

## Resolved: Known Issue - K19.2-99\_GL: Journal Spreadsheet Upload Error

**UPDATED:** February 6, 2020

**STATUS:** Resolved

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**RESOLUTION:** The functional workaround is now the permanent resolution. Users select the Write File option and import their journals using the Batch Spreadsheet Journal Import process. See business process [GL\\_020\\_033 - Batch Spreadsheet Journal Import](#) for instructions.

**NAVIGATION:** General Ledger > Journals > Import Journals > Spreadsheet Journals

**ISSUE:** Following Release 5.40 applied December 1, 2018, users working with the BOR Journal Upload Spreadsheet are receiving a “User Password Failed” error message when selecting the Import Now button to upload. This issue is related to the new Single Sign-On functionality implemented with the release, which required previous user login credentials for PeopleSoft Financials to be removed. This resulted in a password failure message for spreadsheet uploads.

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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 via the [ITS Customer Services website](#).

