

FSCM Self-Service Account Unlock Meaning of Error Messages

Sign On Button Error Messages

Error Message	What does the message mean?
Your User ID and/or Password are incorrect. Please try again.	The employee/contractor has entered either an incorrect User ID and/or password. The user needs to try again and carefully enter the correct User ID and/or Password.
Unable to validate User ID and/or Password. Use the 'I Forgot My Password' link to reset your password.	The employee/contractor continues to enter an incorrect User ID and/or password. The system can not validate or authenticate the User ID and/or password. The user should try the "I Forgot My Password" link to reset their password.
Your User ID and/or Password are incorrect. Use the 'I Forgot My Password' link to reset your password.	The employee/contractor did not enter a User ID and password OR after 5 times of entering the incorrect User ID and/or password, the user's account is locked. They must use the 'I Forgot My Password' link to reset their password.

I Forgot My Password Error Messages

Error Message	What does the message mean?
Response to Password Question is not correct. Either the response to the Password Question does not match the response set up in the User Profile or the value of the Response field is empty.	The employee/contractor has entered one or more incorrect answers to the security questions OR one or more answers are empty or blank. <i>*If the employee/contractor can't answer their security questions, they must contact SAO Customer Service Center at 404.657.3956 or 888.896.7771 for assistance.</i>
Login/Reset Error Unable to validate User ID. Please contact your agency's human resources department.	The employee/contractor has been terminated from agency. OR the user has been locked out by Agency Security Officer, SAO CSC, or SAO Security Administrator. OR the user's access has expired. <i>*The user must contact the agency for assistance. The Agency HR department must verify the person's active or terminated status</i> OR <i>contact the manager or the Agency Security Officer to determine if the access has expired.</i>
Login/Reset Error Unable to validate user. Batch jobs are running. Try again later.	Batch jobs are still running in FSCMPROD. OR The agency has requested their entire agency or most of the staff to be locked out of FSCMPROD for year-end or approved business reason.