

Known Issue: KI9.2-51_Other Self Service Password Reset Is Not Working

UPDATED December 9, 2016

STATUS: RESOLVED

IMPACT: An interim Release (5.21) was applied to production Thursday, December 8, 2016. A BOR fix was applied and this issue is now resolved. Users should be able to reset their password using Self Service.

ORIGINALLY POSTED: November 23, 2016

The password reset process in the Self Service portal is not working correctly. The process will send you a temporary password by email as expected; however, when you attempt to log in with the temporary password, the system will deny access.

Functional Workaround:

Until a solution is provided, you must contact your local PeopleSoft Security Administrator to reset your PeopleSoft Financials password.

Estimated Resolution:

We are working to correct this issue. A fix will be delivered in the next release, tentatively scheduled for mid-January.

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. (This service requires a user ID and password. E-mail 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. For USG services status, please visit <http://status.usg.edu>.