



Delivered by The NextGen Project

GA@WORK Support Portal

The Service & Support Hub for GA@WORK Users

Agenda

- Why a support portal for GA@WORK?
- What is the GA@WORK Support Portal?
- Key benefits
- Who can access it?
- How to access the GA@WORK Support Portal
- Coming Soon! The GA@WORK User Community
- Demo
- Questions

Why a support portal for GA@WORK?

Challenges:

- Scattered information and resources (multiple emails, old documents, different workstreams)
- Difficulty finding answers to common questions quickly
- Inconsistent support request processes
- Potential for delayed resolutions

Our Goal:

- To centralize, simplify, and expedite support resources for GA@WORK system users

What is the GA@WORK Support Portal?

Definition

A dedicated Support Portal offering fast, self-service access to system information, forms, trouble shooting guides, training resources, and an efficient process for submitting system assistance requests.

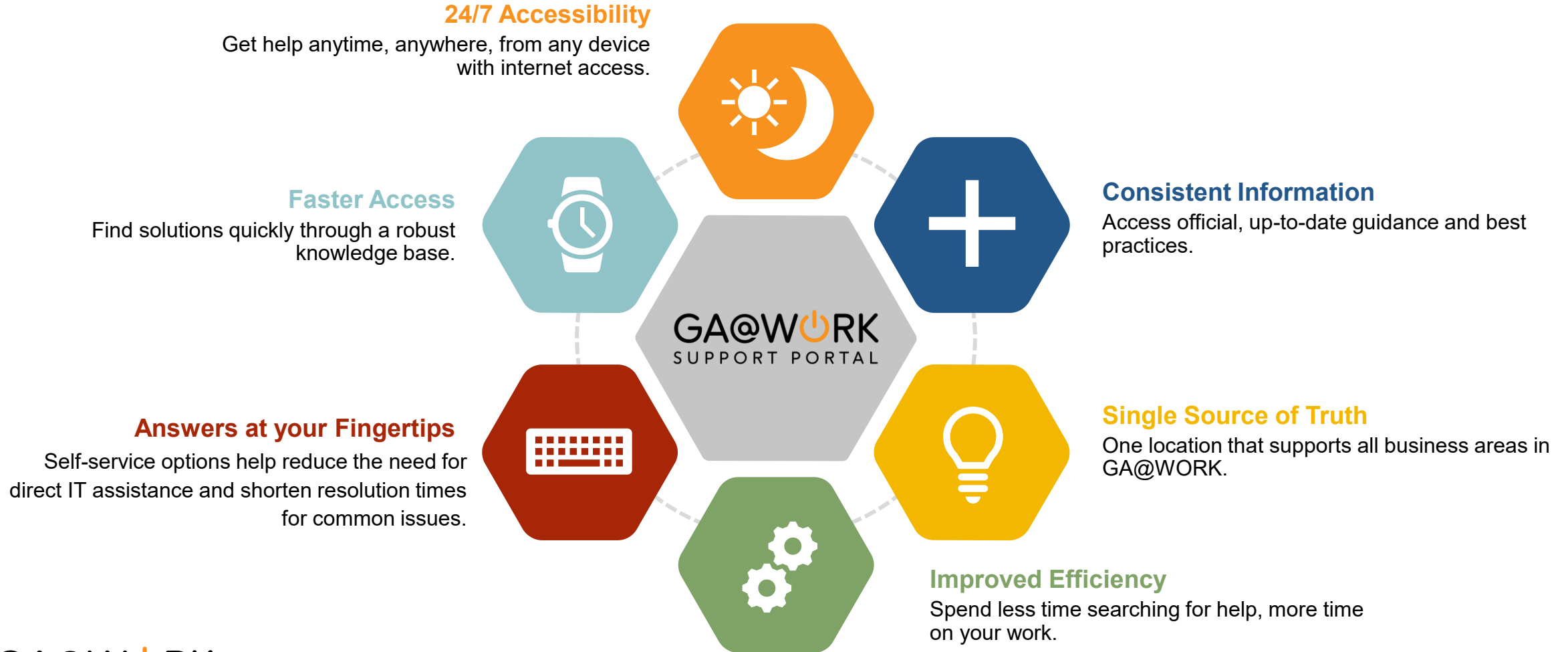
Purpose

To empower GA@WORK Agency Users to find solutions independently and to ensure efficient handling of GA@WORK system support needs.

