Human Resources

Release Notes   September 2023

CONTENTS

1 Employee Maintenance Screens [Enhancements]

Three of the tabs on the employee maintenance screens were enhanced; see details below.

1.1 Personal Tab Exemptions Field [Enhancement]

This tab has a section for entering W4 information. When an employee is hired or an existing employee provides a new W4, there is more flexibility for the Federal Exemptions field, depending on which of the form W4 radio buttons is selected.

Figure 1 Before

If the FORM W4 radio button was not set to **<= 2019** no tax exemption could be entered into the Federal Exemption box.

Figure 2 After

Now, exemptions of "99" can be entered for exempt from Federal Tax no matter what form is selected. If the form selected is from 2019 or earlier the number of exemptions may be entered in this box.

[ADM-AUC-HR-10650]

1.2 Deductions and Benefits Tab [Enhancement]

ADMINS made changes to enhance the deduction/benefits tab of the employee maintenance screen. To access the screen, from the menu, select:

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Human Resources ▶ Maintenance ▶ Employee Maintenance ▶ [3 Ded/Ben]

1.2.1 Direct Deposit Pre-Notes

Sometimes employees with a direct deposit go on hospitalization or workers comp leave and are paid from an insurance policy instead of municipal funds.

The direct deposit was going through with a zero-dollar amount to the bank from the ACH file. The bank requested that these zero-dollar amounts be suppressed from the ACH file.

ADMINS changed the ACH File creation process to suppress zero-dollar prenote amounts for employees who are on hospitalization or worker's compensation.

Note: If prenotes are required for when an employee first enrolls in direct deposit, the zero dollar amounts for those will continue to be included in the file.

[ADM-AUC-HR-10646]

1.2.2 Hover Text on "Original Amount" [Enhancement]

Now, the hover text clarifies that the "Original amount" is for the *entire deduction* amount, not just the additional amount.

There are several cost codes for this employee that show an Original Amount. We will look at one that uses only an Additional Amount, another that uses only the table amount, and a 3rd that uses both.

The DEFVOL code uses only an **"Additional Amount"** of **$520** per pay period. There is no amount set for the cost code on the cost code table.

This code is identified with an (A). The system will deduct $520 per pay period for DEFVOL until the original amount of $27,000 is met and the remaining balance is zero.

The **FSA AC** cost code has a table amount of $1.16, and there are no additional amounts on this code. This employee will not have more than $60 deducted for the **FSA AC** code. The **"Original Amount"** of $60 will be drawn down over the course of each paycheck until the remaining balance is zero.

Then the deductions will no longer be taken for the **FSA AC** code. The **FSA AC** code is highlighted with a (B).

$121.46 + $25.00 = $146.46

For the cost code **HMOF TWN**, the flat **"Table Amount"** is $121.46. This employee has an **"Additional Amount"** of $25.00 taken out per pay period. Each pay period, the two amounts ($121.46 + $25.00 =$146.46) will be deducted from the Original Amount until the remaining balance is zero. Both the table amount and the additional amount with this code are designated with a (C).

[ADM-AUC-HR-10647]

1.2.3 Additional Deductions Stop Date Extended [Enhancement]

The cost code "stop date" or "additional amount stop date" previously would allow entry up to two years in advance.

Now, a future date of more than two years can be entered, but a warning will be displayed.

This might be used for pensioners who will terminate health coverage on their 65th birthday, for example.

Click OK on the warning to use the stop date far into the future.

[ALLEN-SUP-SAPLAUC-260]

1.3 Dates and Class Tab [Enhancement]

ADMINS changed the label of the posted date to the last payroll posted date to make it clearer when the last posted payroll for the employee was processed. This is not the check date of the last posted payroll. This does not mean it was the final payroll for this employee, just the most recent one processed.

[ADM-AUC-HR-10568]

2   Error Checking Enhanced During Payroll Calculation

The Payroll Processing Cost Code Table Error Check runs each time payroll is calculated. Before the software update, there was no error checking on the vendor bank information, resulting in payroll stopping once it reached the ACH file creation step.
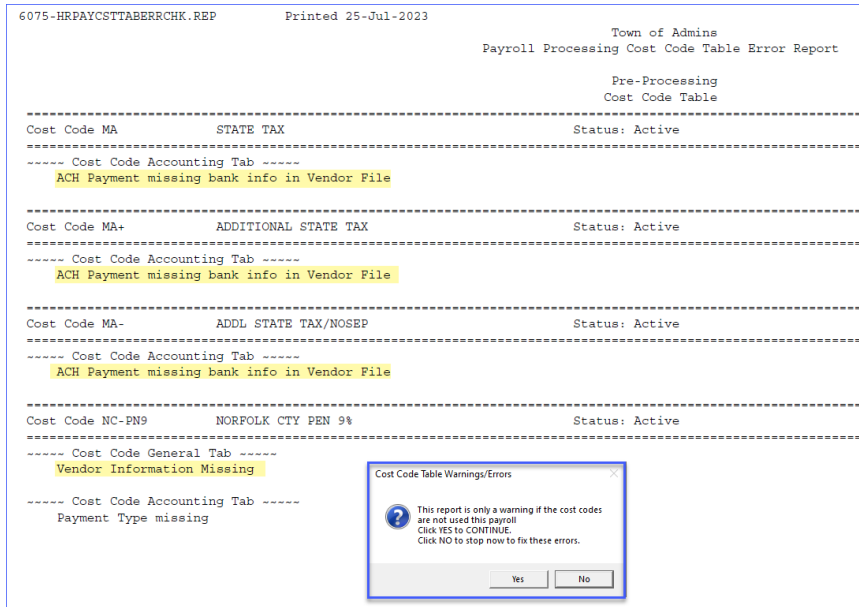
Check this report and if ACH Payment information is reported as missing, or Vendor Information is missing,

stop processing payroll, go to the Cost Code table, and look at the vendor number.
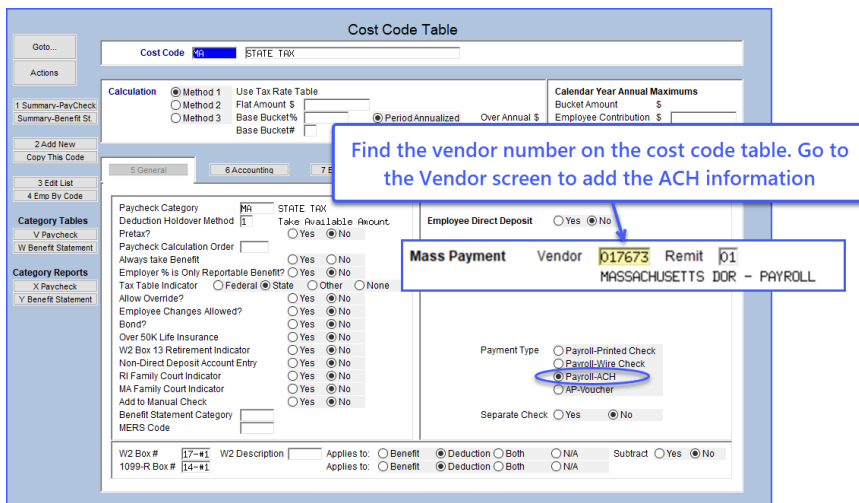
To access the cost code table, from the menu select:

Human Resources ▶ Tables ▶ Cost Code

Once the vendor number is known, proceed to the Vendors screen to check for missing information.

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To access the vendor table, from the menu select:

Accounts Payable ▶ Vendors ▶ Enter Vendors ▶ [3 Classification Tab]

This error was due to the lack of Bank information. Add the information and run the calculation again.

The report will also identify any cost codes that lack vendor information. Add the vendor number for the cost code and calculate payroll again.

After adding the missing information on the cost code and vendor screens, the Payroll Processing Cost Code Table Error Report shows "No Records Selected"

[ADM-AUC-HR-10584]

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3   Remove a Zero Net Manual Check after Printing [Enhancement]

On occasion, after printing a manual direct deposit, it must be deleted, e.g., the employee wants a printed check instead of a direct deposit. **ADMINS** added the ability for users to remove a manual direct deposit advice (or any *zero net* manual paycheck) after it is printed.

