

# UCPath Projects: March Release

Topic Based Zoom

February 14, 2024

# Today's Topics

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- Annual UCPATH Upgrade
- Replace PayPath Phase 2
- Ask UCPATH Enhancements



# Annual UCPath Upgrade

## What is the Purpose?

- Stay up to date on the latest PeopleSoft HCM software
- Added Notes icon to Job Actions Summary page

## Who will this Impact?

- All UCPath users

## What to Expect

- Minimal impact to user experience
- Starting March 11, you will see a Notes icon in the Job Actions Summary page

# Annual UCPath Upgrade

## Current State

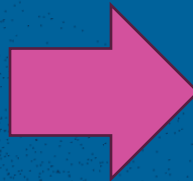
Job Actions Summary

LVD-Nicole LVD-Corona  
10419810 - 0 - Employee  
TRAINER 3

Job Actions Summary

19 rows

Effective Date / Sequence	Action / Reason	Last Updated By / Date	Job Code	Position	Reports To	Actions
10/03/2023 0	Position Change Reports To Change	Nicole LVD-Corona 10/17/2023	10419810	TRAINER 3	10419810	Actions ACA Eligibility Details <b>Notes</b>
07/01/2023 0	Pay Rate Change Across-The-Board	Nicole LVD-Corona 07/17/2023	10419810	TRAINER 3	NAL 2 Staff Career	Actions



## Future State

Job Actions Summary

LVD-Nicole LVD-Corona  
10419810 - 0 - Employee  
TRAINER 3

Job Actions Summary

For transactions with approvals, a new row cannot be added after an In-Progress row.  
Note: When making changes before a future effective dated row, please review and create a corresponding future sequence as needed.

1 row

Effective Date / Sequence	Action / Reason	Last Updated By / Date	Status	Job Code	Position	Reports To	Employee Classification	Actions
10/03/2023 0	Position Change Reports To Change	Nicole LVD-Corona 10/17/2023		10419810	TRAINER 3	10419810	2 Staff Career	Actions



# Replace PayPath Phase 2

## What is the Purpose?

- Phase 2 of the multi-year Replace PayPath project
- Additional Action/Reasons codes included in Manage Job
- Added Approvals to Manage Job
- Report enhancements for approvals

## Who will this Impact?

- Early adopters from Central Offices

## What to Expect

- No changes for transactors
- Local leadership will determine the right opportunity to release the Manage Job tile to all transactors

# Ask UCPath Enhancements

## What is the Purpose?

- Simplified case submission experience for employees
- Future Enhancement (Date: TBD):
  - Ability to self-close cases
  - Ability to reopen cases up to 3 times within one year from original closure date

## Who will this Impact?

- Employee case submission only (Submit On Behalf Of aka SOBO is scheduled for July 2024)
- All employees (and SOBO transactors July 2024)

## What to Expect

- Starting March 11, employees will be able to type in a description and the system will automatically assign a topic, category and subcategory (SOBO is scheduled for July 2024)
- Future Enhancement Topic Based Zoom (Date: TBD):
  - How to close cases
  - How to reopen cases




# Ask UCPath Enhancements

**UNIVERSITY OF CALIFORNIA** **UCPath**

**ASK UCPath ENHANCEMENTS**

**CURRENT STATE** **VS** **FUTURE STATE**

**AVAILABLE MARCH 11, 2024**

<p><b>SUBMIT AN INQUIRY</b></p> <ul style="list-style-type: none"><li>• Users have to select a topic and category</li><li>• User also provides a subject and description</li><li>• System allows only one attachment at the time of case submission</li></ul>		<p><b>SUBMIT AN INQUIRY</b></p> <ul style="list-style-type: none"><li>• Simplified experience for employees users</li><li>• Employee provides a brief overview of their issue</li><li>• System automatically determines the topic, category and subcategory</li><li>• Submitter case assist is scheduled for July 2024</li></ul>
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## CURRENT STATE

VS

## FUTURE STATE

### COMING SOON

#### PENDING CLOSE

- “Pending Close” allows a user 5 days to request additional review
- Does not apply to all inquiry types
- Inquiry auto closes if no action is selected within 5 days



#### CLOSED CASE

- Once an inquiry is closed it cannot be re-opened
- Comments made on closed inquiries are not monitored consistently



#### FOLLOW-UP CASE

- If the pending close window is missed users have the ability to submit a follow-up case
- A new case number is assigned
- Case comments, notes and attachments are not automatically transferred to the new case.



