

USF GEMS UPGRADE THIS WEEKEND

GEMS is being upgraded and will be moving to the cloud this weekend. Access to GEMS and the external Candidate Gateway will be unavailable while these changes are in progress. Additional information regarding system down time, system updates and signing in to the new system can be found below. Please pay particular attention to steps that should be taken prior to signing back in to the upgraded system for the first time.

UPGRADE / MAINTENANCE SCHEDULE

Friday, 10/23 at 5pm EST

GEMS and External Careers sites taken offline. No Users will have access. Upgrades to the system will begin and continue throughout the weekend.

Monday, 10/26 at 8am EST

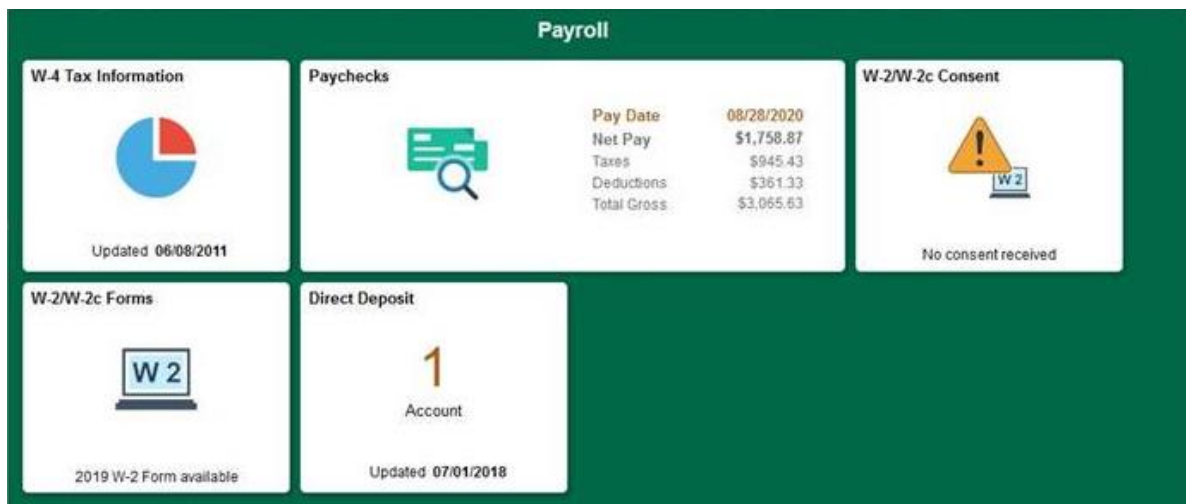
New environment goes Live - GEMS and External Careers sites available to Users

WHAT'S CHANGING?

GEMS has been hosted in the University's on premise data center since 1998 and will move to the cloud as part of this upgrade. Benefits of moving to the Microsoft Azure environment include:

- Modern hardware and software that will always be state-of-the-art
- Improved system reliability and disaster recovery
- Self Service capabilities for application administrators for faster support

GEMS Pages will have a slightly more contemporary style, different colors and icons. Some Tiles will also display additional information. See the example below:



IMPORTANT - BEFORE SIGNING IN TO GEMS AFTER THE UPGRADE

To avoid issues when accessing GEMS for the first time after the upgrade, it's important to do the following:

- Close any open browser windows
- Clear your browser cache before trying to access GEMS. Here is a link to IT instructions for clearing browser cache - <https://www.usf.edu/it/documentation/clear-browser-cache.aspx>

REPORTING ISSUES

If you encounter any issues while accessing or using GEMS, please report them to the IT Help Desk by emailing help@usf.edu or calling (813) 974-HELP(4357).

Help Desk hours of operation are:

Monday – Friday	7:00 a.m. – 10:00 p.m.
Saturday & Sunday	9:00 a.m. – 6:00 p.m.