In the image, the Warrant number and Check # are already assigned, indicating that the manual has already been printed.

The **[Remove Check]** button will be available after printing for a manual check that has a zero net pay.

*(*The **[Remove Check]** button *was **always available** for a **void** or an **unprinted** check/Direct Deposit Advice.)*

Before the software update, the payroll staff had to contact support@admins.com to remove the printed direct deposit from the warrant.

Figure 3 The Manual Entry – Timesheets screen now allows removing a net zero check that was already printed
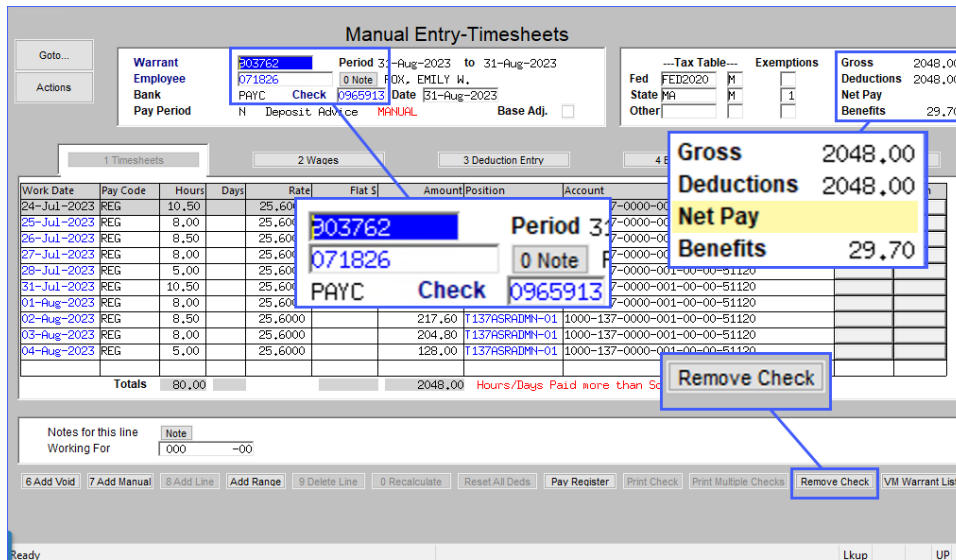
Now a direct deposit advice can be removed from the Manual entry screen after printing using the **[Remove Check]** button. This is only available *if the warrant is not calculated*. Once the warrant is calculated, to remove a net zero manual, *uncalculate the warrant*. Then follow the instructions above.

If the warrant is calculated and the check register step is complete, to remove the direct deposit advice, first post the warrant and then void the manual net zero check/direct deposit advice.

If a printed manual check must be removed, contact support@admins.com for assistance.

[ADM-AUC-HR-10634]

4   Manual Check [Fix]

When a manual check was created for a schedule with days greater than 1, the pay amount was only being set for one day. This has been corrected.

[ADM-AUC-HR-10663]

5 Billing and Invoicing Report #6769 [Enhancement]

To assist with GL cash reconciliation, **ADMINS** added a new column of payments as of the payment date but with a later revenue date.

5.1 Invoice Report for Cash Reconciliation with GL

Figure 4 Before – without the additional column of payments with a later revenue date

To run the report, use the Quick Task Selector button:
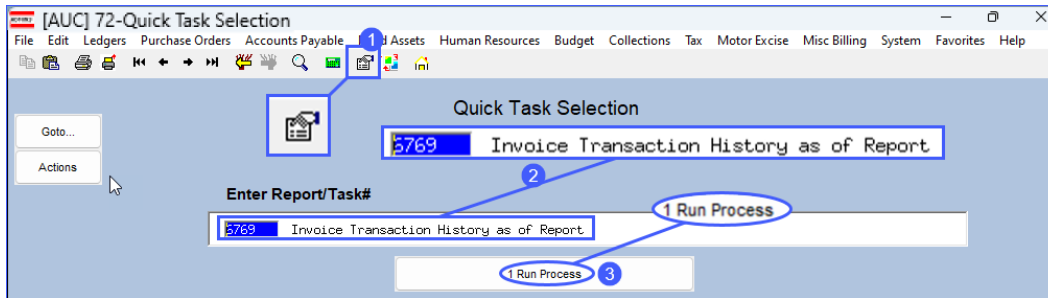
Or select it from the menu (the same report is produced using either method):

Human Resources ▶ Billing and Invoicing ▶ Invoice Transaction History as of Report

```
6769-HRPBTRNHISASOF2.REP       Printed 25-Jul-2023                                                    Page 3
                                             Town of Admins
                                  Invoice Transaction History as of Report
                                     Transaction History as of 06302019
                                        Payments as of 06302019


======= ===================================== ===== ============ ============ ============ ============ ============ ============ ============ ============
                                                                                                        After
                                                                                          30-Jun-2019              30-Jun-2019  Deposited
                                                                              30-Jun-2019    Refunds     Adjusted     After
Cust#   Name                                Categ Description      Charges Adjustments Payments   Refunds    Balance   Payments    Balance  30-Jun-2019
======  ===================================== ===== =========== ============ ============ ============ ============ ============ ============ ============ ============
000191  STOP & SHOP SUPERMARKET CO.         01    Employee Charge  9,151.09        .00  8,735.09       .00    416.00       .00    416.00       .00
000191  STOP & SHOP SUPERMARKET CO.         02    Town Fee           915.11        .00    873.51       .00     41.60       .00     41.60       .00
                                                                 ------------ ------------ ------------ ------------ ------------ ------------ ------------ ------------
000191  STOP & SHOP SUPERMARKET CO.                                10,066.20        .00  9,608.60       .00    457.60       .00    457.60       .00
                                                                 ============ ============ ============ ============ ============ ============ ============ ============

000204  J. H. LYNCH                         01    Employee Charge 21,174.18        .00 10,565.27       .00 10,608.91       .00 10,608.91    278.00
000204  J. H. LYNCH                         02    Town Fee         1,500.82        .00  1,306.73       .00    194.09       .00    194.09    278.00
                                                                 ------------ ------------ ------------ ------------ ------------ ------------ ------------ ------------
000204  J. H. LYNCH                                                22,675.00        .00 11,872.00       .00 10,803.00       .00 10,803.00    556.00
                                                                 ============ ============ ============ ============ ============ ============ ============ ============
```
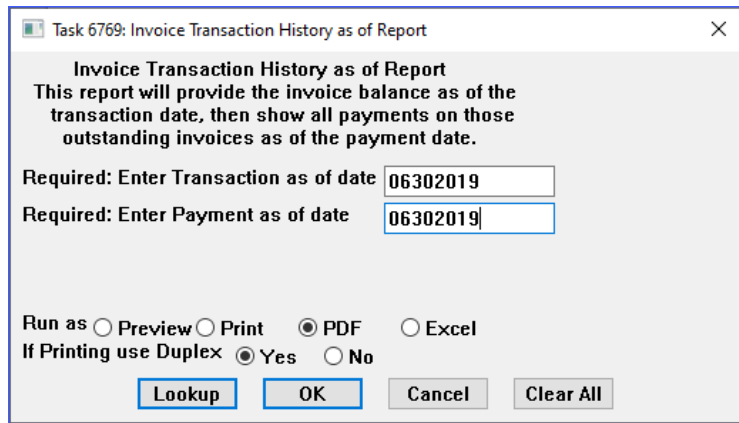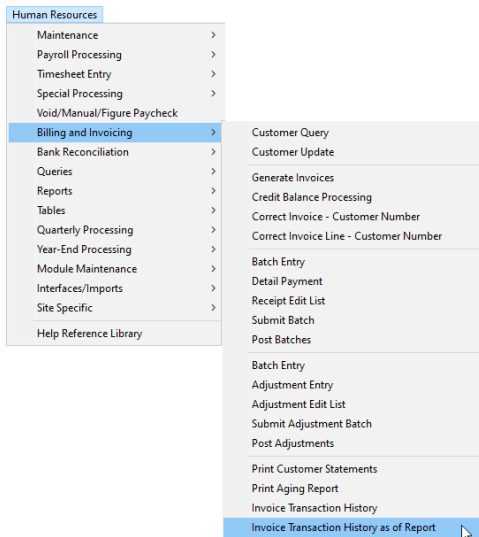
```
=============
  Deposited
    After
 30-Jun-2019
=============
        .00
        .00
-------------
        .00
=============

     278.00
     278.00
-------------
     556.00
=============
```

New column shows money deposited after the Payments "as of date".

