

#	Questions	Answers
1	Can you still manually generate benefits forms?	Yes, the process hasn't changed.
2	FLSA - with new 7-40 or 14-80, does it apply only to positions that allow overtime? Or for all employees exempt or nonexempt?	This is just a terminology change. Same rules will apply.
3	Are we going to be able to see all our guys at once to do payroll?	Your time and labor groups will still have the same structure, so if you're searching for your employees by time and labor groups they'll still appear in the same groups that you currently use.
4	Can you post a link to the modernization page?	Core-CT Modernization Project
5	Will the HR/Payroll staff be notified by CORE when an employee makes a change to their epay in any area?	No. Not at this time, due to the volume of notifications. This is the same as it is today.
6	Is process still the same for direct deposit, will we need to wait until account #1 prenote has processed before adding #2 account?	You should be able to enter both at the same. Prenote will happen automatically.
7	Can employees change direct deposit on their own now or is it still agency entering in info?	At this time self-service is not available until we deploy multi-factor authentication.
8	Is the Security tile where you would process CORE password resets?	No, this is for submitting CO-1092 request and for approving the requests
9	how will uploading Kronos to core be different? if at all	This process will not change at all.
10	Can you provide the names and emails for the password liaisons for the different agencies?	The list is available on the Core-CT website
11	Will the I forgot my password link still be available?	Yes, and it can still be set up under My System Profile in the Nav Bar.
12	What tile would the liaison use to make the password reset?	Navigation will still be the same using the Nav Bar
13	Will all of our EPM reports come over?	Yes, all of your private queries will be there.
14	Does this New STARs work with the STARs equipment program as while?	There is no change to STARs with this upgrade, other than the Tile to navigate there.
15	Do we have to make sure all our apps are up to date before Wednesday?	All Apps and browsers have to be up to date by Monday 11/25/2024 if you are using mobile devices.
16	Security question. We have student workers from the state colleges. Is there a way to request CORE limited access or view only access to assist with tasks?	We don't typically allow access to someone who is not a State Employee but you can send an email to the Security Mailbox and they will review this on a case by case basis.
17	Aside from the position EPM queries, will any other EPM queries change?	No, all other queries remain the same.

18	If we send it to Readiness@ct.gov, should we still include you (Shanon)?	You can if you would like to, but you don't have to.
19	Will all of our reports come over?	Yes, all reports will come over but your scheduled reports will need to be rescheduled.
20	With Balance of Net Pay choice change, yes quite different. But is overall an easier entry and remove cumbersome customization.	It's a good thing! Better than having to wait for first account to pre note then add a second account.
21	Adding a second account now with first account is a big change!	With Balance of Net Pay choice change, yes quite different. But is overall an easier entry and remove cumbersome customization.
22	We noticed the new view is missing the shift and combo code, is there any other place we can view the timesheet with those items showing?	You have to click on another box that has the three lines on it, then once you click on that box you will see it. It's not all in one place like it is on the current timesheet.
	Some of our staff have 15 to 20 lines in in the timesheet and the three dots took a while.	We do understand that. We have addressed it, but like I said, it's a massive customization. It is still being analyzed by Accenture and senior management. But as of right now, this is what we have. So this is what we're going to have to move forward with.
23	As a Payroll/Benefits clerk, do we need to approve new hire enrollment and open enrollment?	That process will remain as is today.
24	Will we still receive an email that a life event has been submitted through CORE?	Yes, the process hasn't changed.
25	Will new hire enrollment, be same as open enrollment?	The process for enrollment is the same, but the tile for which you will select to enroll for new hire is called Benefit Enrollment and the one for OE is called Open Enrollment.
26	Can you show the pathway to the reports?	The reports within core, the menu path is the same as it is now. You now have to click on the NAV Bar in the in the upper right and then follow the same path as you do today,
27	Please note many of the past training was not received until November 14. Will the trainings offered in October be available via video?	Yes, all of the recordings will be on the training registration page, and ultimately transferred to the Training and Support pages.
28	How do I access the link for the financial training?	https://www.core-ct.state.ct.us/PUM-REG-PAGES/Upgrade-Course-Registration.htm
29	Is this training going to cover entering a timesheet and approving timesheets?	Yes, I'll touch on that when we get to time and labor. There's also training on the training and support page.

30	Do we need to re-enter our information or will everything be migrated over with the update?	All existing information in Core-CT will remain. However, there will be a slide on what to do with transactions that did not get approved in time.
31	How do we make a change in our last name?	That will be done through self-service much like you do it today, although the navigation is through tiles instead. You will access self-service through the Employee Self Service homepage, and then click on the Personal Details tile, and then click on the Name tile. Changes would need to be approved by your HR representative.
32	During open enrollment, if there are no changes, do you still need to go through the steps?	No. If you have no changes with open enrollment, then your current changes will move forth for the following year. So if you have no changes this year, you will have the same benefit coverage next year.
33	Do we have to do anything if a dependent is falling off our coverages?	No, you're dependent if your dependent falls off your coverage, you will see you will receive notification from benefits or your agency regarding COBRA. But you wouldn't have to do anything.
34	Will there still be an initialize feature?	The 'Initialize' feature in Position Data has been replaced with a different feature that works very similarly called the 'Clone' button. That will still let you use an existing position to create a new position that's essentially a copy of it with the same key fields.
35	Will supervisors have access to see the leave balances for their employees?	Yes, it's going to function the same way. Unfortunately, it's not going to appear at the bottom of the timesheet. They'll just have to go to the leave/comp time tile and then from there they'll be able to see the leave and comp balances for their employees. It will no longer be on the timesheet.

