

ANNOUNCEMENT

TO: GeorgiaFIRST PeopleSoft Financials Users

POSTED: May 25, 2022

SUBJECT: GeorgiaFIRST Financials Locked Accounts

Due to an increase in locked accounts, ITS would like to make GeorgiaFIRST PeopleSoft Financials users aware of some issues that have led to locked accounts and how to reduce these instances:

Action	Result
Using the search option on the home page (the magnifying glass located in the top right corner).	ITS recommends not using the search option.
In Report Manager, selecting a report from the List tab.	ITS recommends accessing reports from the Administration tab.
If the user has multiple tabs open at one time or if the user logs into GeorgiaFIRST Financials using multiple windows at one time.	This can cause an account to be locked due to security concerns depending on the browser being used. ITS recommends reducing the number of tabs open and logins to GeorgiaFIRST Financials.
If the user has multiple tabs open at one time or if the user logs into GeorgiaFIRST Financials using multiple windows at one time.	This can cause an account to be locked due to security concerns depending on the browser being used. ITS recommends reducing the number of tabs open and logins to GeorgiaFIRST Financials.
If the user does not properly sign out to end the session.	ITS recommends clicking the vertical ellipses in the top right corner of the page and select Sign Out to properly end the session. Users should not just close the tab or window.

While these practices may not eliminate a locked account, they can help reduce the number of occurrences.

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