[BLG-SUP-SAPLAUC-1342]

6 Queries [Enhancements]

Two of the query screens were enhanced.

6.1 Analyze Split Payroll Activity with Report #7279 in Excel

This report will assist analysis efforts on payrolls that cross a fiscal year.

The reports for each warrant are stored on the payroll disbursement warrant history screen which allows for easy retrieval after the fact.

Now a labor distribution by employee in excel format will be included on the screen.

The report will not be displayed during the processing of the warrant only saved in the warrant history screen.
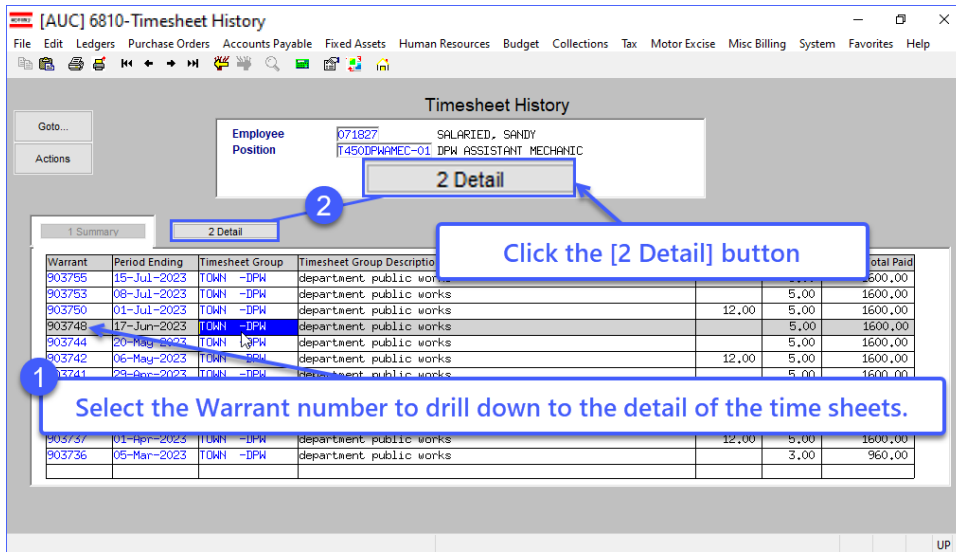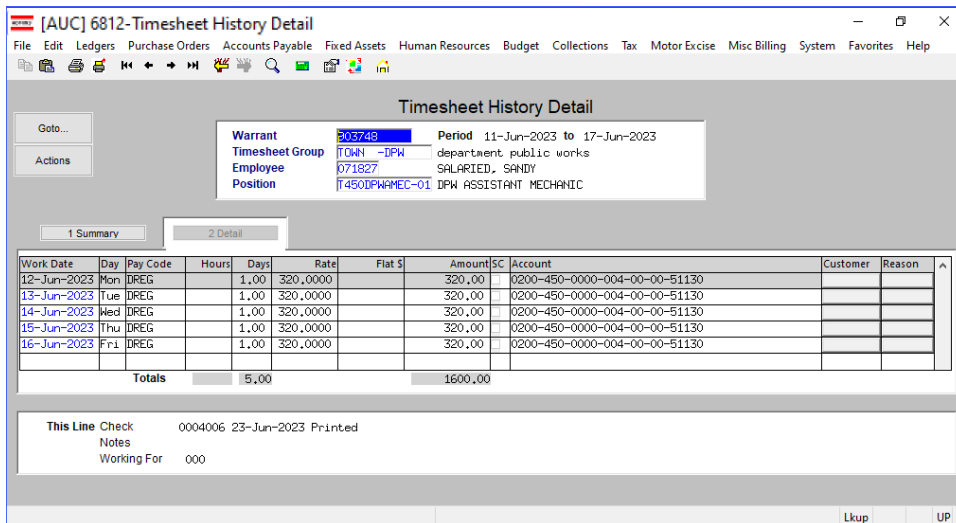
[ADM-AUC-HR-10662]

6.2 Timesheet History Query
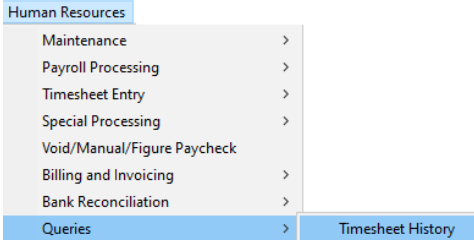
The Timesheet History Query screen was enhanced to present the timesheet details for the selected warrant more quickly. To access the screen, from the menu, select:

Human Resources ▶ Queries ▶ Timesheet History

Select the warrant in the list and highlight it; then click on the detail button to drill down to the detail of the time sheets.

In a few seconds, the detail list of timesheets for the warrant is displayed:

[ADM-AUC-HR-10658]

7   Reports

To provide a complete list of employee health deductions, **ADMINS** added the Bargaining unit to the Excel version of the Employee by Code report. There are three ways to run this report.

7.1   Run Report from the Quick Report Selection Button

Many reports can be run from the Quick Report Selection Button. We have a video demonstration available on the **ADMINS**.com website, under Videos and Quick Tips ▶ Getting Started ▶ Quick Task and Report button. This is often the quickest way to run a task.
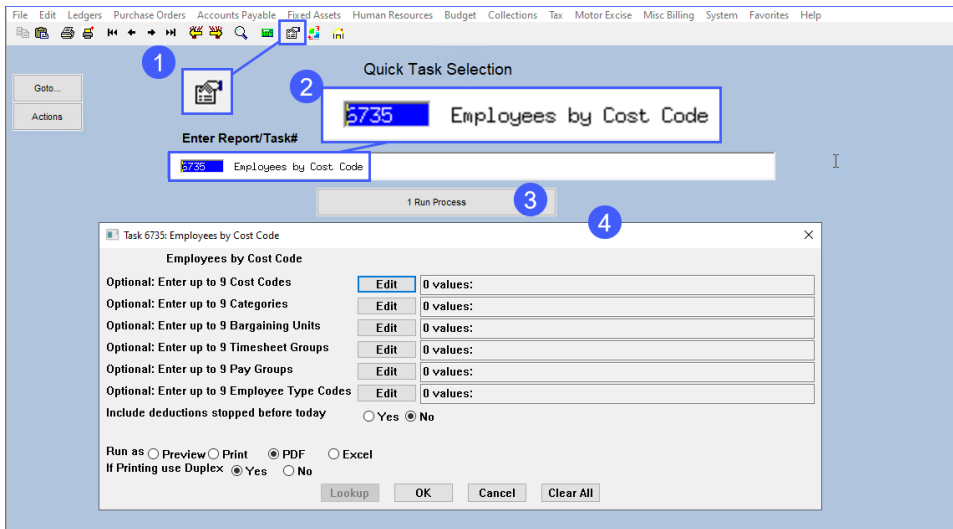
## 7.2   Run Report from the Cost Code Table

To run the report from the Cost Code table, from the menu, select:

Human Resources ▶ Tables ▶ Cost Code

Once the Cost Code Table is shown on the screen, click on the **9 Emp By Code** button.

Use the Optional Categories filter to select only employee health deduction categories.

