

## ANNOUNCEMENT

**TO:** GeorgiaFIRST Financials Users

**POSTED:** September 25, 2019, 3:00 p.m.

**SUBJECT:** Emergency Maintenance Scheduled for FPROD

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The emergency system maintenance for FPROD is complete and the following applications are available now:

- GeorgiaFIRST PeopleSoft Financials production (FPROD)
- PSQUEST access
- GeorgiaFIRST Marketplace access
- Expenses and ePro Self-Service Portal

**SINGLE SIGN-ON USERS:** Users logging into the system using Single Sign On (SSO) can log back into the system now.

**SHARE ACCESS USERS:** Users with Share Access will be able to access FPROD tomorrow morning after ITS completes maintenance tonight.

**OTHER ACCESS:** Activities that require a PeopleSoft User ID and password will remain locked out of FPROD, this includes voucher upload spreadsheets and the nVision development tool.

Moreover, any data sent from OneUSG Connect to GeorgiaFIRST Financials will not be received until this issue is resolved. ITS will correct this issue during the scheduled maintenance window tonight. Access should be restored tomorrow morning.

**ACTION NEEDED:** If users need to access voucher uploads, nVision development, or Share Access before tomorrow morning, please open an [ITS Helpdesk ticket](#) and ITS will work with users on an individual basis.

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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](#).

