

## PeopleSoft v8: Help Desk Strategy

The University of Akron's Help Desk plan to support the v8 upgrade includes steps that will ensure timely and knowledge support during and after the implementation.

### Anticipated Launch Dates for v8

The dates below are the start dates for the conversion. Anticipated conversion time could be in excess of five days. During that time, the system will not be available. The system will be made available as soon as possible. Please note, other universities have taken more than two weeks to accomplish the same conversion.

October 1: Student Administration/Human Resources      Nov-Dec.: Financials

### Help Desk Training

All personnel on the Help Desk will take and pass detailed, v8 training prior to the launch. Specific courses include:

|                                |                     |                         |
|--------------------------------|---------------------|-------------------------|
| PeopleSoft Overview            | Portal Basics       | Purchasing Requisitions |
| Financial Inquiry              | Entering Grades     | Enrolling in Classes    |
| Viewing Class Rosters          | Navigating in PS v8 | Security Overview       |
| Running/Printing Reports in v8 |                     |                         |

### Help Desk Hours During the Launch

|                  |                        |         |                        |
|------------------|------------------------|---------|------------------------|
| Monday-Thursday: | 7:00 a.m. to midnight  | Friday: | 7:00 a.m. to 9:00 p.m. |
| Saturday:        | 9:00 a.m. to 8:00 p.m. | Sunday: | Noon to midnight       |

### FAQ/Knowledge Base

Using sophisticated tracking software, Footprint, the Help Desk will develop a Frequently Asked Questions (FAQ) list that will serve as a resource for Help Desk personnel. The FAQ will allow Help Desk personnel to quickly find answers and solutions to some of the most common problems. Beyond the v8 upgrade, the FAQ will include questions about any topic which the Help Desk addresses. For the v8 upgrade, the FAQ can be accessed at <http://www.uakron.edu/its/peoplesoft8/faq2.php>.

### Help in Getting Ready for v8

*Hardware & Software:* The Help Desk (330-972-6888) can help you determine the version of software you are currently running. If you are running:

- Windows 2000 Pro or Windows XP Pro, the operating system does not need upgraded.
- Windows 98, the operating system should be upgraded to Windows 2000 Pro or XP Pro.
- Windows 95, Windows 2000 Pro or XP Pro will be installed if the hardware will support it.

If your computer is not running the correct version, please send Computer Solutions a requisition for an upgraded. If you request a software upgrade through Computer Solutions or for any work through the Help Desk whether it is for v8 or for any other purpose, you will need all the necessary contact information (name, office, phone number, etc.) as well as the manufacturer's serial number of the computer.

*Password & ID:* PeopleSoft v8 logins for self-service applications will use your UAnet ID and password. If you have forgotten your UAnet password or you need to have it reset, contact the Help Desk at 330-972-6888. For verification, you will need to supply personal identifying data. For v8 non-self service applications, you will need to login with your PeopleSoft ID. For information on PeopleSoft IDs, contact ITS security at [pssecurity@uakron.edu](mailto:pssecurity@uakron.edu).

### Contact & More Information

For more information, visit the Help Desk at <http://helpdesk.uakron.edu>. More information is also available on v8 at <http://www.uakron.edu/its/peoplesoft8/peoplesoft.php>.