

InSync Frequently Asked Questions (FAQs)

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This Knowledge Article answers the frequently asked questions about InSync.

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1. [Unable to login to InSync, getting profile not active alert message while login](#)

Please create a service now ticket with proper description [Click here](#) and provide the information as given in the screenshot below

Please select appropriate "Activity/Request Type" according to your request.

- Data Change – For updating any details wrongly entered
- Issue – If you find any issues in performing an activity which you usually do
- Questions/Inquiries – To know any existing functionality in the tool that you are not aware of
- Request for Service – Any Ad-Hoc requests like reports or any functionality that you are not able to perform through the tool
- Configuration – Add yourself or your team's Distribution List to an existing scheduled report
- Other – Any of the type other than the above options.

When you select the option Other, please specify the type in the next field.

2. How to Change Supervisor / Deactivate associate profile in InSync tool?

This is an automated task and associate need not to do anything.

Our InSync system is integrated with Avatar/PeopleSoft system. **Our automation job will take care of this within 3-7 days.**

Please make sure the supervisor details/associate profile status is updated in Avatar/Peoplesoft system.

For more information on this please reach out to ResourceManagementGroup@legatohealth.com

3. Update associate's BCP daily entry in Bulk

This can be done only by Managers and allowed for the options Except below:

- *In Office*
- *Working remotely*

Follow the below steps

- a. Login to InSync tool à "My Dashboard "
- b. Click on Emp Status (Clock icon)
- c. Click on the Add User Activity button à Enter all mandatory fields and click the submit button.

4. How to avoid getting LMS reminder alert from InSync if an associate is not available for a long period of time.

- a. Login to InSync tool à "My Dashboard "
- b. Click on domain ID under the Domain ID column.
- c. Change the productive status, provide leave start and end date except for below status.
 - I. Productive
 - II. Abscond
- d. Fill in all mandatory information and click **Submit**

5. Unable to find dependents details for vaccination drive or vaccine declaration

Do not worry, if you joined Legato recently, please enroll yourself and your dependents details in insurance portal. We will update your dependents information based on HR Ops team confirmation.

If you need more information about Insurance portal/enrollment process, please check with HR Ops team or click [ASK HR](#)

6. Are you getting vaccination declaration alert while daily entry submission?

Follow the below steps to verify your vaccination declaration status.

1. Verify you have declared dose1 and dose2 details separately.
2. Select missing dose number from dropdown, enter all mandatory inputs, select checkboxes, and click on Save if you wish to keep your request in draft status or click Submit button to submit details.

7. Explain how to raise an Asset related request

- a. Click IT Request menu.
- b. Click the Create IT Request button
- c. Give valid reason for all IT Request Type and support document if mandatory

8. Is your Asset Related IT request approved by your manager but no progress in status!

Please check with IT Ops team for more updates [Click here](#) to send mail to IT Ops team

InSync tool only enables the associates to raise request and get it approved by Manager. Once the request is approved it goes to the IT Ops Team queue followed by the facility team and InSync team will not have any control over it

9. Unable to change your location in Office access Request?

- If your request status is still pending from your manager approval, please inform your manager to reject your request and create a new Office access Request.
- If your request is already approved by your manager create service now request, [Click here](#)

10. **Are you still getting alert to declare your vaccination details even after declaring your dose2 vaccination details while submitting your InSync daily entry?**

Self-vaccination declaration of both dose details (Dose1 and Dose2) is mandatory. Please select the missing dose number and submit the details. (Please check your vaccine declaration page to know missing dose information).

Note: Dose1 and Dose2 vaccination details should be declared separately to make your name listed for transportation along with your approved RTO request.

11. **Unable to find your associates "Office Access Request" for approval?**

Only future date requests will be displayed. Any request for the current date will be auto expired.

Note: Team leads will not have access to view/approve their associates "Office Access Request", these requests can be approved by ADM and above.

Please communicate with your manager to get your request approval before you plan to visit the office.

12. **Unable to login to InSync application, getting "Unauthorized user" error message?**

· InSync application can be accessible by Legato fulltime associates and contractors who are using Legato assets.

· If you are a 'GIC' associate or using Legato assets and still getting the same error. Please create a service now ticket with proper description [**Click here**](#).

13. **Are you not able to find the relocation request date in the calendar?**

· Relocation date is enabled for every first day of future months. Select the first day of the month and create a request.

14. **Are you facing an issue in accessing InSync portal / Not able to land to InSync login page?**

- Please check your VPN / Global protect connectivity. If you are facing an issue in VPN / Global protect connectivity, check with IT Enterprise Service Desk.
- If your VPN / Global connectivity is good and not able to access InSync portal, please wait for some time and try to access again before reaching support team.
- Please create a service now ticket with proper description [**Click here**](#) in case you didn't get resolution from above 2 steps.

15. [For any Legato transportation related queries contact below team](#)

Note: Please don't copy InSync DL as there is no task to be done by InSync support team

Legato Transport Team	
Transport - BLR	dl-TransportBLR@anthem.com
Transport - RGA	DL-TransportRGA@legatohealth.com
Transport - HYD	dl-transportHYD@legatohealth.com
Transport - GUR	dl-transportGUR@legato.com

16. [For any Legato facility related queries contact below team?](#)

Note: Please don't copy InSync DL as there is no task to be done by InSync support team

Legato Facility Team	
Facility - BLR	dl-legatofacilitiesblr@anthem.com
Facility - HYD	DL-LegatoFacilitiesHYD@anthem.com
Facility - GUR	DL-FacilitiesGUR@legato.com

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