

How Do I Search the OneUSG Connect Knowledge Base? (ESS Job Aid)

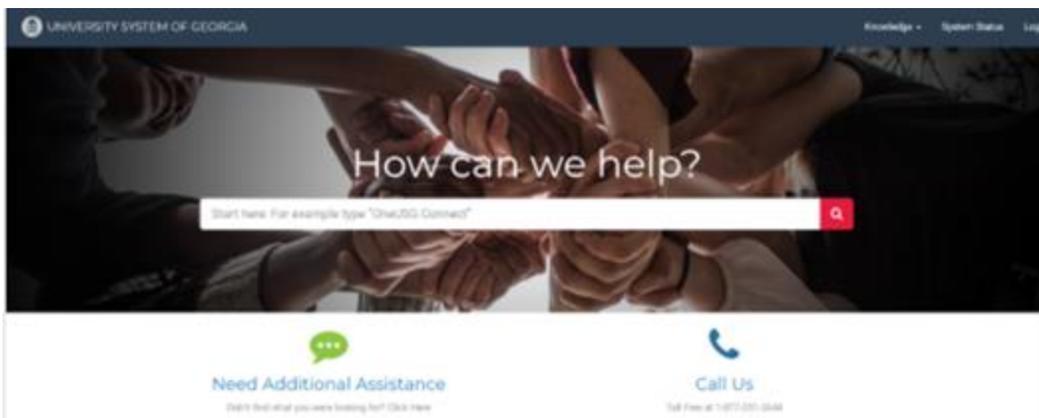
Introduction

This job aid provides instructions and tips to search for articles in the OneUSG Knowledge base from the USG ServiceNow Self Service Portal. These articles contain job aids, videos, and other resources for common questions and tasks related to OneUSG Connect.

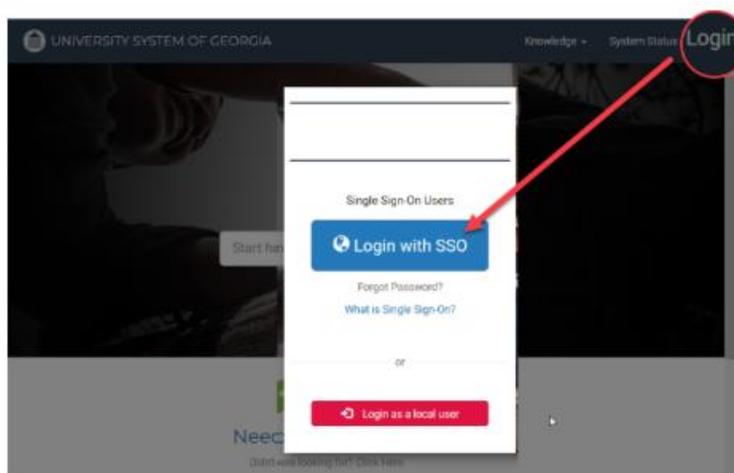
Instructions

Access the USG ServiceNow Self Service Portal:

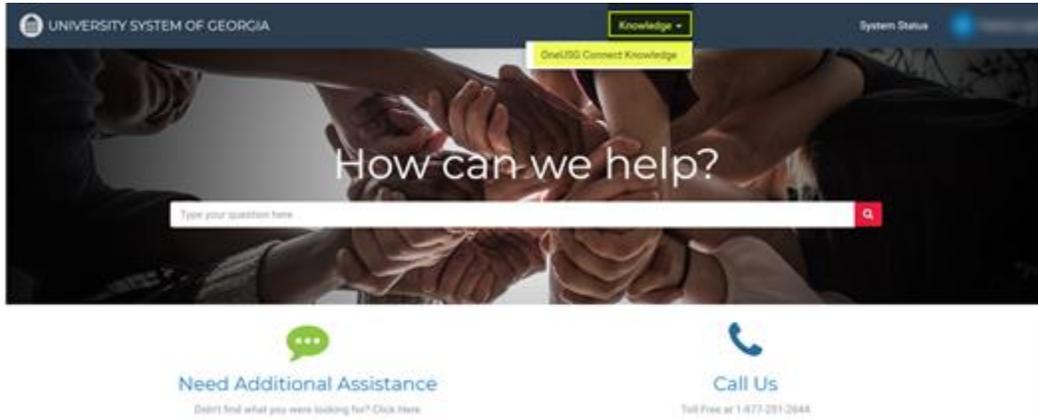
- **USG ServiceNow Self Service Portal URL:** <https://usg.service-now.com/usgsp> - Log in using your institution's single sign on (SSO) credentials.
- **OneUSG Connect Help tiles** - Click on the **Help** tile  to be redirected to the self service portal.