Concept

The central resource for GA@WORK inquiries and updates.

Key benefits



Who can access it?

All **GA@WORK Agency Users** (excluding **exclusive ESS/MSS role holders**) Such as:

Accounting
Operations Lead

Accounts Payable
Operations Lead

Agency Vendor
Liaison

Budget Partner

Finance Executive

Grant Manager

HR Partner

Payroll Partner

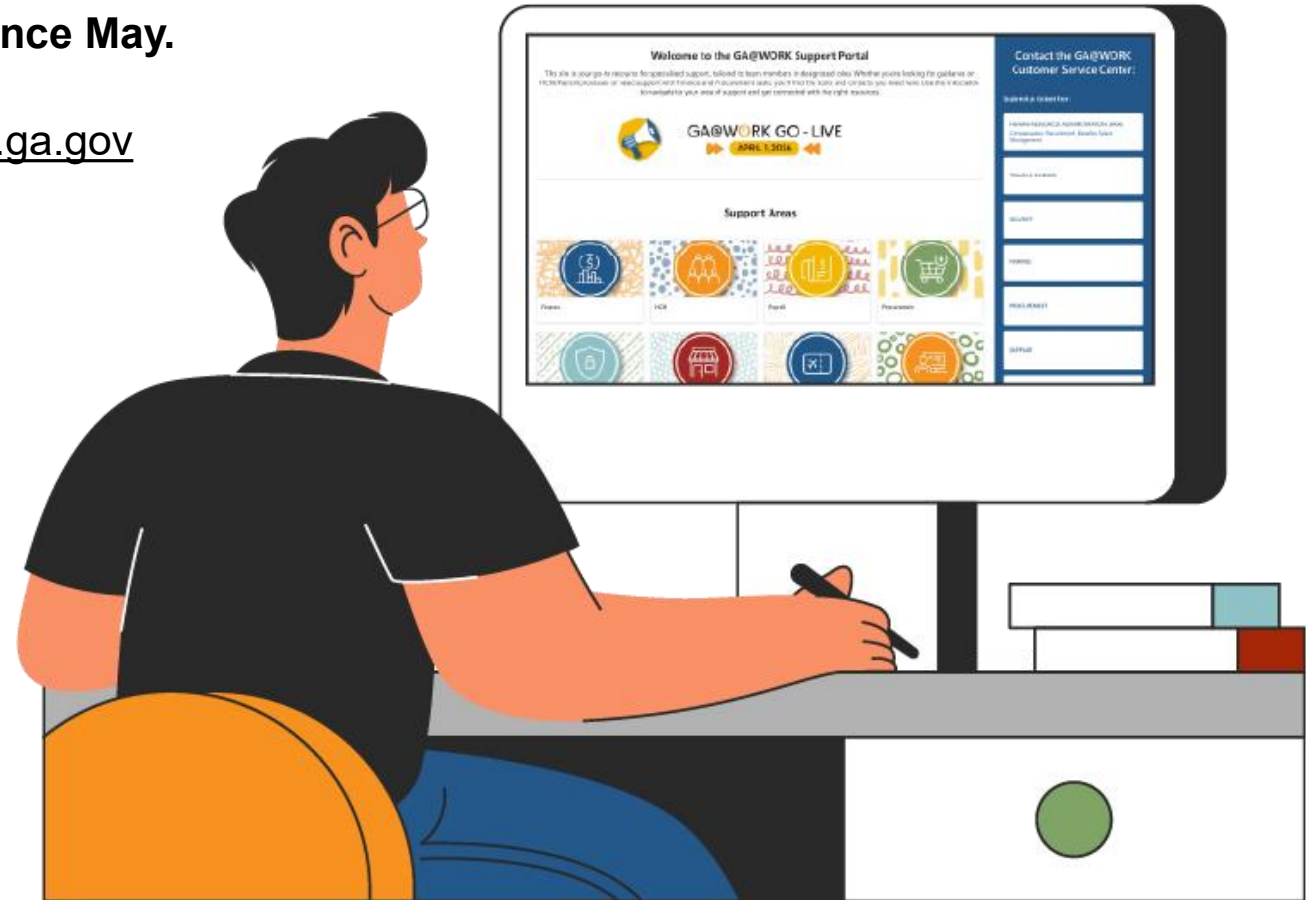
Security Partner

Time and Absence
Partner

How to access the GA@WORK Support Portal

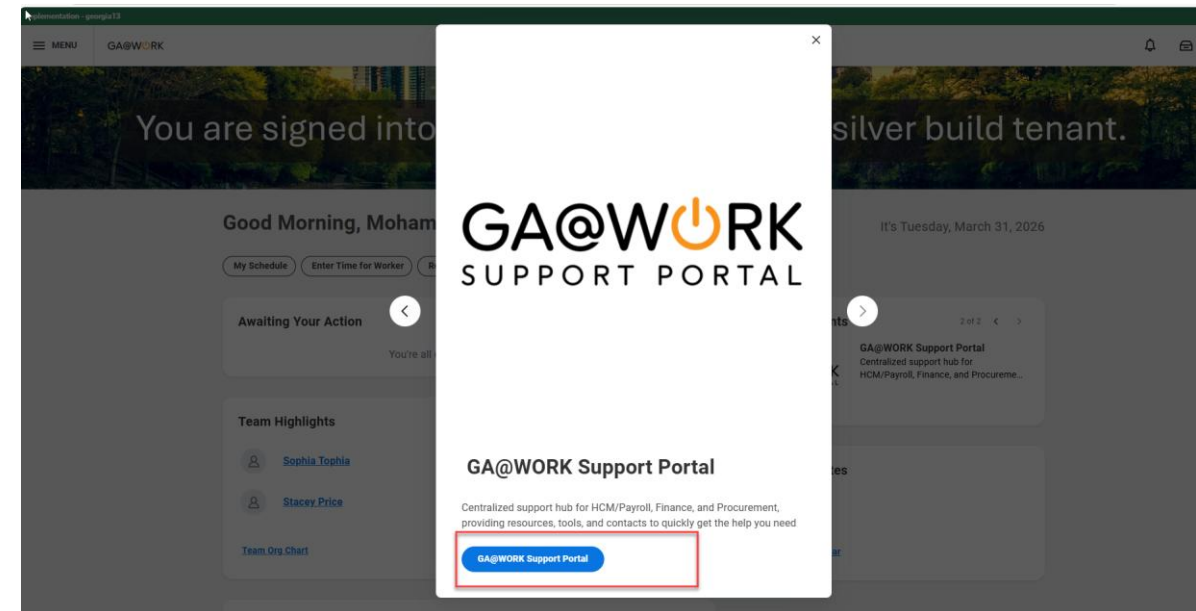
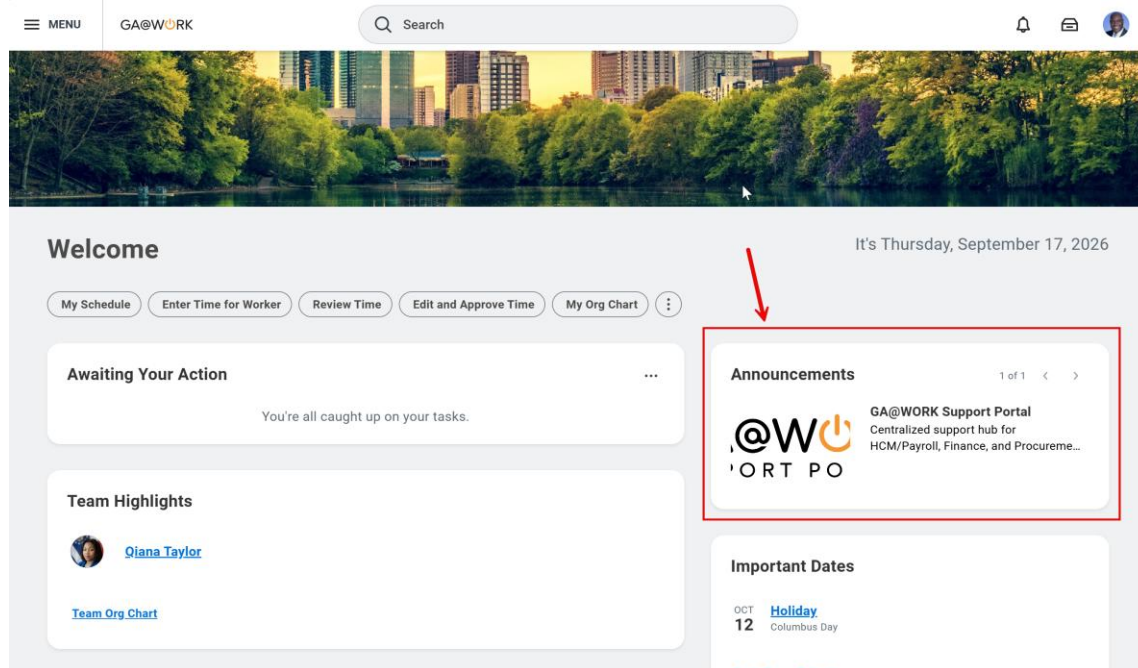
The GA@WORK Support Portal has been available since May.

