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Technology Migration FAQs

G&A Partners is excited to migrate your account to our new, upgraded technology suite!

To help ensure your transition is smooth and successful, we have prepared the following FAQ with answers to many questions we anticipate you may have. If you have additional questions, please contact our Technology Support team via email at techsolutions@gnapartners.com.

When will my company be migrating to G&A's new technology suite?

Your company will be migrated to the new system at the end of the year, and the first payroll of 2023 will be processed using G&A's new technology suite.

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

G&A's new technology suite is a single sign-on application, which means that each user needs one set of login credentials (username and password) to access all systems accessed from the new 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 migration 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 and 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 in G&A Partners' payroll system, a profile will 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.

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Are training resources available to help employees learn how to use the new 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 the new technology suite once the migration is complete. Client managers will receive information on how to register for one of G&A Partners' technology migration 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?

To help ensure that our clients have all the assistance they need during this migration, G&A Partners has created a dedicated Technology Support team to answer client managers' questions about the training resources for our new technology suite. Client managers can contact the Technology Support team via email (techsolutions@gnapartners.com).

Your employees should continue to make G&A Partners AccessHR their main point of contact for assistance logging into or navigating within the new technology suite.

G&A Partners AccessHR

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