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## Announcement

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** July 19, 2017

**SUBJECT:** System Maintenance Scheduled for FPLAY

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GeorgiaFIRST will refresh FPLAY during the week of August 1, 2017. As a result, FPLAY will be unavailable from 8:00am Tuesday, August 1, 2017, until Friday, August 4, 2017.

The FPLAY environment is used by institutions for GeorgiaFIRST Marketplace training, for prototyping and testing transactions and queries, and for Banner integration testing.

If you have institutional training or testing scheduled during this time, please adjust your schedule as needed.

If you have set up test users for training and testing purposes, please email the list of User IDs to Elizabeth Walker at [Elizabeth.walker@usg.edu](mailto:Elizabeth.walker@usg.edu). We will save these test users and move them back into FPLAY after the refresh. (A test user is a user ID that has been set up in FPLAY but does not exist in Production. Please respond only if the test users are unique to FPLAY.)

**MORE INFORMATION AND SUPPORT:** For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.)

**ADDITIONAL RESOURCES:** For information about ITS maintenance schedules or Service Level Guidelines, please visit [http://www.usg.edu/customer\\_services/service\\_level\\_guidelines](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.

### ADDITIONAL RESOURCES

ITS Maintenance Schedule and Service Level Guidelines:

[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/)

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