- New Users will receive an email from gaatwork@sao.ga.gov with the portal link.
- Can access the portal directly from the GA@WORK.
- For quick access, add the portal link to your browser favorites.



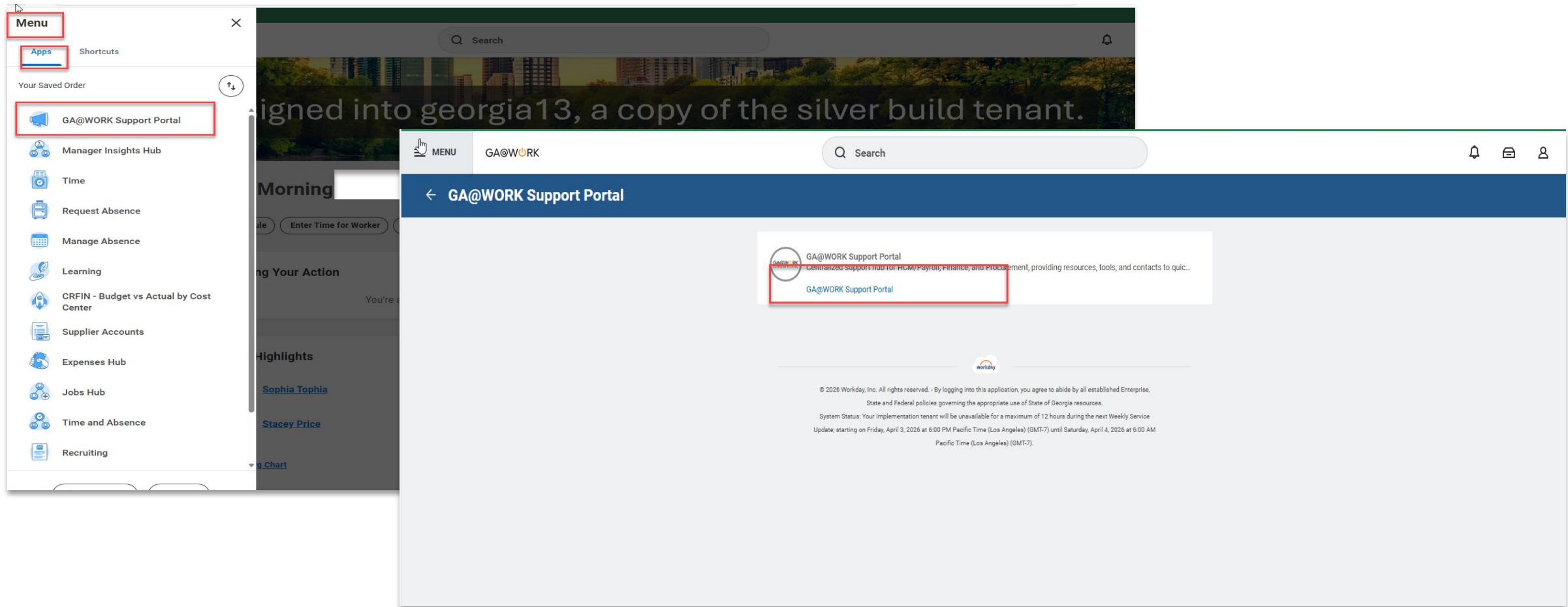
How to access the GA@WORK Support Portal

From the GA@WORK homepage → **Announcements** → **GA@WORK Support Portal**



How to access the GA@WORK Support Portal

From the GA@WORK homepage → **Menu** → **Apps** → **Add Apps** → Search *Support Portal* (adds a shortcut)



Coming in 2027 – GA@WORK User Community

What is the GA@WORK User Community?