(While up to nine cost codes can be selected at a time, running the report by category may be faster than filtering by cost code if there are more than nine employee deduction health cost codes.)
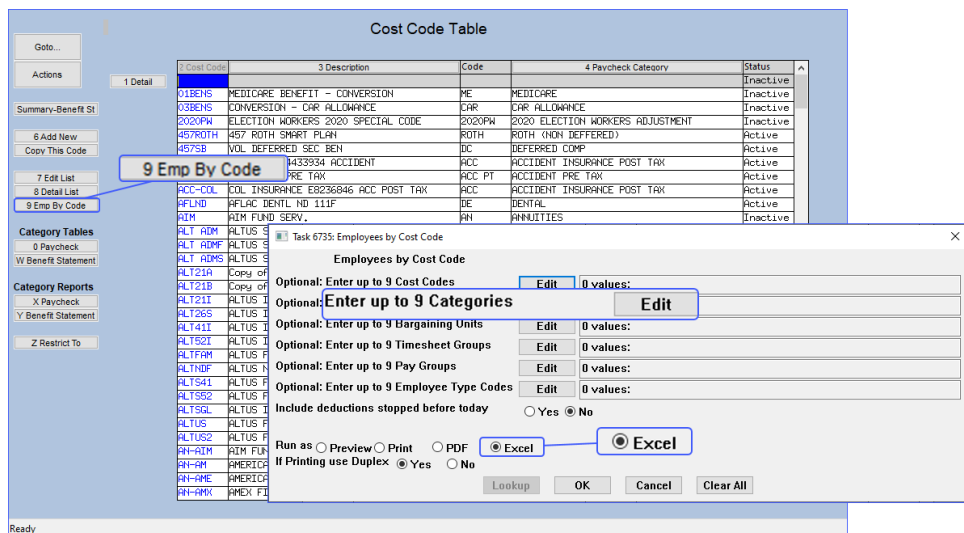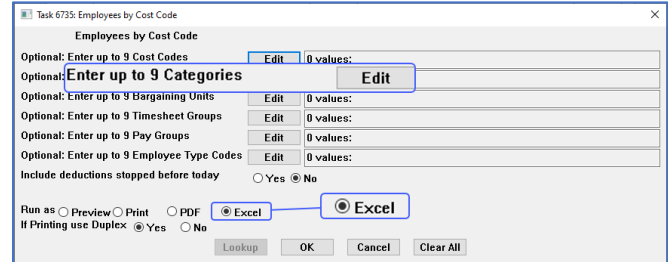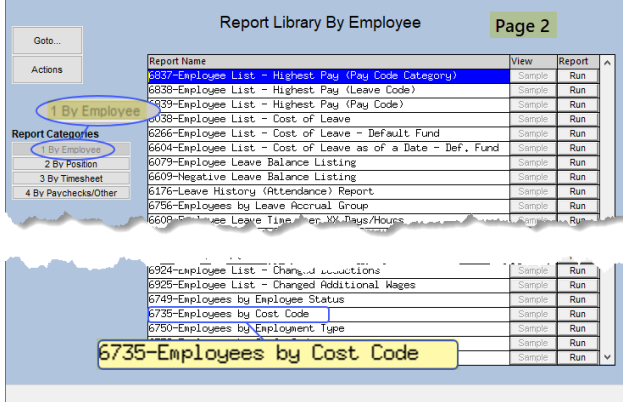
7.3 Run Report from the Report Library

Another way to run the report is from the Report Library. From the menu, select:

Human Resources ▶ Reports ▶ By Employee ▶ {Page Down}

Once the Excel output is displayed, use standard MS Excel tools to further sort and filter the report.

Figure 5 The Employee by Cost Code Report– the Bargaining Unit is in column "V"

[ADM-AUC-HR-10639]

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7.4 #6720 Employee List with Dates [Enhancement]

The employee listing with dates report is a workhorse that offers selecting and filtering by date fields. **ADMINS** added another field to run the report for a single timesheet group or up to nine selected timesheet groups. The timesheet groups will appear on the Excel output.

Added selection of timesheet group to this report and added the timesheet group field to output of Excel version.

[ADM-AUC-HR-10657]

7.5 #6940 Employee List – Bank Information [Enhancement]

Payroll staff frequently enter bank information for employees to allow payments via ACH. A customer asked if there is a way to run a report that would show direct deposit to Milford bank with a different ABA number as originally set up? This was because new hires wanted direct deposit to the bank but provided a different ABA number.

To assist with this issue, **ADMINS** added a new Employee Bank Information report. To run the report, from the menu, select:

Human Resources ▶ Reports ▶ Report Library ▶ [By Employee]

For maximum flexibility, run the report as Excel. Use the Sort & Filter function to sort the report by any of the columns. Here, the sort is by Bank Code. *(The ABA numbers and accounts are intentionally obscured in the image below.)*

	A	B	C	D	E	F	G	H
1	Employee#	Employee_Name	Position	Cost_Code	BANK	Bank_Name	ABA#	Account#
2	070118	CARR, LYNN M	S008BUSBKPR-02	DIRDEP	BA10	BK OF AM 011500010		
3	070140	PACHECO, KEITH	S007SPDCLAS-02	DIRDEP	BA10	BK OF AM 011500010		
4	070140	PACHECO, KEITH	S007TEASOCS-01	DIRDEP	BA10	BK OF AM 011500010		
5	001311	BRACKETT, KAREN P	X999TERTERM-01	DIRDEP	BB	BAY-MIDDLESEX		
6	006330	OZGILLER, KEITH M	T210POLSGT -06	DIRDEP	BF	ROCKLAND TRUST		
7	006330	OZGILLER, KEITH M	T210POLSGT -06	EFTSV1	BF	ROCKLAND TRUST		
8	007845	VORCE, LYNN LEE	S009ILASUBS-01	DIRDEP	BF	ROCKLAND TRUST		
9	010077	DEVLIN, KAREN M.	S003TEAKIND-03	DIRDEP	BF	ROCKLAND TRUST		
10	010077	DEVLIN, KAREN M.	S003TEAKIND-03	EFTCK1	BF	ROCKLAND TRUST		
11	010202	SOUFY, MICHAEL J.	S012TEMLDR -08	DIRDEP	BKN	TD BANK		
12	010447	STROUT, KEITH J	S009EXTTUTR-01	DIRDEP	BO	BANKBOSTON		
13	010447	STROUT, KEITH J	S012CCHCRCT-01	DIRDEP	BO	BANKBOSTON		
14	010447	STROUT, KEITH J	S012CCHINTR-01	DIRDEP	BO	BANKBOSTON		
15	003126	PARZIALE, KEITH W	T220FIRFGTR-07	DIRDEP	BOA9	BOA 011000138		
16	003126	PARZIALE, KEITH W	T220FIRFGTR-07	EFTCK1	BOA9	BOA 011000138		
17	003126	PARZIALE, KEITH W	T220FIRLT -04	DIRDEP	BOA9	BOA 011000138		

Run this report to identify all the employees using a particular bank.