36	I have to enter combo codes for my time sheet to allot for time spent on certain federal projects. Will I still have that ability?	You'll still be able to enter combo codes on the timesheet just like you do now. The only difference will be where you see the combo code field. In the original version of Core-CT, the combo code field is all the way to the far right of the Timesheet. In the upgraded version of Core-CT, there are three little dots found in between the Time Reporting Code field and the totals for the row. Clicking on those three dots will bring up another little pagelet, that pagelet is where you can enter the combo code. So the entry is still the same, it's just where to find the field is it will be a little bit different.
37	Why would a user elect the option to submit one day at a time entry vs weekly time entry?	It's just personal preference.
38	Currently we review the timesheets on Thursday prior to approving on Friday to ensure staff have correct entered time and ComboCodes. What are steps?	Steps for reviewing timesheets and approving timesheets will be the same as you as you do now.
39	Will user be able to enter two pay periods in advance?	Yes, that same functionality that exists currently will continue in the in the upgraded version of Core-CT.
40	How do you enter on-call time?	On-call time will be entered in the same manner that it is currently.
41	I understand that there is the webinar for the self-service users. But will there be a PowerPoint to share with users as was that case previously?	Yes. There is training and then there's also infographics. There's also an e-learning video which is about 10 to 15 minutes but there was no webinar.
42	Where do I find time entry and approval job aids?	HCM - Time and Labor
43	Will we still be able to run the Personnel Actions History Report and will it print the notepad along with each associated job data transaction that was processed?	Yes, the Personal Actions History Report will function in the same way, and that'll include the notepad at the bottom.
44	Do we need to check the W-2 consent form with the new upgrade or will the consent carry over if we currently consent now?	The consent will carry over, but, please try out the new self service tile.
45	Will users be able to still see two years of paystubs?	Yes, I believe that you can view 7 years now.
46	Previously Payroll Staff had access to view 300 records in paycheck. Is this the upgrade the same?	Correct, 300 rows display, Otherwise, must enter more search criteria for search.
47	Is there still only 2 accounts allowed?	correct, only 2 bank accounts allowed.

48	Does the change in the direct deposit mean we can use any two banks or one still must be the state employees' credit union?	You may use any two bank accounts that are either checking or savings accounts.
49	Does the email need to be a state email or can it be a personal email?	It is preferable to use ct.gov email as business email address.
50	CO-1092 should be entered for new participants correct?	Yes, the process remains the same.
51	Will Core-CT provide training for new Security Liaisons?	We haven't really had a need for it but you can always enter a FootPrints ticket or email the security mailbox if you are in need of training.
52	Will there be training for this in Financials?	Yes, in the Financial User Groups.
53	Will the CT_CORE reports remain available?	Yes, the reports will remain available but if you have any scheduled, they will have to be re-scheduled.
54	I heard you say that EPM Query Favorites will be erased. Can you elaborate? Will the EPM Query Favorite REPORTS still be available but they just won't be noted as favorites?	EPM Queries will exist. Your "favorite" list (when you save a selected navigation for you to return to easily) will be deleted. The favorites will have to be recreated.
55	Just to confirm, when you say that "EPM Favorites will be erased", only the listing will be removed and we will need to re-saved them as Favorites, correct? It does not mean that the actual EPM queries will be erased.	Yes. That is correct.
56	Is there an easy way to know if we have a query built off of the CTW_POSITION_TABLE or do we need to open up each query individually to look?	Log a helpdesk ticket and we can identify the list of your private queries that use the CTW_POSITION table.
57	Does the pension estimator remain for those who have it?	Yes
58	Will the path stay the same for the favorites?	Please use this job aid -https://www.core-ct.state.ct.us/PUM-TandS/TandS-Materials/HCM-HRMS/HRMS-JobAids/Save_Favorites.pdf
59	Will we loose our queries?	No. Your EPM Queries will still be there. Log a FootPrints ticket if any issues arise or if there are any questions.
60	If my wife is on my insurance with all the kids, and she is a new hired, is there any way to mention this in her benefit section? or she has to enter all her dependents and spouse again in her benefit section but declines the insurance?	Those specific questions about your own particular benefits would have to be addressed by your agency's HR.
61	Will employees have the tools for calculations estimates for when to retire?	If they have them now, they will have them with Go-Live.
62	If someone submits their timesheet this week due to vacation next week, will it roll over with the new upgrade?	Yes, Reported Time will be carried over to the upgraded version of Core-CT.

63	Will we be able to rewatch this in video form, if we need to recap afterward. It's a lot to take in and remember.	Yes recordings and transcripts will be posted to the Modernization page.
64	What is the best internet browser to use with the new CORE?	Core-CT supports use on Edge, Chrome, and FireFox. It is a matter of preference.
65	HRMS and CRM queries: will this also operate same way as the EPM query change (queries will still exists, just need to set up the fav again?)	Yes
66	Also can you still enter two different percentage amts for two different accts?	No, the first account yes but the second account will always be Balance of Net Pay
67	Will you still be able to enter a flat amt in DD?	With 2 direct deposits yes, with the first account. Then second account would be Balance of Net Pay.
68	Can we change our W4 in the new system by ourselves?	Not at this time. Next year we hope to allow self service W4 changes
69	Can we still print timesheets with the new system? I currently have to print timesheet for our commissioner only.	Yes, I believe that that you still have the ability to print the timesheet.
70	Do we need to re-enter our benefit information or will everything be migrated over with the update?	Everything will be migrated over.
71	Can we change our W4 in the new system by ourselves?	No, W4 self-service is not part of the upgrade. It will be a future enhancement which we hope will be next year sometime.