# PeopleSoft Trouble-shooting Guide for Users

St. Lawrence College

This manual contains troubleshooting steps for common PeopleSoft issues. It also provides tips and tricks so ITS can serve you faster.

June 2026

## Purpose

PeopleSoft has its quirks (you're not imagining them), but thankfully many common issues have simple fixes: clearing browser history, switching browsers, or restarting a stuck session. This guide exists to help you get back up and running quickly without having to wait for a ticket to be completed.

But note: the goal isn't to shift the work to you—ITS is always here to help. If this guide can save you time and frustration, or help you fix something without the wait, that's a win for everyone.

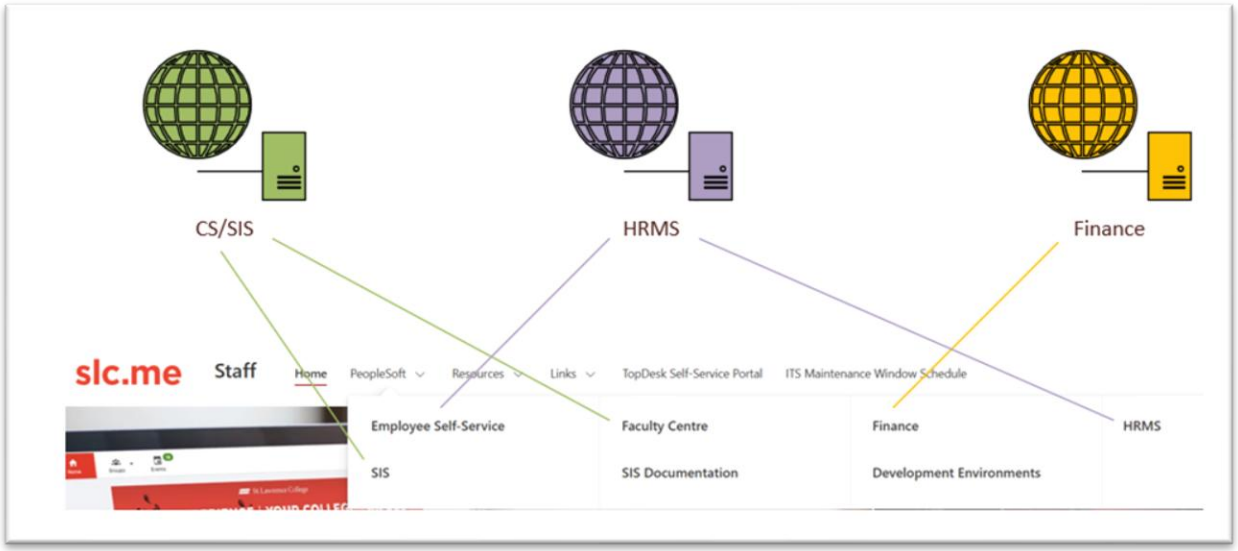
## Map of SLC's PeopleSoft Systems

Despite the login pages looking nearly identical, SLC actually runs three separate PeopleSoft systems. Chances are you're using more than one of these systems on a regular basis:

**Human Capital Management (HRMS)**
Used by everyone (except students). This is where you view your paystubs, submit vacation or sick time, and manage your personal details.

**Finance PeopleSoft (FS)**
Used by the Finance department for tasks like budgets, procurement, and expenses as well as those that manage or make purchasing requests.

**Campus Solutions (CS - also called SIS or Faculty Centre)**
Used by students, faculty, and teams who work with students: admissions, enrolment, grades, etc.



## Quick Checklist (Start Here)

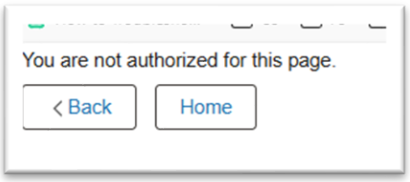
**A step-by-step list users should walk through *before* opening a ticket:**

1. Clear browser history 'for all time' in the 'Advanced' tab (see instructions below).
2. Try a different browser.
3. Log out of all other PeopleSoft environments. Note that you can only have **one** PeopleSoft instance open in the same browser at the same time.
4. Disable browser extensions (e.g., password managers, ad blockers).
5. Try incognito/in private mode.
6. Restart your computer/laptop.

## Login Issues

### What You Might See:

- The page just spins and never loads
- You enter your password, but it's invalid
- You get bounced back to the login screen
- A blank white screen when you log in
- "You are not authorized for this page."