#### SELF CLOSE CASE

- All users will have the ability to close their own open inquiries or those they submitted on behalf of an employee
- UCPath assistance no longer required to close duplicate cases or cases that are resolved locally

#### CLOSED CASE

- All users can update the inquiry status from closed to reopen if their issue is not fully resolved

#### REOPEN CASE

- Ability to truly reopen a closed inquiry replaces pending closure and follow-up case processes
- Closed inquiries can be reopened a total of 3 times with one year (365 days) from the original closure date



# Ask UCPath Enhancements (3/11/24)



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Search icon | Bookmark | Log out

DASHBOARD

Ask UCPath

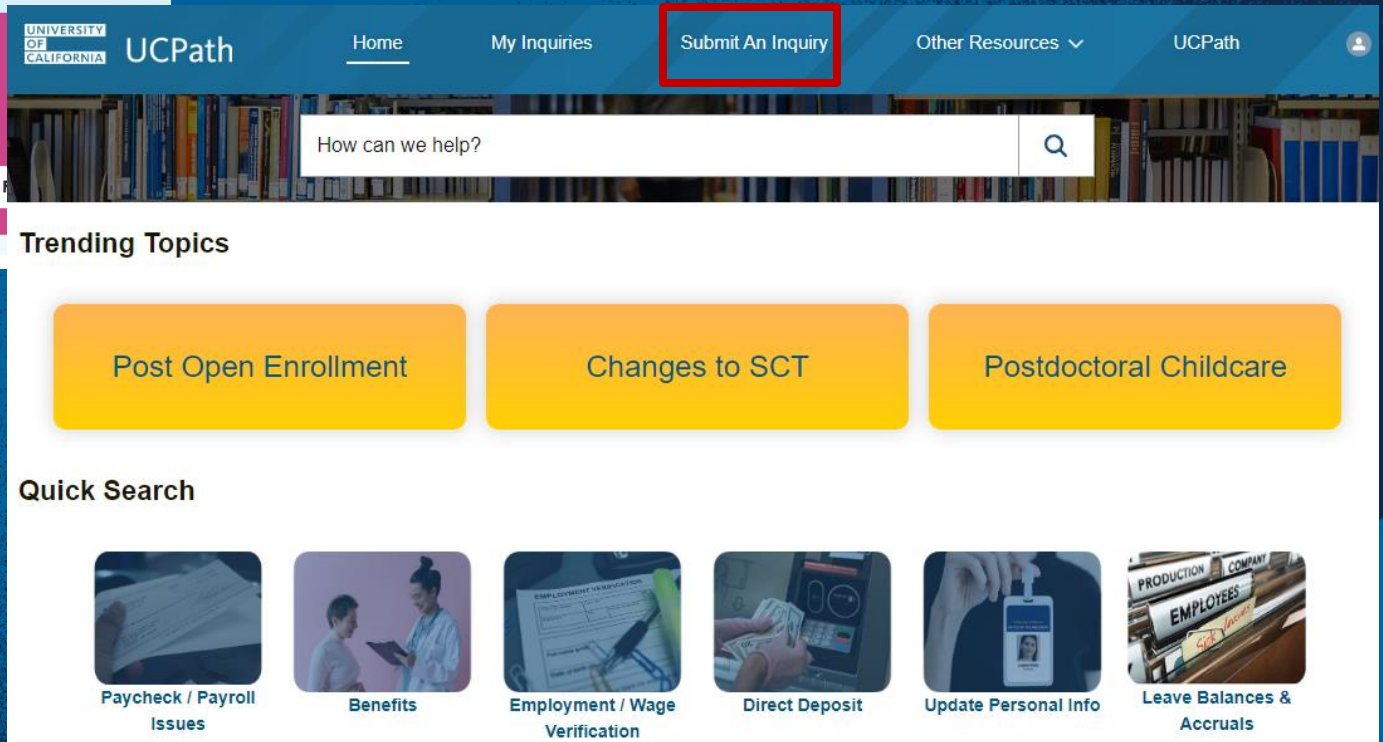


**How to View and Download Your 2023 W-2 Statement**

Your 2023 W-2 is available. Here are the instructions to view and download your W-2.