[ADM-AUC-HR-10651]

7.6 #7216 Employee Paycheck History Summary Report [Enhancement]

To access the report, from the menu, select:

Human Resources▶ Reports ▶ Report Library▶ [By Paychecks/Other] ▶
[# 7216 Employee Paycheck History Summary.]
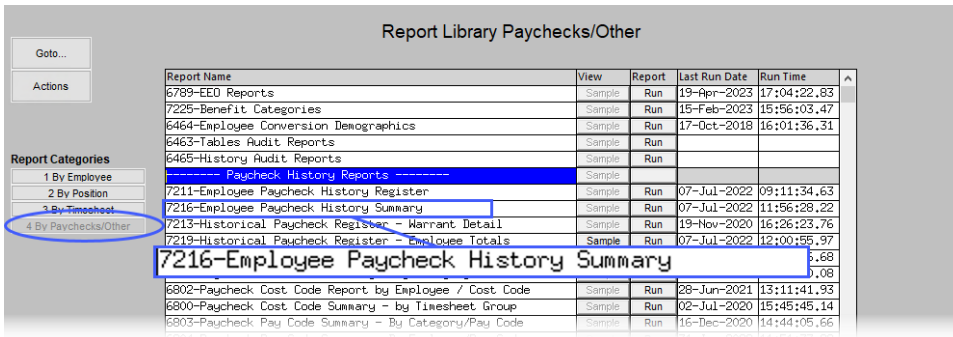
To allow sites to perform pension calculations more readily and W2 calculations for verification this is now available as an Excel report.
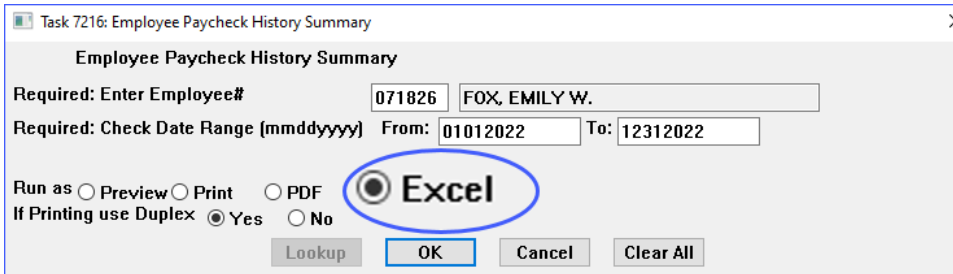
After filling in the employee number and the check date range, select the⊙ Excel radio button and click on OK.
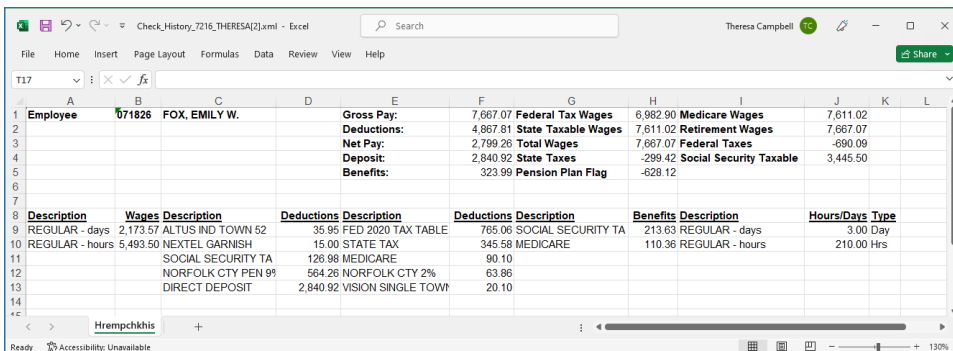
The format for the new excel output is shown at left.

[ADM-AUC-HR-10564]

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8   Tables [Enhancement]

The Vendor file is shared by the finance and human resources modules. Because vendors can be paid differently via the HR module than the finance module, **ADMINS** clarified the labelling on the Vendor table.

8.1   Cost Code Table Vendor Payments [Enhancement]

Human Resources ▶ Tables ▶ Cost Code Tables
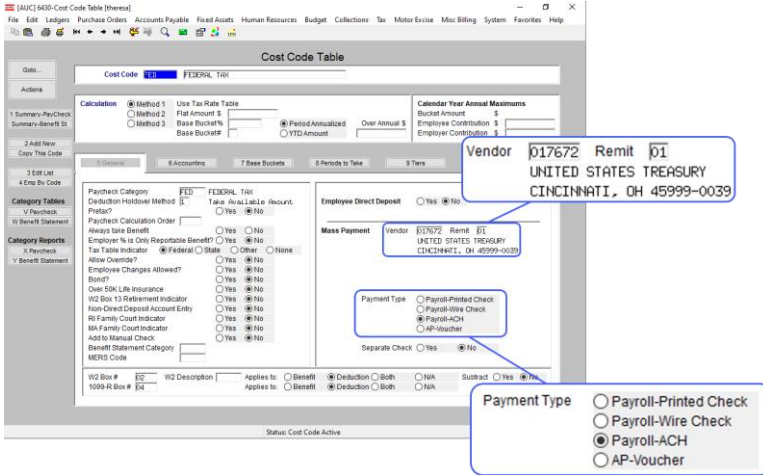
Vendors are used throughout the AUC system and the vendor database is shared by many modules.

Payroll vendors are marked for a payment type on the cost code screen.

As shown at the left, Vendor **#17672** will receive ACH payments when the cost code **FED** is used.

The Separate Check radio button is set to ⦿ **No** on the vendor for this cost code.

Accounts Payable ▶ Vendors ▶ [3 Classification]
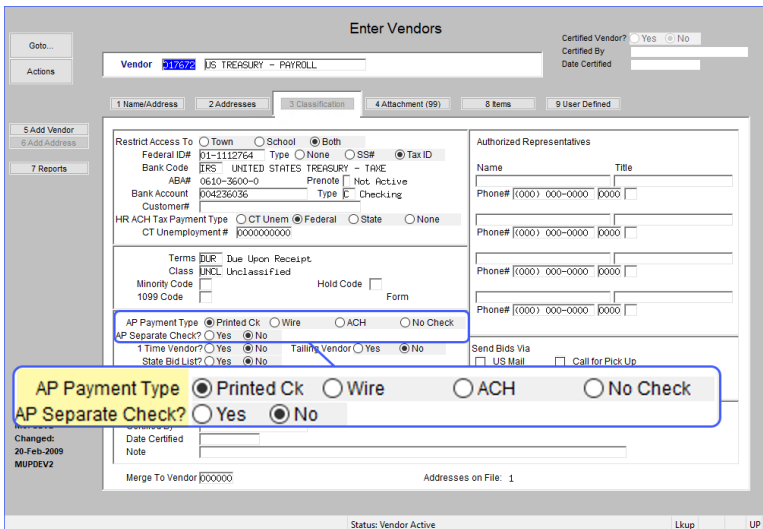
On the Vendors screen, classification tab, there is a payment type and a separate check radio button.

To make it clear, the Payment type is now labelled as an "AP" Payment Type, as well as an "AP" separate check.

To find vendor payment types for HR, look at the cost code.

Figure 6 Before – the label did not include "AP"   **After – the labels include "AP"**

[ADM-AUC-AP-1198]

9 Timesheet Reports Library

With the hundreds of available reports, it can be hard to find one. To make it easier to find Timesheet Reports, the library is listed in numerical order by report number.

The reports are still categorized as "Entry" (unposted) reports and "History" (posted) reports, but within each list the reports are shown in numerical order.
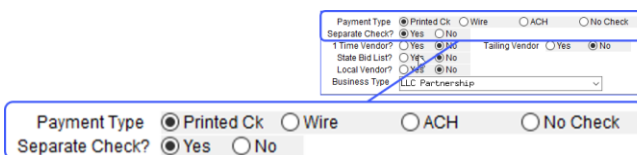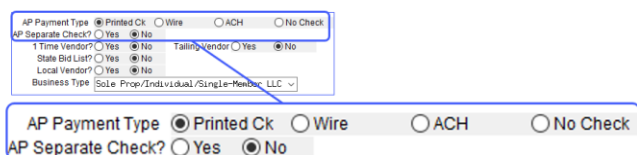
If the AUC user community finds this helpful, we can do the same with the other reports in the Human Resources Help Reference Library.

