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## Announcement

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** November 7, 2016

**SUBJECT:** Release 5.20 WebEx Resources Available

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We now have the following resources available related to the Production Update WebEx held Thursday, November 4:

- GeorgiaFIRST Financials v9.2 Production Update WebEx PowerPoints:  
<http://www.usg.edu/gafirst-fin/releases>
- GeorgiaFIRST Financials v9.2 Production Update WebEx recording (recording begins several minutes into web conference):  
<https://borusg.webex.com/borusg/lsr.php?RCID=32dc660c2d59998df7d85e1ac0af58e4>
- Q&A Session for GeorgiaFIRST Financials v9.2 Release 5.20 (attached)

It is very important that this information is provided to the appropriate staff at your institution so that they are aware of the scheduled system downtime and application changes related to Release 5.20.

MORE INFORMATION and SUPPORT

**BUSINESS IMPACT EMERGENCY ISSUES CONTACT ITS HELPDESK IMMEDIATELY**  
706-583-2001, or 1-888-875-3697 (toll free within Georgia)

ALL OTHER NON-URGENT ISSUES contact ITS Helpdesk via Self-service support website  
[http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (requires a User ID and password, email [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain credentials)E-mail: [helpdesk@usg.edu](mailto:helpdesk@usg.edu)

ADDITIONAL RESOURCES

ITS Maintenance Schedule and Service Level Guidelines:  
[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/)

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