

## Known Issue: KI9.2-93\_Other – Password Change in Self Service Portal Producing Error

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**UPDATED** June 1, 2018

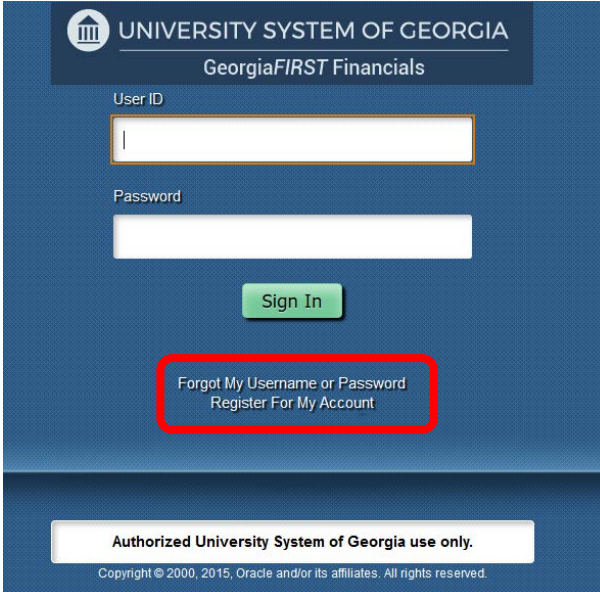
**STATUS:** RESOLVED

**IMPACT:** A fix was applied to production on May 31, 2018. The Forgot My Username or Password and Register For My Account functionality on the self-service portal is now working.

**ORIGINALLY POSTED:** May 30, 2018

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An issue has been reported when users attempt to use the functionality from the GeorgiaFIRST Financials self-service portal.



Neither the Forgot My Username or Password link nor the Register For My Account link is currently working.

**Functional Workaround:**

Until this issue is resolved, users should contact their local Security Administrator to ask them to create accounts or reset passwords as needed.

**Estimated Resolution:**

This issue is currently being investigated and a fix will be applied to production as quickly as possible.

**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>.