in order to log into UCPath.

Will the system ask a security question every time you login?

- The system will ask a security question when the transaction is sensitive, such as viewing pay statements.

Are the answers to the security questions case sensitive?

- No, they are not case sensitive.

### **Who Do We Contact For Questions Or Help?**

Go to your current department contact (CPO, MAABO, Payroll etc.) and/or contact UCI's local Employee Experience Center (EEC) at 949-824-0500 or visit [eec.hr.uci.edu](http://eec.hr.uci.edu).

There are 'Ask Us' buttons on UCPath Online, but recommend you not use them as the first point of contact since they go to the central UCPath Center in Riverside. UCI contacts may provide faster help.

### **What If My Pay Isn't Correct?**

Go to your current department contact (CPO, MAABO, Payroll etc.) and/or contact UCI's local Employee Experience Center (EEC) at 949-824-0500 or visit [eec.hr.uci.edu](http://eec.hr.uci.edu).

### **Can I See Paycheck Examples?**

There are several sample paychecks on [ucpath.uci.edu](http://ucpath.uci.edu). Those include: Monthly, Biweekly, Academic, Grad student. Additional samples are being developed.

### **How Will Benefits And Retirement Be Shown?**

Benefits will be shown on UCPath Online. Retirement information will be in **UCPath** and AYSO; there is a link on UCPath Online to take you there.

### **Will My Current Benefit Choices Carry Over To UCPath?**

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Yes, benefits enrollment choices will carry over to UCPath. Next year- 2020, benefits enrollment will be on UCPath Online.

### **Will Disbursements And Payment For Fellowships Or Financial Aid Be Paid Via UCPath?**

No, these will continue through Student Billing Systems or financial systems.

### **If Students Have Multiple Pay Rates And Jobs, How Will It Show Up On Pay Stubs?**

Each different job with a different pay rate will be listed separately on the paystub.

### **Will There Be Any Resources And Training For Grants And Contracts?**

Yes, there will be training on Direct Retro transactions in February and Commitment accounting overview is an e-learning course available on UCLC.

### **Schools First Notice/Special Deductions**

Schools First Credit Union sent a notice to any employees who have a special payroll deduction, that appears like this in the deduction section of current paychecks. Could be for loans, summer saver, etc.



The memo requests permission to provide account information to UCPath. These are legitimate requests. The bank needs this written permission to enable UCPath to set up this deduction as another direct deposit account in UCPath.

### **If I don't respond to the notice, what will happen?**

The deduction that you currently have will be discontinued with UCPath and you will need to make other arrangements for that deduction.

### **Will Managers/Supervisors Be Able To See Direct Reports' Vacation Balances?**

Yes, managers and supervisors will be able to see those balances and accrual rates for all employees that report to them directly or in their supervisory line.

### **How Often Will Vacation Balances Be Updated?**

Balances will be updated based on timekeeping schedule.

### **Will PPS (Payroll/Personnel System) Exist After We Go To UCPath?**

We will stop entering data in PPS in December, and it will be gone later in 2020. The only transactions that will be in PPS after December are for cost transfers of costs originally booked in PPS. There will be limited users with access to do these transfers.

### **Is There Any Help For People With Paper Paychecks?**

Paper paychecks will be mailed to home addresses the day before payday and may take 2-4 days to arrive through the U.S. Postal Service. Sign up for Direct Deposit for access to pay without any delays.

### **What Outreach Is UCPath Doing To UCI Students And Graduate Students?**

UCPath team has worked with the Graduate Divisions communications team to develop and distribute messaging via the weekly e-newsletter, social media, onboarding, and materials for distribution such as UCPath flyers, Graduate Student FAQs, fact sheets and Roadshow flyers/posters. Monthly emails are sent to all UCI employees from executive sponsor, Ron Cortez. There are plans to meet with Student Government to find additional ways to get the word out to student workers. Supervisors are encouraged to share information with students.

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### **Who Do We Call If There Is An Issue?**

1. Campus employees should contact Local Point of Contact (POC) as the first step.
2. Health Sciences and Medical Center should contact UCI's Employee Experience Center at [eec.hr.uci.edu](mailto:eec.hr.uci.edu) or 949-824-0500.

### **Can You Publish A Points Of Contacts List?**

The list will be published on the UCPath website [ucpath.uci.edu](http://ucpath.uci.edu)

### **What Is The Employee Experience Center (EEC)?**

- A UCI group for UCI employees to access information and help with payroll, benefits and Human Resources matters, including UCPath. The EEC goes live December 9.
- Health Sciences will contact the EEC directly whereas campus departments will go to their designated point of contact first.

### **What Will Happen To AYSO?**

As of January 2020, AYSO will remain in operation for historical earnings statements and W-2s (pre-2020) and for retirement information. Go to AYSO now to verify or update any personal information like home address before December 1 so it will be correct when it transfers to UCPath. When UCPath goes live January 2 you can verify your information in UCPath to ensure the information is correct.

### **Will the Login Remain the Same for AYSO, and Will I Need Duo For AYSO?**

The AYSO login will remain the same as it currently is. It is likely that AYSO will require DUO although it does not currently.

### **How Do We Look At HR Connect Evaluation History?**

HR will have the ability to access historical information in HR Connect.

### **Will Monthly Employees Be Going Bi-Weekly?**

No. Monthly employees will continue to be paid on a monthly basis.

### **Will Timesheets Remain The Same Or Be On UCPath?**

Time sheets will remain in the current system (TRS, Kronos, API, etc.). The dates they are due may change. Payroll will notify when the new deadlines are available. The schedule will be tighter and there will be an auto approve when required to accommodate the tighter deadlines.

### **Is There A Plan To Get Rid Of Sunday Timekeeping Deadlines?**

No, but you can submit timesheets earlier than the Sunday deadlines.

### **Are The Slides From The UCPath Roadshows Going To Be Posted?**

The slides are posted at [ucpath.uci.edu/roadshow](http://ucpath.uci.edu/roadshow). We encourage you to share the information.

### **For Retirement, What System Will I Use?**

Go to AYSO, which will also provide information about the new UC Rays system for retirement. You can find service credits in AYSO or UCRAYS.

### **Is UCPath Available Before January 2020?**

No it is not available to UCI employees until January 2, 2020.

### **What If Someone Doesn't Hear About UCPath Before January?**

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Anyone who goes to AYSO to see their pay statement will be directed to UCPath Online.

### **I'm Going To Be On Leave Of Absence (Loa) Soon – What Should I Do In UCPath?**

You can wait until your leave is over to sign in to UCPath, or you can access while you are on leave to check on your pay status.

### **Where Should Managers Go To Process New Hires?**

Managers should continue to work with the Human resources team within their Division to process new hires. Note that this will take longer due to new processes, so notify HR as soon as possible, at least two to three weeks before expected starting date.

### **Can I Hire People In December, Right Before UCPath Starts?**

New hiring should be done before December 1 in the current system or after January 2 in UCPath. December is a freeze on PPS transactions and the “cutover” period when we transfer the data in our current system to the UCPath system.

### **How Will Vacation Be Shown On Monthly Pay Statements?**

There will be a negative to the regular earnings for the vacation hours, and then the vacation hours are added in.