Report Library by Timesheet

Report Name	View	Report
6270-Timesheet Cards	Sample	Run
-------- Timesheet Entry Reports --------	Sample	
6273-Timesheet Entry Cards	Sample	Run
6146-Warrant Labor Costs – Expected vs. Actual	Sample	Run
6099-Timesheet Entry Detail – Changed Timesheets	Sample	Run
6081-Timesheet Entry Detail – Notes	Sample	Run
6882-Timesheet Entry Detail – Reason	Sample	Run
6226-Timesheet Entry Detail by Expense Account	Sample	Run
6220-Timesheet Entry Detail by TS Group/Employee	Sample	Run
6606-Timesheet Entry by TS Grp/Emp Unproductive/Unpaid	Sample	Run
6222-Timesheet Entry Detail by TS Group/Pay Code	Sample	Run
6223-Timesheet Entry Detail by TS Group/Expense Account	Sample	Run
6225-Timesheet Entry Detail by TS Group/Date	Sample	Run
6078-Timesheet Entry Detail by TS Group/Leave Type	Sample	Run
6230-Timesheet Entry Summary by TS Group/Employee	Sample	Run
6232-Timesheet Entry Summary by TS Group/Date	Sample	Run
6234-Timesheet Entry Summary by TS Group/Pay Code	Sample	Run
6236-Timesheet Entry Summary by TS Group/Expense Account	Sample	Run
6240-Timesheet Hours/Earning TS Group Summary Report	Sample	Run
6242-Timesheet Earnings Report By Category	Sample	Run
6244-Timesheet Hours Report by Category	Sample	Run
6250-Timesheet FLSA Hours	Sample	Run
6208-Timesheet Void and Manual Edit List	Sample	Run
6260-Employee Time Worked Report	Sample	Run
6271-Employee Time by TS Group/Pay Code	Sample	Run
6262-Employee Time by TS Group/Pay Code Type	Sample	Run
7218-Employee Time Worked For Other Position	Sample	Run
-------- Timesheet History Reports --------	Sample	
6227-Timesheet History Detail by Warrant/ExpenseAccount	Sample	Run
6669-Timesheet History Detail by Expense Account	Sample	Run
6759-Timesheet History Detail – Changed Timesheets	Sample	Run

Figure 7 Before –not ordered numerically

Report Library by Timesheet

Report Name	View	Report
6270-Timesheet Cards	Sample	Run
-------- Timesheet Entry Reports (Unposted) --------	Sample	
6078-Timesheet Entry Detail by TS Group/Leave Type	Sample	Run
6081-Timesheet Entry Detail – Notes	Sample	Run
6099-Timesheet Entry Detail – Changed Timesheets	Sample	Run
6146-Warrant Labor Costs – Expected vs. Actual	Sample	Run
6208-Timesheet Void and Manual Edit List	Sample	Run
6220-Timesheet Entry Detail by TS Group/Employee	Sample	Run
6222-Timesheet Entry Detail by TS Group/Pay Code	Sample	Run
6223-Timesheet Entry Detail by TS Group/Expense Account	Sample	Run
6225-Timesheet Entry Detail by TS Group/Date	Sample	Run
6226-Timesheet Entry Detail by Expense Account	Sample	Run
6230-Timesheet Entry Summary by TS Group/Employee	Sample	Run
6232-Timesheet Entry Summary by TS Group/Date	Sample	Run
6234-Timesheet Entry Summary by TS Group/Pay Code	Sample	Run
6236-Timesheet Entry Summary by TS Group/Expense Account	Sample	Run
6240-Timesheet Hours/Earning TS Group Summary Report	Sample	Run
6242-Timesheet Earnings Report By Category	Sample	Run
6244-Timesheet Hours Report by Category	Sample	Run
6250-Timesheet FLSA Hours	Sample	Run
6260-Employee Time Worked Report	Sample	Run
6262-Employee Time by TS Group/Pay Code Type	Sample	Run
6271-Employee Time by TS Group/Pay Code	Sample	Run
6273-Timesheet Entry Cards	Sample	Run
6606-Timesheet Entry by TS Grp/Emp Unproductive/Unpaid	Sample	Run
6882-Timesheet Entry Detail – Reason	Sample	Run
7218-Employee Time Worked For Other Position	Sample	Run
-------- Timesheet History Reports (Posted) --------	Sample	
6039-Workers Compensation Salary Report	Sample	Run
6082-Timesheet History Detail – Notes	Sample	Run
6121-Timesheet History Summary by Employee/Warrant	Sample	Run
6227-Timesheet History Detail by Warrant/ExpenseAccount	Sample	Run
6247-Timesheet History Detail by TS Group/Employee	Sample	Run
6248-Timesheet History Detail by TS Group/Date	Sample	Run
6249-Timesheet History Detail by TS Group/Pay Code	Sample	Run
6251-Timesheet History Detail by TS Group/Expense Account	Sample	Run
6252-Timesheet History Summary by TS Group/Employee	Sample	Run
6253-Timesheet History Summary by TS Group/Date	Sample	Run
6254-Timesheet History Summary by TS Group/Pay Code	Sample	Run
6255-Timesheet History Summary by Expense Account/Warrant	Sample	Run
6607-Timesheet History by TS Grp/Emp Unproductive/Unpaid	Sample	Run
6669-Timesheet History Detail by Expense Account	Sample	Run
6759-Timesheet History Detail – Changed Timesheets	Sample	Run
6883-Timesheet History Detail – Reason	Sample	Run
6904-Timesheet History Detail – Notes By Date	Sample	Run
7228-History Employee Time Worked For Other Position	Sample	Run

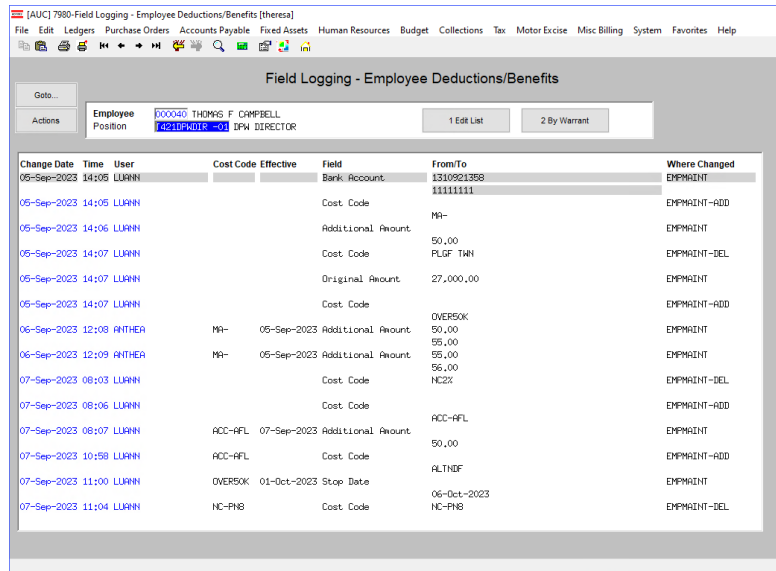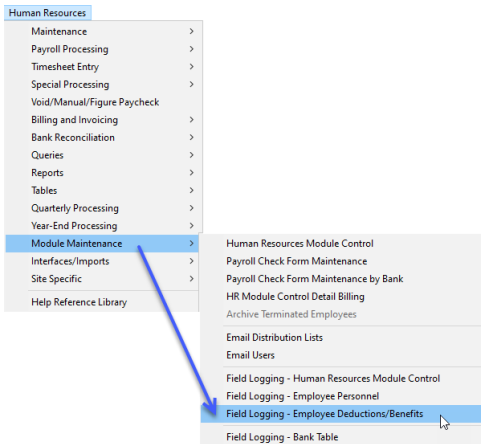**After – the reports in numerical order within the category**

[ADM-AUC-HR-10619]

# 10 Field Logging When Deductions or Benefits Are Changed

While users making changes will see no difference in the Employee Maintenance DED/BEN screen, the changes will be logged here. To access the screen from the menu, select:

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Human Resources ▶ Module Maintenance ▶ Field Logging–Employee Deductions/Benefits
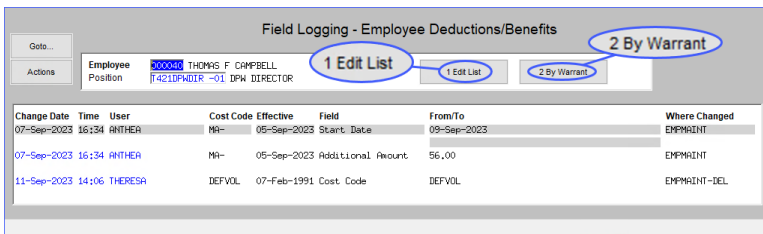

