

Authorization Error – Contact Your Security Administrator

A number of users (generally Financials users) have reported receiving this error notice. If you are among this group, read on.

Here's what's been happening:

You have logged into PeopleSoft through the new portal, then navigated to Financials. You have completed your work, then have clicked on the "Sign out" link near the upper right portion of your browser window.

After signing out in this way, you have been unable to return to the new portal and have seen this notice: "Authorization Error—Contact Your Security Administrator."

TO AVOID SEEING THIS ERROR STATEMENT:

1. Do not click the "Sign out" link from within Financials.
2. Instead, click the "Return to Portal" link near the bottom of the left menu bar. This will return you to the new portal.
3. In the new portal you can safely click the "Sign out" link without encountering the error.

IF YOU DO COME UP WITH THE ERROR STATEMENT, here's what you must do (in Microsoft Internet Explorer browser):

1. Under the Tools menu, click "Internet Options."
2. Click on "Delete Files" and then click "OK" in the pop-up window.
3. Click "OK" again on the main "Internet Options" window.
4. Close down your browser session. If you have several sessions open, you must close them ALL.
5. Launch MS Internet Explorer again, and return to the Project Enterprise portal.

See screen shot below.

Do NOT click here!

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Base Navigation Page' for the University of Maine System. The browser's address bar contains the URL: https://psfin.maine.edu:7202/psp/FNPRD/EMPLOYEE/ERP/s/WEBLIB_PTPP_SC.HOMEPAGE.FieldFormula.IScript_AppHP?pt_frame=L. The page features a 'Main Menu' with several categories: 'General Ledger' (containing Reports, Batch Processes, and Lookup Items), 'Purchasing' (containing Dispatch Distribution), 'Security' (containing Manage Employee Access), 'Utilities' (containing Setup/Maintenance), and 'Vendors' (containing Setup/Maintenance). A left-hand 'Menu' sidebar lists various options, including 'Return to Portal', 'My Personalizations', 'My System Profile', and 'My Dictionary'. A red arrow points from the 'Do NOT click here!' text to the address bar, and another red arrow points from the 'Click here!' text to the 'Return to Portal' link in the sidebar menu.

Click here!