*This "not authorized" error requires a ticket. You don't have the correct access.*

### What Might Be Going On:

- Your account was locked after too many failed login attempts
- You're still logged into a different PeopleSoft system in another tab or window (this causes unpredictable issues)
- You're using a saved bookmark that is out of date. It's recommended to always use the links within slc.me
- There's a scheduled or unscheduled outage
- You have saved your password in the browser (auto complete). PeopleSoft struggles with this.

Password recommendations: use a password that is unique to the instance, is not easily guessable, is easy to remember, and hasn't been used before.

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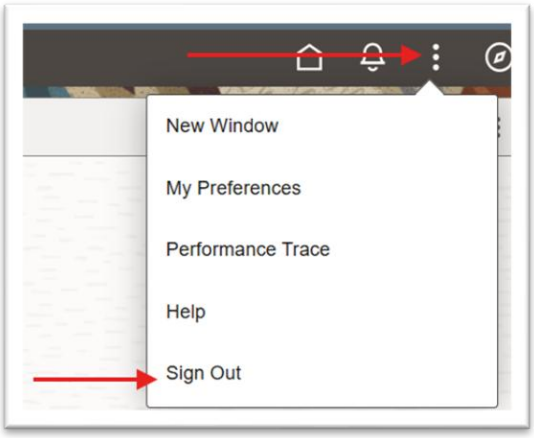
### Things to Try First (in order):

1. Log out of any other PeopleSoft tabs or windows you have open by using the "Sign Out" button. Then close the tabs. Only closing the tab (without logging out) **will not work**.




2. Clear your browser history for 'All time' in the Advanced tab (see instructions below - it matters more than you'd think)
3. Close your browser completely, then re-open and try again.
4. Try logging in with a different browser (Chrome, Firefox, Edge, etc.)
5. Use incognito/in private mode to avoid any leftover session issues.

If none of this works, please submit a ticket and be sure to include:

- The system you're trying to access (HR, Finance, SIS),
- What you're seeing (please provide screenshots if possible),
- A self-identifier like the Username you're trying to login with, and your Employee ID number. It helps us help you faster.

## "Security Error" or "Unauthorized" Messages

### What You Might See:

- "You are not authorized to access this component."
- "Access denied."
- You reach the login screen, but after signing in, something doesn't work as expected.

### What This Usually Means:

Once you're on the login page or past it, any issues with access, navigation, or "unauthorized" messages typically fall under PS Security. Issues that occur **before** you reach the login page cannot be resolved by the PS Security team.

Most of the time, if you're seeing a message with "unauthorized" or "security" in it, it's appropriate to submit a ticket as you cannot resolve the issue.

And please **always** include a screenshot of the error message you are getting.

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## Inconsistent or Broken Pages

### What You Might See:

- Pages don't fully load, or pieces of the screen are missing
- Buttons don't respond when you click them
- Drop-downs or search pages don't return results
- Layout looks off - things are out of place, or the styling is broken

### What This Usually Means:

This is **almost always a browser history (cache) issue**. PeopleSoft is picky about cached data, and even minor updates to the system can make old files in your browser cause things to break or not display properly. Unfortunately, browser issues are out of IT's control and can only be resolved by clearing history for all time on the Advanced tab (see instructions on next page).

### You might also run into issues if:

- You're using a browser with outdated extensions
- Your PC doesn't have up-to-date windows updates
- You've been logged into multiple PeopleSoft environments in the same session
- Your browser hasn't been restarted in a while
- Your PC hasn't been shut down and restarted in a while

### Things to Try First:

1. Fully clear your browser history (cache) for all time - not just cookies or browsing data. (See the "How to Clear Your History" section below for step-by-step instructions)
2. Try a different browser (Chrome, Firefox, Edge, Safari)
3. Use incognito/in private mode to bypass cached data entirely
4. Close all PeopleSoft tabs, then completely restart your browser
5. Make sure you're not logged into multiple PeopleSoft systems at once (this will cause unexpected issues)
6. Sign out of everything and restart your computer/laptop

