**The Support Framework: Your Guide to Finding Help**

Oracle will be down for scheduled maintenance on Friday, April 12, 2022 from 7:00am to 10:00am.

**VPN Requirement Removal**

Oracle and Cognos will be unavailable starting today, Monday, April 11, 2022 from 6:00am to 6:30pm to replace the VPN requirement with a DUO connection. Cognos reports (such as the 66th Edition, Event Calendar, Instructor-Led Training sessions, and Hot Topics) will be unavailable at this time. DUO will be applied to the following BI environments: Faculty and Researcher Panorama, Default Project Payroll, GL-PPM Reconciliation, DOPES, etc.) Cognos QA, Cognos Production, Tableau Production, Cognos and Tableau will be unavailable during this period. DUO will be implemented to connect to all other Oracle systems. DUO will be applied from 6:00pm to 7:00pm to replace the VPN requirement with a DUO connection. Cognos reports (such as the 66th Edition, Event Calendar, Instructor-Led Training sessions, and Hot Topics) will be unavailable at this time. DUO will be applied to the following BI environments: Faculty and Researcher Panorama, Default Project Payroll, GL-PPM Reconciliation, DOPES, etc.) Cognos QA, Cognos Production, Tableau Production, Cognos and Tableau will be unavailable during this period. DUO will be implemented to connect to all other Oracle systems.

- **Thursday, April 14, 2022**
  - **9:00am - 10:00am**
    - UC San Diego Travel: Reporting Expenses
  - **1:00pm - 3:00pm**
    - UC San Diego Travel: Before You Go
  - **11:00am - 12:00pm**
    - Every Thursday Fund Management Office Hours

- **Friday, April 15, 2022**
  - **9:00am - 10:00am**
    - UC San Diego Travel: Reporting Expenses
  - **1:00pm - 3:00pm**
    - UC San Diego Travel: Before You Go

**Access Issues to Oracle & Concur for New Hires Resolved**

Last week we experienced some issues with a UCPath report that is used to create new user profiles in Oracle and Concur. The issue has been corrected today. If they continue experiencing issues logging in, please have them download a copy of our User Login Guide from its-bia@ucsd.edu.

**Human Subject Compensation: Final Call to Return Unused Scrip Checks**

Human subject compensation recipients should return any outstanding Scrip items left and wish to receive funds back, all items must be received no later than May 31, 2022. To return unused Scrip, write VOID on the face of the checks and mail them to Disbursements, MC 0955. Please include the following information:

- The full COA in which you’d like the funds to be returned to
- The original scrip checks
- A request number
- Any other information provided or specified

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**Financial Operations Office Hours: Introducing Financial Operations**

This week, we will introduce you to the Financial Operations team and our services. We will then have an open Q&A session for any Accounts Receivable, Cash, PPM or Equipment Management questions. We look forward to this Friday, we will introduce you to the Financial Operations team and our services. We will then have an open Q&A session for any Accounts Receivable, Cash, PPM or Equipment Management questions. We look forward to this.

**UC San Diego Budget & Finance YouTube channel**

Take a virtual tour of the UC San Diego Budget & Finance YouTube channel. Be sure to try out the different calendar views in the upper right corner!
Our goal is to deliver timely information that matters to you.

Not sure where to find answers? Get started using our Support Framework.