The GA@WORK User Community will be created to help the State of Georgia thrive using GA@WORK.

Why do we need a community?

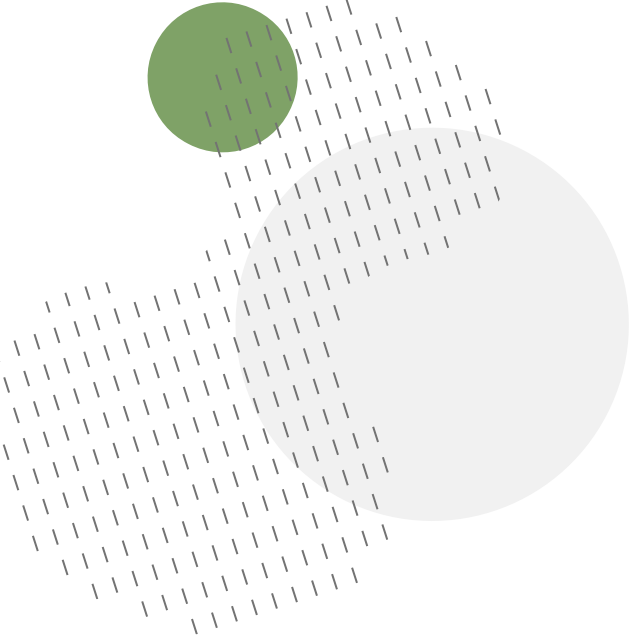
- 1 **Continue agency engagement**, awareness and adoption of optimization and release enhancements
- 2 **Ongoing development of GA@WORK subject matter expertise** to drive shared learning and inter-agency best practices
- 3 **Promote opportunities for standardization**
- 4 **Provide opportunities for peer-to-peer and system expert coaching**

What will the community do?

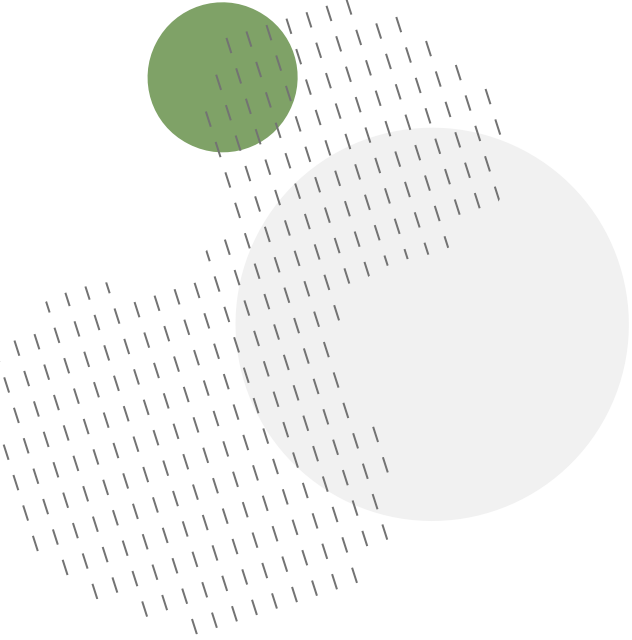
- 1 **Build on the community collaboration**, learning, and knowledge developed during the implementation of GA@WORK
- 2 **Host community events and communication channels** that will showcase upcoming GA@WORK releases and provide avenues to learn and share feedback
- 3 **Provide tips and tricks** to help users enhance knowledge and understanding of the system
- 4 **Develop leadership preparedness** for upcoming releases and drive sustainable adoption across all agencies



Planning is in progress – more information will be provided at the September NCN and upcoming Super User meetings.



Demo



Questions?



*thank
you!*