GEORGIA*FIRST*
FINANCIAL, INFORMATION & REPORTING SYSTEMS FOR TOMORROW
University System of Georgia • Information Technology Services

PeopleSoft 9.2

Resolved: Known Issue - KI9.2-103_Other: Users Receive Connection Expiration Message

UPDATED: November 19, 2020

STATUS: Resolved

RESOLUTION: ITS discovered this issue no longer occurs. However, if users encounter this issue please submit a ticket to the [ITS Helpdesk](#).

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

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

ORIGINALLY POSTED: January 18, 2019

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).