

### Overview

Providing your employees with access to Employee Self Service (ESS) screens is easy. Add the employee's work email on the **Quick Hire, New Hire Wizard** or **General** screen, then check the **Enable Self Service Access** box. When you save the data, a system email will be generated to the employee with instructions on accessing the system.

**Self Service Information**

Self Service Email:

Enable Self Service Access

Occasionally, an employee may have an issue with getting logged in. Here is a list of issues that may occur and the solutions.

Issue	Resolution
<b>Employee did not receive Email</b>	<p>First, verify that the email address was correctly added. This can be viewed on the employee's <b>General</b> screen. If the email has been added correctly, ask the employee to check their junk or spam folders. The emails are generated from a no-reply@Infinisource.com address which may cause their browser to identify this as junk or spam.</p> <div style="text-align: center; border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 0 auto;">  </div>
<b>Employee's Email address is incorrect</b>	<p>In order to correct the email address, navigate to the <b>General</b> screen and uncheck "Enable Self Service Access" and click on <b>Save</b>. Change the <b>Email Address</b> and click "Enable Self Service Access" again, and click on <b>Save</b>. This will send a new authentication email to the employee.</p>
<b>No employees received the email</b>	<p>Check with your IT department to be sure that emails can be received from no-reply@Infinisource.com.</p>
<b>The employee cannot go to the authentication page to add their password and security questions</b>	<p>Depending on the mailbox settings, the ESS email may not have allowed a direct link to the activation page. The employee may need to copy the URL into the address bar to link to the activation page. If the activation link has wrapped onto two lines, the employee must select both lines before copying into the browser address field.</p>

Issue	Resolution
<p><b>Employee had previous access but unable to log in today</b></p>	<ol style="list-style-type: none"> <li>1. The employee should try again. If they have tried two or three times without success, verify that they are typing their login ID (email address) correctly and completely. They may have forgotten their password. They will be alerted with how many attempts they have each time they type an incorrect password.</li> <li>2. After the <i>fifth</i> incorrect attempt, you will be locked out of the system for 10 minutes. After the 10 minutes have passed, use the “Forgot Password” link to change your password. If you need access sooner, contact your company’s administrator to unlock your account.</li> </ol>
<p><b>The employee cannot login and the general screen does not show a check in Self-Service Account Locked box. The error message now indicates that the account is disabled.</b></p> <p><i>“This user account is currently disabled. Please contact your account administrator for assistance.”</i></p>	<p>There are two reasons an account can be disabled, the employee has never activated their account, or they have keyed the password incorrectly. To correct this situation, navigate to Employee Management &gt; Employee Management Tools &gt; Self-Service Management. This screen will identify the status of all employees and allow you to send or resend the activation emails, if necessary.</p>

### Self-Service Management

iSolved has also added a screen to manage all emails sent and their status for multiple employees at one time. Navigate to Employee Management > Employee Management Tools > Self-Service Management.

The screenshot displays the 'Self-Service Management' interface. At the top, there are navigation tabs: 'Account Status' (selected), 'Enable Access', 'Inactive Accounts', 'Locked Accounts', and 'Resend Emails'. Below the tabs, there is a dropdown menu for 'Employee Status' set to 'Active'. The main content area shows a list of employee categories with counts and 'View List' and 'Export List' buttons for each.

Category	Count	View List	Export List
Total employees not enabled for Employee Self-Service (ESS):	32		
Employees without self-service email:	7		
Employees with self-service email (access not enabled):	25		
Enabled employees not yet authorized:	0		
ESS accounts locked:	0		
Total active ESS accounts:	0		

The reports are available in PDF (View List) or Excel (Export List) file format. The reports include employee information for each status indicated. The statuses include:

- Total employees not enabled for Employee Self-Service (ESS)
- Employees without self-service email
- Employees with self-service email (access not enabled)
- Employees not yet authorized
- ESS accounts locked
- Total active ESS accounts

Refer to the [Self Service Management](#) article in the University Library for more information.

### Reports

Each option has a list (pdf file) or an Export List (excel file) with the employees listed that are currently in the specific counts. Here is a copy of one of the reports.

Employee Count Report			
M1001 - March Wine Company Inc March Wine Company Inc		<b>ACTIVE EMPLOYEES WITHOUT WORK EMAIL</b>	
Pay Group	Employee Number	Employee Name	Self Service Email
Hourly EE	1230	Baldino, Armando	
Hourly EE	1214	Garcia, Amy L	
Hourly EE	1216	Garcia, Carla A	
Hourly EE	1215	Garcia, Heather A	
Hourly EE	1229	White, Sammy D	
Salary EE	1202	Cork, Linda C	