10.1 Screen Features
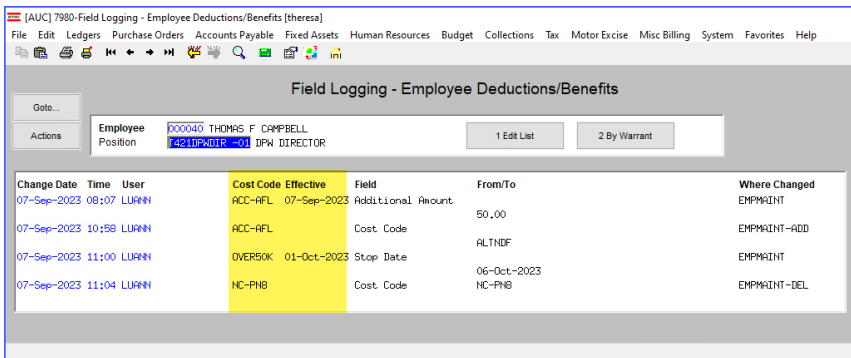
The columns on the screen are:
- Change Date
- Time
- User
- Cost Code
- Effective Date
- From / To
- Where Changed

To match the change with the cost code quickly – the Cost Code and Effective date are shown on the screen.
If either the "From" or "To" field is blank, no data will be shown on that line. For example, the change on September 7 at 8:07 for the cost code ACC-AFL did not have an original additional amount but now has an additional amount of $50.00.

Two buttons on the screen allow printing a list of the changes. The first is the edit list button.

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10.1.1 Edit List

Click on the **[1 Edit List]** button to run this report.

The edit list can be filtered to use only selected employee numbers; it can list changes made by a particular user and it can list changes only within a specified date range.

All the criteria are optional. If no criteria is entered, the field logging edit list will include all changes for all time.

The edit list is always run as excel and shows the employee number, name, position, change date, time, the change user, the cost code that was changed, the effective date, the field that was changed, the old value and the new value, and where the change was made.

For example, if the change was the result of deleting a cost code it will show that the change was made on the employee maintenance (EMPMAINT) screen using the (DEL) **[K Delete Code]** button.

10.1.2 By Warrant

The **[By Warrant]** Button will generate a report that lists all changes to employees between the start and end dates of a warrant.

Multiple changes to multiple employees by multiple users will be shown on the report.

[ADM-AUC-HR-10660]

11 Site-Specific #6919 Bargaining Unit Dues [Enhancement]

Specify the directory when this report is run. This allows the user running the report to know precisely where it is located when it is time to send it on to the intended recipient. To run the Bargaining Unit Dues report, either select # 6919 from the Quick Task and Report Selector:
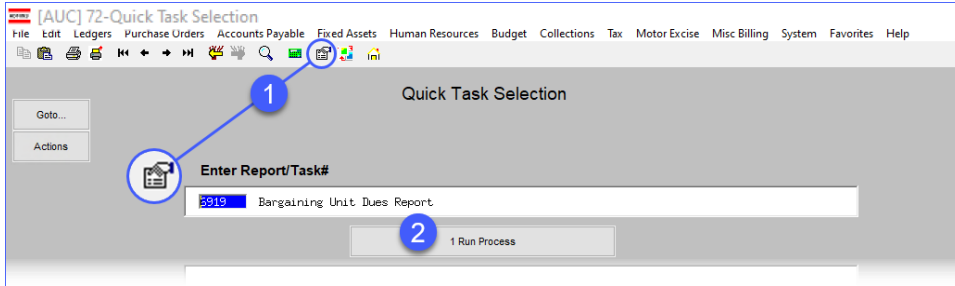
Or from the menu, select:

Human Resources ▶ Site Specific ▶ {Scroll to the bottom of the list} ▶ Bargaining Unit Dues Report
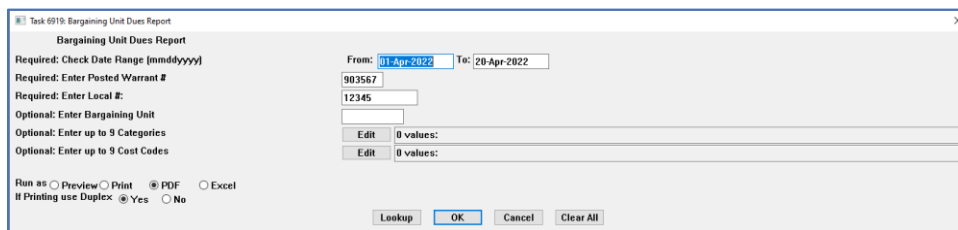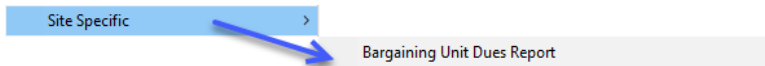

Figure 8 Before – There was a hard-coded directory location
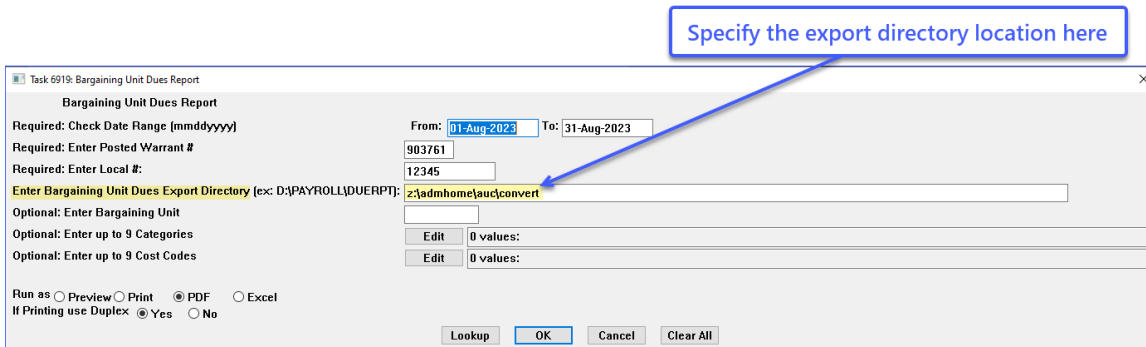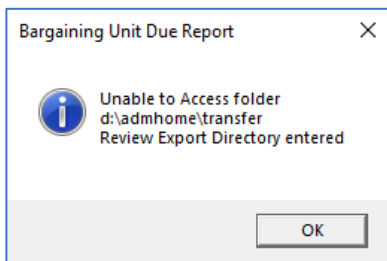

Figure 9 After – Specify the export directory

If the folder that is entered does not exist, it will display this message and stop the process.

The specified directory will be saved, and will appear on the prompt the next time the report is run.

The report that is produced and displayed will show the export location. In this case, Union_Dues_6919_WENDY.csv is the file name, and it is located in the directory z:\admhome\auc\convert\ that was specified when the user ran the process.
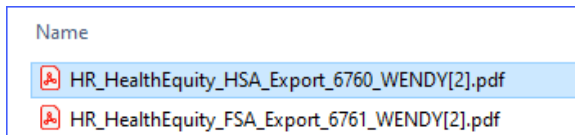
Figure 10 Sample of the Bargaining Unit Dues Report

[ADM-AUC-HR-10566]

12 Site-Specific Danvers Health Equity Reports [Enhancement]

There are two exports. One for HSA and one for FSA. Each export report has been updated with a legend that shows the warrant number and all of the selection criteria.

