

LMS - Error Invalid User ID and/or Password

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LMS - Error Invalid User ID and/or Password

Purpose: Follow this procedure when a user reports an issue with signing into the Peoplesoft LMS. The user is getting the error message Your User ID and/or Password are Invalid.

Required Information to be documented in each Incident:

Contact Name Contact Number Employee ID Clinic / Facility Number Detailed Description of the issue. Screen shot of any Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Ensure the user is using either the Microsoft Edge or Google Chrome Internet Browser.
5. If the user's employee ID begins with the letter "Z" (z123456) advise the user of the following:

Your employee ID number begins with the letter "Z." "Z" ID employees do not have access to Peoplesoft LMS. You will need to follow up with your supervisor or manager to confirm how you can complete the training needed outside the Peoplesoft LMS system.

6. Ask the user if their password was changed recently. Advise the user to allow 1 hour for the password to process through the system to ensure access.
7. Follow the resolution process.
8. If the issue is still present. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Service

PeopleSoft Enterprise Learning Management (LMS)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry/Help

Service

Infrastructure Applications & Services

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM-L1

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