

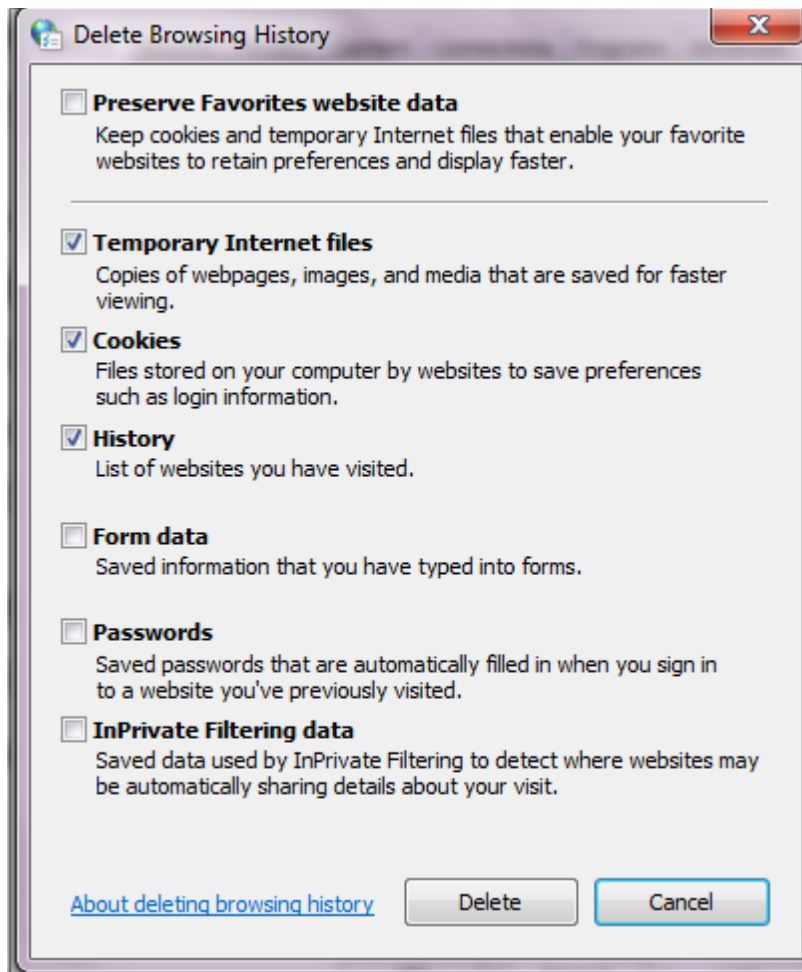
TeamWorks (PeopleSoft) Troubleshooting Information

If the functionality of TeamWorks (PeopleSoft) is not working properly (i.e. things may not look right, something may be missing, or you are getting odd error messages) there are a few things you can check on your own.

1. Have you cleared your cache lately?

Go to the Start menu > Control Panel > Network and Internet > Internet Options and Delete browsing history and cookies. Click 'Delete' under Browsing history. Delete will open. See below:

Click 'Delete' with the items checked as pictured.



2. Are you using <https://route88.state.ga.us> to connect to PeopleSoft?

This is the correct url to use.

3. Are you in Compatibility View if using Internet Explorer?

See 'Internet Explorer 11 in Compatibility View' (the next document in the list under PeopleSoft HCM Access Information).

4. Try a different browser.