



Known Issue: KI9.2-005-TL: Users Receive Connection Expiration Message

POSTED: January 18, 2019

STATUS: Active

Audience: Managers and Time Approvers

Known Issue: Managers and Time Approvers attempting to click on Previous Period or Previous Week in an employee's timesheet will result in the Manager or Time Approver being logged out of OneUSG Connect with the following result:



If you encounter the error message, "Your PeopleSoft connection has expired," in any other circumstance, please provide full details including the user, specific activity and approximate time in an email to oneusgsupport@usg.edu.

Functional Workaround: Change **View By** to "Day" and utilize the **Previous Day** link:



Tentative Resolution Information: OneUSG Connect Support is investigating the issue and will provide additional information as it becomes available.

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu



Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.