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Elevate: FIN Upgrade - Getting Help after Go-Live [1]

November 18, 2015 by normandy.roden [2]

You know about the resources to help you get ready for FIN 9.2 go-live. Now let's talk about the resources to help you *after* go-live.

Dedicated help is on your campus.

During the first few weeks that FIN 9.2 is available, OUC staff will also be available – on-site with your campus finance office staff – to provide immediate hands-on assistance. This will cover the period Thurs Dec 10 through Tues Dec 22, and we'll provide details on how to access on-site support in the next few weeks.

The FinPro Help Desk is here for you.

The Finance & Procurement Help Des [3]k consultants are happy to serve as a single point of contact to support your FIN 9.2 questions. They'll give you the answers … or connect you to a FIN 9.2 expert who will.

Videos teach the new system … and so do print-friendly guides.

We're creating comprehensive learning resources to help you work in all modules of FIN 9.2. Topics range from General Inquiry to Journal Entry to PS Query. You'll find them on the OUC website. [4]

The [5]O [5]UC [6] [6]News blog [5]offers quick discussions on many FIN 9.2 topics.

You can also review our recorded webinars on FIN 9.2 Overview [7] and FIN 9.2 Journal Entry [8].

New FIN users will take new online courses.

In mid-January 2016, we'll have new FIN 9.2 online courses available in SkillSoft. As in the past, new users must complete the online courses to obtain access to the PeopleSoft Finance System.

You'll find a lot of FIN 9.2 support available to you after our Dec 10 go-live date.

As always, let us know [9]what you think and if there are other ways we can help you.

Follow us on Twitter

The FinPro Help Desk is tweeting about Elevate: FIN. Follow them at https://twitter.com/FinProHelp [10]

Visit the Website

Learn about the upcoming Finance System upgrade. Visit the Elevate: FIN Upgrade website [11].

Give Us Feedback

Help us improve your business processes as we upgrade our PeopleSoft Finance System. Give us some feedback [12].

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