1. Log in to the **USG ServiceNow Self Service Portal** using your institution's single sign on (SSO) credentials.



- Click the **Knowledge** tab at the top of the page and select **OneUSG Connect Knowledge**.



Notes:

Article Tag - At the end of each article is a tag - Example: How Do I Review/Update My Direct Deposit Information? (ESS Job Aid)

This tag provides the:

- Audience the job aid is intended for:

Audience	Tag
Employee Self Service	ESS
Manager Self Service	MSS
Faculty Self Service	FSS
Practitioner	PRA

- Document type:

Document Types Tag
FAQ
Form
Job Aid
Presentation
BP Process
Reference
Video

Category - Each article is categorized based on the OneUSG Connect module or area. The following charts provide guidance of how resources are categorized.

- Employee Self Service (ESS)

Category	Resources
Benefits	Benefits resources
Payroll	<ul style="list-style-type: none"> ▪ Direct deposit ▪ Paycheck/paystub ▪ Paycheck modeler ▪ W-2, W-4, and G-4 information ▪ Charitable contributions
Self-Service	<ul style="list-style-type: none"> ▪ Clearing browser cache ▪ Personal information <ul style="list-style-type: none"> ▪ Name ▪ Home address ▪ Email address ▪ Phone number ▪ Emergency Contact
Time and Absence	<ul style="list-style-type: none"> ▪ Absence requests ▪ Absence balance ▪ Reporting time via <ul style="list-style-type: none"> ▪ Timesheet ▪ Web clock ▪ Kaba clock

- Faculty Self Service (FSS)

Category	Resources
Faculty Events	<ul style="list-style-type: none"> ▪ View information ▪ Add a presentation ▪ Add a publication ▪ Add a professional training

- Manager Self Service (MSS)

Category	Resources
Commitment Accounting	<ul style="list-style-type: none"> ▪ Direct Retros
ePerformance	<ul style="list-style-type: none"> ▪ ePerformance
Funding Management	<ul style="list-style-type: none"> ▪ Position Funding
Payroll	<ul style="list-style-type: none"> ▪ Supplemental Pay

	<ul style="list-style-type: none"> Ad Hoc Salary Change
Recruiting	<ul style="list-style-type: none"> Profile Management Recruitment
Self Service	<ul style="list-style-type: none"> My Team and General Resources Employee Job Changes Delegation
Time and Absence	<ul style="list-style-type: none"> Time and Labor Absence (Leave) Management

3. Search the knowledge base:
- Category:** Select the appropriate category.
 - Search criteria:** Refine results by entering the appropriate tag with key word(s) or topic.
- Examples:

- ESS w-2
- ESS direct deposit
- ESS paystub
- ESS personal information
- ESS absence request
- FSS faculty events
- MSS absence
- MSS delegation
- MSS my team

The screenshot shows a search interface with a search bar containing 'ESS absence request'. On the left, a 'Refine results' sidebar shows 'OneUSG Connect Employee' selected under 'Knowledge Bases' and 'Time and Absence' selected under 'Category'. The main results area shows '18 results for "ESS absence request"'. Two results are visible: 'How Do I View My Submitted Absence Requests? (ESS Job Aid)' and 'How Do I Request An Extended Absence? (ESS Job Aid)'. Both results include a document icon, a title, a snippet of text, and metadata like '5 Views' and '4mo ago'.

- If you know the Knowledge Article number, enter it in the **Search** criteria.

The screenshot shows a search interface with a search bar containing 'USGKB0011083'. The 'Refine results' sidebar on the left shows 'OneUSG Connect Employee' selected under 'Knowledge Bases'. The main results area shows '1 results for "USGKB0011083"'. A single result is visible: 'How Do I Submit A Partial Day Absence/ Leave Request? (ESS Job Aid)'. The result includes a document icon, a title, a snippet of text, and metadata like '122 Views' and 'about a month ago'.

4. Click on the knowledge article title to view.

Additional Tip:

Clear previous search criteria by clicking on the **Knowledge** tab at the top of the page and select **OneUSG Connect Knowledge**.

- This is especially important to do after viewing a specific knowledge article and beginning a new search.
- Not clearing previous search criteria could result in incomplete or incorrect search results.