
Technology Implementation FAQs

To help ensure your technology implementation is smooth and successful, we have prepared the following FAQ document with the answers to many of the questions we anticipate you may have.

If you don't see the answer to your question here, please contact our technology training support team at techtraining@gnapartners.com.

When will my company begin using G&A Partners' technology suite?

Please refer to the Technology Implementation Timeline previously provided by your Payroll Specialist for information on the exact date you and your employees will begin using G&A's technology suite.

How do users access G&A's technology suite?

G&A's technology suite is a single sign-on application, which means that each user needs just one set of login credentials (username and password) to access all of the systems accessed from our technology suite. Users with manager security access will also be able to easily toggle back and forth between their manager and employee profiles within the technology suite.

As part of the technology implementation process, all users will receive an email invitation to create their accounts in WorkSight 2.0, the online portal employees will use to review and update their personal information, as well as perform other employment-related functions. *(Please refer to "Creating Your Account" in the WorkSight 2.0 section of the **G&A Partners Technology Suite – Employee User Guide** for additional information.)*

What if an employee doesn't have an email address?

If an employee does not have an email address associated with his or her employee record, a profile will still be created for the employee in WorkSight 2.0 to allow managers to rehire or terminate the employee within the system as needed; **however, the employee will not be able to log into or use any of the functions within WorkSight 2.0.**

If the employee wishes to add an email address to his or her account in order to access WorkSight 2.0, either the employee or a client manager at your company will need to contact the G&A Partners Customer Care Center to add the email address to the employee's profile. Within 15 minutes of the email being added to his or her profile, the employee should receive an email invitation with instructions on how to create a WorkSight 2.0 account.

Are there any training resources available to help employees learn how to use G&A's technology suite?

Yes. G&A Partners has created several training resources to help ensure both client managers and employees have the information they need to log in and use our technology suite during the implementation process. Client managers will receive information on how they can access these resources after they attend one of G&A Partners' technology implementation training sessions.

IMPORTANT: Each client is responsible for distributing the applicable training resources to their managers and employees.

I can't find the answer to my question in any of the training resources. Who can I contact for assistance?

Client managers and administrators can contact our technology training support team via email at techtraining@gnapartners.com with questions about how to perform any manager/administrative functions or navigate within our technology suite. All other employees should contact our Customer Care Center for technology assistance.

G&A Partners Customer Care Center

- Hours: Monday – Friday | 7:30 a.m. – 7:00 p.m. CT
- Phone: 1-866-497-4222
- Email: customercare@gnapartners.com
- Web: www.gnapartners.com/contact-us