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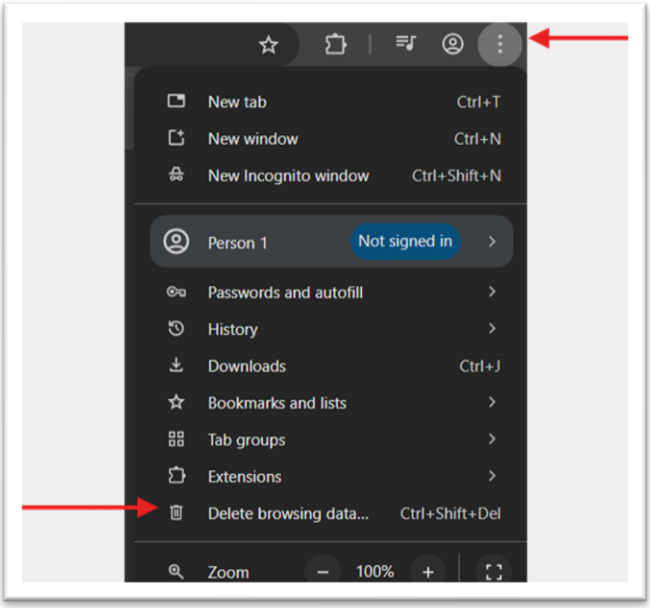
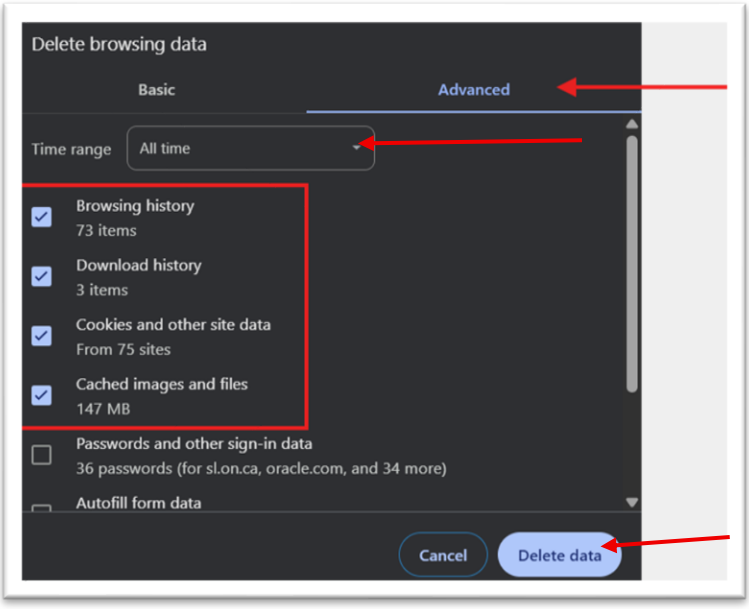
## How to Clear Your History (In Chrome)

Clear Cache

1. On your computer, open the **Google Chrome** browser
2. In the top right corner, click on the three dots
3. Scroll down to '**Delete browsing data'**




4. Then, select the '**Advanced'** tab
5. At the top, change the '**Time Range'** to '**All Time'** by clicking the drop-down arrow
6. Make sure **'Browsing history,' 'Download history,' 'Cookies and other site data,'** and **'Cached images and files'** are checked. If you have 'Passwords' saved, and you don't know what they are, make sure this box remains **unchecked**.
7. Click 'Delete data'

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## How to Clear History in Other Browsers

- Firefox: Delete Browser History
- Safari: Delete Browser History
- Edge: Delete Browser History

## What to Include When Submitting a Ticket

### Why This Matters:

The more info you include up front, the faster we can figure out what's going on and get it fixed. Missing details usually mean delays, back-and-forth emails, or tickets getting rerouted more than necessary.

### What to Include in Your Ticket:

1. **Which PeopleSoft system you're using**
    - Human Resources (HR), Campus (CS/SIS), or Finance (FS)
    - If you're not sure, look at the URL:  it will say something like **hr**prd, **cs**prd, or **fs**prd




2. **A Screenshot of the Error**
    - Take a screenshot of the error, or copy and paste the text into the ticket

    **To Take a Screenshot in Windows:**
    1. **Open Snipping Tool**
        - Press 'Window Key + S' and type 'Snipping Tool', then press 'Enter'
    2. **Start New Snip**
        - Click '+ **New'**
        - Your screen will dim, and your mouse cursor will change
    3. **Select the Area to Capture**
        - Click and drag to select a portion of the screen to capture
    4. **Save or Copy the Snip**
        - After you release the left-mouse button, your capture opens in a new window
        - Click '**Save'** to save it as a file, or click the '**Copy icon'** to paste it into an email, chat, or document

3. **What you were trying to do**
    - Indicate the steps you took right before the issue happened

4. **Your identifying info**
    - Include Username and employee number

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