

## KNOWN ISSUE: KI9.2-103\_Other – Users Receive Connection Expiration Message

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**UPDATED:** March 22, 2019

**STATUS:** Active

**ORIGINALLY POSTED:** January 18, 2019

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Some users attempting to work in PeopleSoft are being logged out early with the following error message, "Your PeopleSoft connection has expired."

If you receive this error message please provide full details to help us narrow down what is causing this issue. Full details include:

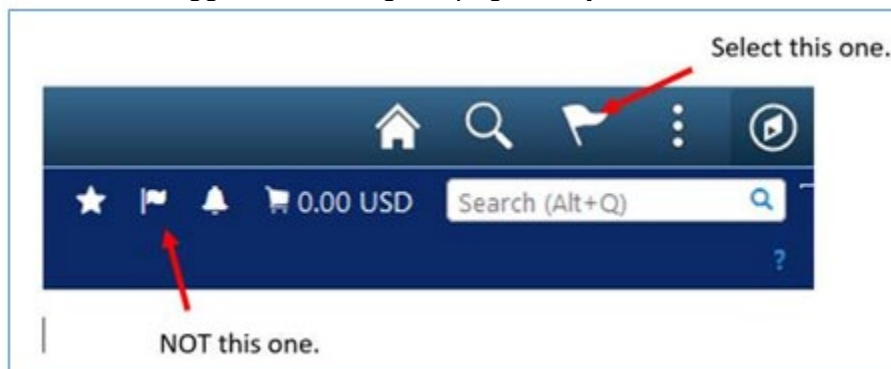
- User information
- Specific activity
- Approximate time the error occurred
- The URL that you got the error message from
- A screen shot of the error message
- The browser you were using

Then, contact the ITS Helpdesk with this information to open a ticket.

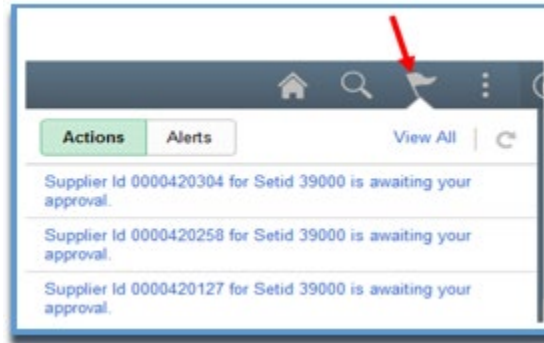
**FUNCTIONAL WORKAROUND:** If users have a window open they are not actively working in, the PeopleSoft session will need to be refreshed to avoid timing out. We suggest updating the session every 10 minutes.

To refresh the PeopleSoft session:

- Click on the notification flag at the top of the page, in the blue header area of PeopleSoft. We suggest refreshing the page every 10 minutes.



- If a list of notifications drops down when clicking the flag, just click it again and the list will disappear.



**ESTIMATED RESOLUTION:** This issue is actively being investigated. When a resolution is identified, we will update this known issue.

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or [https://www.usg.edu/customer\\_services/about\\_us/contact/](https://www.usg.edu/customer_services/about_us/contact/).