

COMMON ERROR RESOLUTION PROCEDURES

DATA INTEGRITY

When trying to access information in PeopleSoft and an error message “You are not authorized” and / or “Data Integrity Error” occurs, follow the procedures below:

1. Close the application and open a new Internet Explorer browser
2. Click on Tools;
3. Select Internet Options;
4. Under “General” click “Delete” under browsing history (IE version 7)



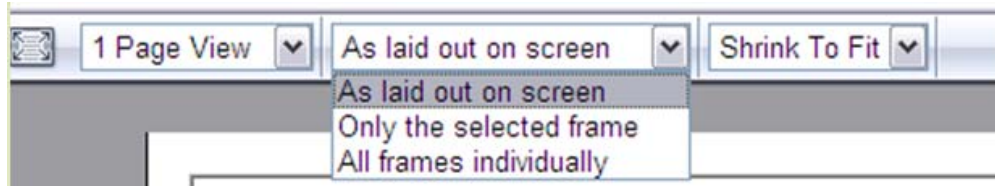
5. Delete temporary internet files & delete cookies
6. Close
7. Ok
8. Close your browser and log back in

These steps should resolve your issue. However, if it does not, then you will need to contact the SAO Security help desk by dialing: 404 657 3956 prompt 3 and they will adjust your profile. SAO is currently researching what causes this issue and hopes to have it resolved in the near future.

PRINT DOCUMENTS FROM THE WEB

To print documents from the site follow these steps below.

1. Once the document has been created,
2. Click View Printable Evaluation (for example);
3. Before opening the document in Print preview; take your mouse and click anywhere in the white section of the document on the screen. (Doing this will reset the focus to the content needing to be printed)
4. Now choose Print Preview.
5. At the top of the screen is a toolbar; press the pull down and choose “**Only the Selected Frame**”



6. Press print and only the portion you need should print out.

Note: As a point of reference, this issue is not related to PeopleSoft, but rather Microsoft and Internet Explorer. If problems persist, please contact your IT Help Desk.