Date: December 7, 2017

To: Faculty, Staff & Student Employees

Subj: FOM|UCPath Campus Hypercare Support

During and after our transition to UCPath on January 2, 2018, there will be hypercare support for as long as needed. Nearly all of the FOM|UCPath project team will be on standby to provide support to those less familiar with the new systems. The goal of the hypercare team is to resolve questions and issues as efficiently as possible.

In general, all faculty, staff & student employees will be provided support through whomever is the conduit for support now, such as your supervisor, Human Resources/Academic Personnel staff, or your relevant Shared Services Center. These local support individuals will then contact the appropriate UCPath Hypercare Support Team, if needed (e.g., payroll, transaction, local systems & processes, data correction, and IT).

- As UC Riverside gets closer to go-live, you will continue to receive more details about UCPath. In the meantime, we encourage you to watch this brief demonstration of the UCPath employee portal.

- To learn more about the UCPath project, check out the UCPath website: http://ucpathproject.ucop.edu/ or fomucpath.ucr.edu.