Feb 06, 2024

Hide



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Home | My Inquiries | **Submit An Inquiry** | Other Resources | UCPath

How can we help? Search icon

**Trending Topics**

- Post Open Enrollment
- Changes to SCT
- Postdoctoral Childcare

**Quick Search**

- Paycheck / Payroll Issues
- Benefits
- Employment / Wage Verification
- Direct Deposit
- Update Personal Info
- Leave Balances & Accruals



# Ask UCPath Enhancements (3/11/24)

The screenshot shows the UCPath 'Ask' page. At the top, there is a navigation bar with links for Home, My Inquiries, Submit An Inquiry, Other Resources, and UCPath. Below the navigation bar is a search bar with the placeholder text 'How can we help?'. The main content area is titled 'These are your open and recently closed inquiries.' and includes a sub-header 'MY OPEN INQUIRIES'. A table lists one open inquiry with the following details:

Date/Time Opened	Case Number	Topic	Subject
6/21/2023, 10:02 AM	01623832	Benefits	No Access to Retirement Sel...

Below the table is a 'View All' link. To the right of the table is a large empty rectangular box. At the bottom of the page, there is a link 'No, I need help with something else' and a blue 'Submit An Inquiry' button. The footer contains the text: 'University of California | UC Office of the President. © 2015 Regents of the University of California | Terms of use'.



# Ask UCPath Enhancements (3/11/24)

Progress indicator: 1 of 3 steps active

**What can UCPath assist you with?**

**Please provide a detailed description of your issue:**

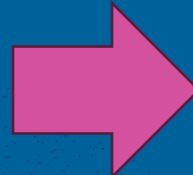
Detailed description progress indicator

**Don't know what to write?**

- \* When were you first impacted by this issue?
- \* Have you encountered this issue before?
- \* Once you have supplied a detailed description, the progress indicator will turn green with a check box.

**Next**

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Progress indicator: 2 of 3 steps active

**These resources might help**

Suggested resources based on the issue you described

I did not receive my paycheck

**Read more**

**Your opinion can help others**

Was this helpful?  Yes  No

> Job Aid: Your UC Paycheck (Nurse) - Changes to Expect

> How do I change my state withholdings if I am a nonresident alien?

# Ask UCPath Enhancements (3/11/24)

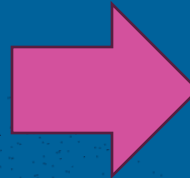
< Previous

Best Contact Email  
ucpath.tester@universityofcalifornia.edu

Best Contact Phone Number  
(510)987-0457

Upload Files  
Upload Files Or drop files

Cancel Inquiry Submit An Inquiry



How can we help?

[CLICK HERE TO REQUEST A CALLBACK APPOINTMENT](#)

Case 02022985

Status	Business Unit	Topic	Reopen Case Counter	Submitter	Date/Time Opened
Active/Processing	UC San Diego Campus	Payroll			2/12/2024, 1:33 PM

If you would like to close your case, please select a case closure reason.

Case Closure Reason: --None--

Close Case

Case Comments (0) New

CASE DETAILS FEED

Case Information

Topic	Date/Time Opened
Payroll	2/12/2024, 1:33 PM
Category	Submitter Name
Paycheck	

Attachments (0) Upload Files

Upload Files Or drop files

Related Cases (0)



# Preparing for the Changes

## Clear Pending Transactions

- Approve or cancel all transactions that are **Pending Approval** prior to cutover
- **Deadline: Thursday, March 7, 2024 at 3:00 pm**

## UCPath System Downtime

- UCPath will be **unavailable** from **Friday, March 8, 2024 at 12:00 pm** through **Monday, March 11, 2024 at 6:00 am**
- During the scheduled downtime, employees, managers, and transactors will not have access to the system

## After Go-Live

- Be sure to clear your browser cache prior to logging into UCPath on Monday, March 11, 2024
- Be sure to subscribe to our [local UCPath communications](#)
- Join our [UCPath Community of Practice](#)









# Notes

- Is this change for the entire campus?
  - **The changes are for the system and impact is listed by user population type under the impact section of each slide.**