To access the reports, from the menu, select:

Human Resources ▶ Interfaces Imports ▶ Danvers Healthequity HSA or FSA Export

The legend will include the warrant for this report and list each of the selected categories.

```
----------------------------------------------------------
Selection Legend:
----------------------------------------------------------
        Warrant: 903758
Selected Categories: BC
Selected Categories: CH
Selected Categories: AN
Selected Categories: CI
Selected Categories: FSA DC
```

[ADM-AUC-HR-10563]

13 Help Reference Library

Added the following new or updated documents to the Help Reference Library and content to **ADMINS**.com:

13.1 New or Updated in the Help Reference Library

Employee Positions　　　　　　HR–110 Employee Maintenance Screens　　　　　　　　[Updated]

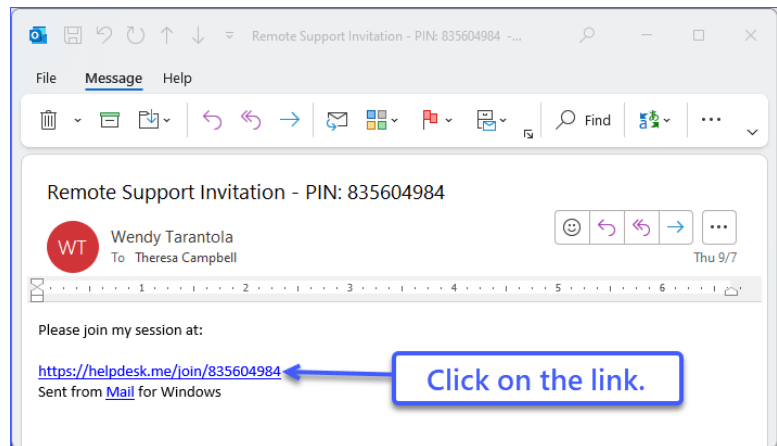[ADM-AUC-HR-10588]

13.2 New or Updated Content on ADMINS.com

How to Void a Payroll Check and Replace it with a Manual Check (5:25)　　　　　　　　[New]

14 Using GoToResolve

AUC support staff will use a new tool called "GoToResolve" to allow users to share their screens more easily.

We will telephone you first to review the problem. Then we will send an e-mail with a link to click on.
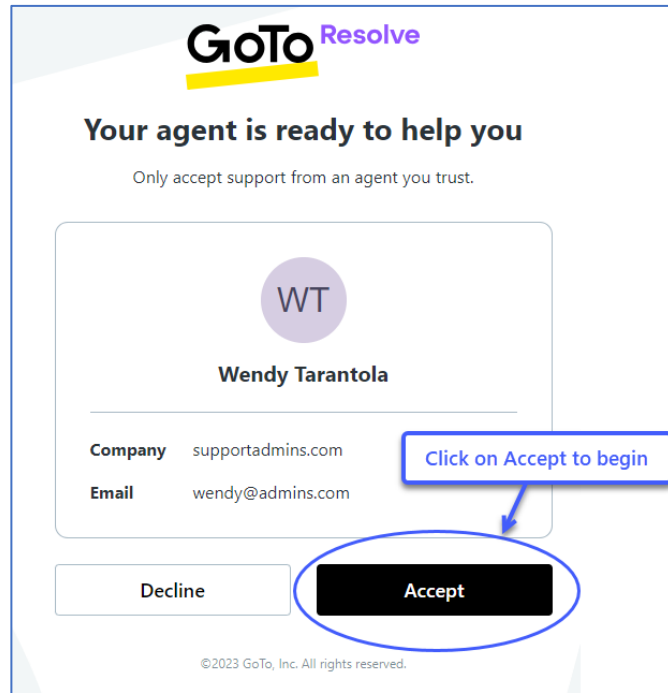
Clicking on the link will open a browser window that looks like this.
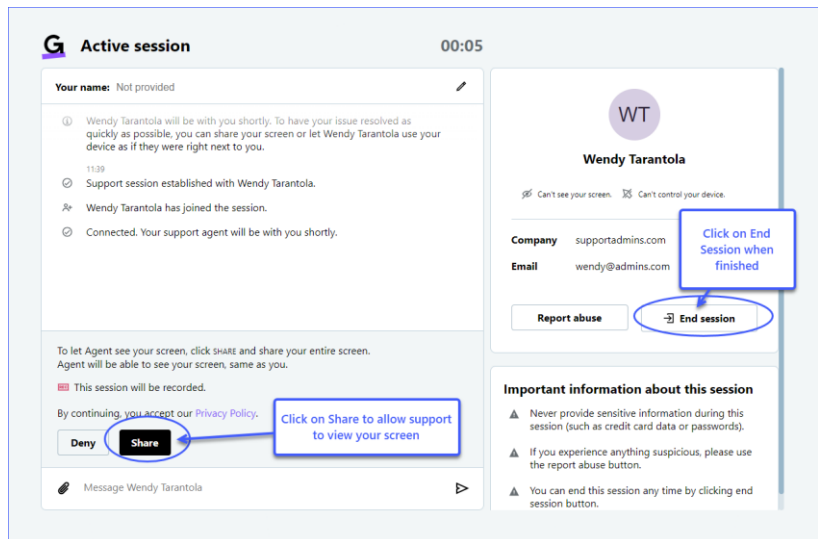
Click on the accept button to begin.

A browser window with instructions opens. Click on the **Share** button.

During the support session you may be asked to provide additional access. The support team member will walk you through that process if we need to control your screen instead of just view it.
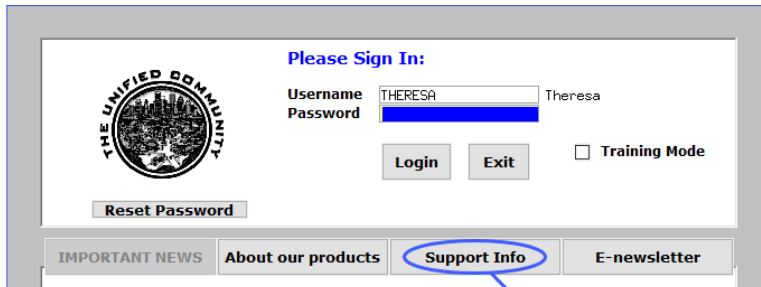
Click on end session when finished.
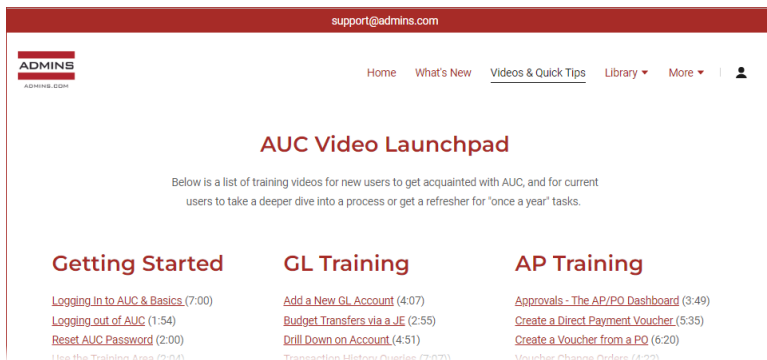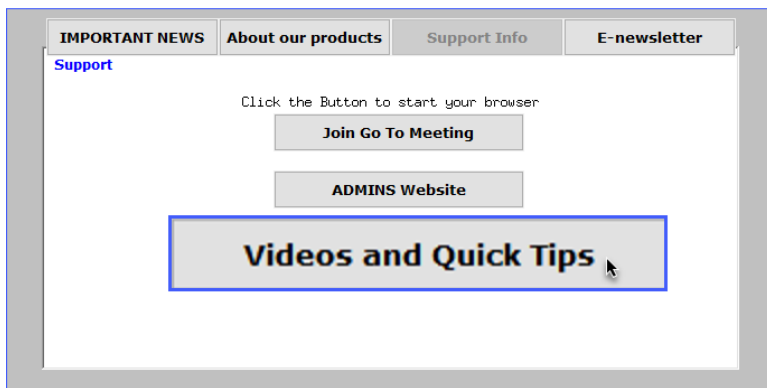
[ADM-ADM-ADM-6500]

15 Access Videos & Quick Tips from the AUC Login Screen

Click on the link to go to the Video Launchpad on the ADMINS website.

The website direct address is above. The link on the AUC home page shown at left is a quick option if the site allows direct access from the AUC server.

We are adding content all the time so check back often; we also send out a "Featured Video of the Month" email.

[ADM-AUC-SY-8305]

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