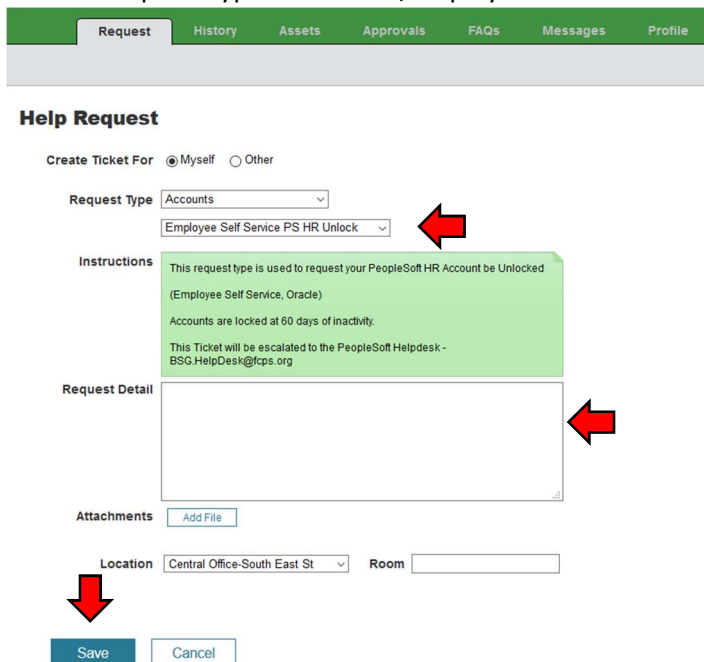


PeopleSoft/Oracle/Employee Self Service accounts are being locked out at 60 days of inactivity. PeopleSoft Helpdesk (BSG.Helpdesk@fcps.org) unlock PeopleSoft accounts. To have your request handled **quickly** - submit a ticket via WebHelpDesk, they are automatically routed to the PeopleSoft Helpdesk (BSG.Helpdesk@fcps.org) for processing.

Client ticket submission (**fastest** method):

- Log in to WebHelpDesk via the icon  on your desktop or Application Menu.
- Choose Request Type – Accounts/Employee Self Service PS HR Unlock



- Add request detail – such as – “I’m able to log into my email and am getting through the first login, unable to login to the blue Oracle/PeopleSoft screen”.
- Click on “Save” – Ticket will route to the PeopleSoft Helpdesk for processing.
- If you also use PS Finance – the same security rules are applied and the account can become locked due to inactivity. That is a separate request to the PeopleSoft Helpdesk by selecting Accounts and Services/PeopleSoft/Finance/Unlock Account.
- Additional Request type for PeopleSoft HR account is Accounts and Services/PeopleSoft/Human Resources/Unlock Account.

****Note** – If a Technician enters the ticket information in WebHelpDesk for a client– please be sure to add the **locked client** in the **Client Info** of the ticket before submitting. Using this method each client will have their own ticket and be notified via ticket email when the account is unlocked.