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

**POSTED:** March 20, 2020

**STATUS:** Resolved

**Impact:** Managers and Time Approvers attempting to click on Previous Period or Previous Week in an employee’s timesheet resulted in an error message or they were logged out of OneUSG Connect.

**Resolution Information:** This issue has been resolved.

**Original Known Issue Details**

**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:

**Functional Workaround:** Change View By to “Day” and utilize the Previous Day link.

**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.