

Overview

Providing your employees with access to Employee Self Service (ESS) screens is easy. Add the employee's work email on the **Quick Hire** 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.

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
Employee did not receive email	First, verify that the email address was correctly added. This can be viewed on the employee's General 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@isolvedhcm.com address which may cause their browser to identify this as junk or spam.
Employee's email address is incorrect	In order to correct the email address, navigate to the General screen and uncheck "Enable Self Service Access" and click on Save . Change the Email Address and click "Enable Self Service Access" again and click on Save . This will send a new authentication email to the employee.
No employees received the email	Check with your IT department to be sure that emails can be received from no-reply@isolvedhcm.com.
I don't know if my employee is attempting to log in via Adaptive Employee Experience (AEE) or Classic ESS.	The easiest way to identify this is to ask which URL they are logging in to. If they are going to AEE, the URL is aee.myisolved.com. Classic uses the same URL you would use to log in as a client user.
The employee forgot their password.	If your employee has forgotten their password, they should reset their account by clicking the link Forgot Password . They get an email with a link to click. If they have a mobile phone number on their My Account or Profile screen, it sends an authorization code to that number. If not, they answer a security question that they set up when they created their account. Please see Password Reset Process for more information on the Forgot Password process. By encouraging your employees to have an updated mobile phone number on their account, they will have a faster turnaround because they do not need to remember the answer to their security question.
The employee forgot their password, doesn't have a mobile phone number listed, and can't remember the answer for the security question.	Navigate to Employee Management > Employee Maintenance > General and click on Reset ESS Login from the action bar. This sends an email to the employee with a temporary code and a link to reset their account. Refer to the Reset ESS Login – Identity article in the University for more information on the process.

Issue	Resolution
The employee is attempting to reset their account but sees options on the screen for the authorization code with incorrect email/phone number.	Verify that your employee is on the correct URL and that they are correctly typing in their email address (i.e., entering an extra space before or after the username could affect login).
Employee had previous access but unable to log in today	1. Verify that the employee is at the correct website for your company to access isolated. 2. The employee should try again. If they have tried two or three times without success, verify that they are typing their email address correctly and completely (no spaces!). They will be alerted with how many attempts they have each time they type an incorrect password. After the <i>fifth</i> incorrect attempt, they are locked out of the system for 15 minutes. After the 15 minutes have passed, use the "Forgot Password" link to change your password. If they need access sooner, you can unlock their account via Self-Service Management.
The error message now indicates that the account is disabled. <i>"This user account is currently disabled. Please contact your account administrator for assistance."</i>	There are two reasons an account can be disabled: 1. The employee has never activated their account. a. Navigate to Employee Management > Employee Maintenance > General, the uncheck the box next to Enable Self-Service, click Save, check the box, and Save. This sends a new email to the employee. 2. They have an inactive account. To correct this situation, navigate to Employee Admin Tools > Employee Administration > Self-Service Management. Click the Inactive Accounts tab. If the employee is listed on that tab, see step 1a.
Employee is still having difficulty logging in.	Have them clear cache and cookies, another option is to have them attempt to log in using Incognito mode on computer.



Issue	Resolution
In Adaptive Employee Experience (AEE): User logs in and gets to screen with message "Error: Invalid ID isolated Site Selection" and is asked to enter isolated tenant ID. Why does this occur? • They are using the wrong email address • They are not properly set up in Identity (less common)	1. If they are using the wrong email address: • Check the employee's General screen to ensure that they are using the correct email for their account. Example: Joan Smith might have an email they use for their client user access, and a different email for Self-Service. The client user account will be allowed to log in successfully but won't be recognized for an Adaptive Employee Experience account. 2. If the email address is correct, please have the employee clear cache and cookies (all time). They can also try to log in using "Incognito Mode." 3. If the message persists, please have them enter the 5-digit tenant ID (support can help if you don't know this). 4. If the employee cannot access AEE, please submit a case to Support with the following: • URL used and how accessed ○ if bookmarked, include the whole address. ○ Link from onboarding email ○ Link from ESS setup email ○ Typed in site-specific URL ○ Mobile app • Steps taken thus far, including username (email address). • Screen shots and/or video of steps taken. Please be sure that the URL is visible. • If possible, send Dev Tools HAR file (contact Support for instructions on how to sanitize prior to sending)
My employee is seeing an error message stating "Oops... The server could not authenticate your device...". This happens from when an ESS Punch Page or Virtual Clock was previously set up on the computer.	Have the employee select the button Restore isolated Login. This explains that those other options are turned off and redirects the employee to log in normally going forward.

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 Admin Tools > Employee Administration > Self-Service Management**.

Self-Service Management isolved University Help

Account Status Enable Access Inactive Accounts Locked Accounts Resend Emails

Employee Status: Active

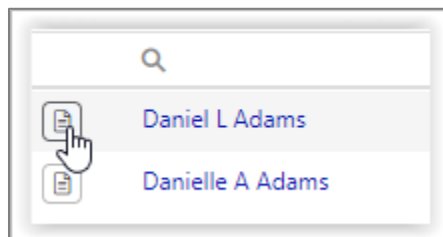
Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column

Employee Name	Employee ID	Status	Work Location	Self-Service Enabled	Self-Service Email	Last Login Date
Daniel L Adams	1004	Active	Denver, CO	✓	kellimichelle17@gmail.com	2/16/2021, 9:27 AM
Danielle A Adams	1025	Active	Denver, CO	✓	isolvedess@gmail.com	
David Blanchard	1006	Active	Denver, CO	✓	kdecken@isolvedcom.com	4/2/2021, 11:26 AM
Regina A Borland	1005	Active	Philadelphia, PA	✓	essuser121@gmail.com	
Lester Buttermann	1019	Active	Denver, CO	✓	sboydskatz@gmail.com	6/7/2021, 9:59 AM
Stacey Champion	1029	Active	Philadelphia, PA	✓	stacey.training@yahoo.com	
William J DeWitt	1028	Active	Denver, CO	✓	clearley@isolvedcom.com	2/4/2021, 3:40 PM
Noah Hopkins	1011	Active	Denver, CO	✓	cummey91308@gmail.com	7/14/2020, 2:16 PM
Michael J Jackson (John)	1008	Active	Denver, CO	✓	isolvedtest712@gmail.com	3/24/2021, 3:42 PM
Maggie L Jones	1027	Active	Mount Laurel, NJ	✓	isolvedess@gmail.com	
Josephine P Littlejohn (Paula)	1021	Active	Philadelphia, PA			
Michael J Malerkey	1002	Active	Denver, CO			
Janice Malerkey-Long	1001	Active	Mount Laurel, NJ			
Shelia J Martinez	3358	Active	Hartford, CT	✓	isolvedtest712@gmail.com	3/24/2021, 3:42 PM
Sandy A McDonald	1003	Active	Philadelphia, PA	✓	kellanthony17@gmail.com	1/16/2021, 3:36 PM
Jason Morgan	1024	Active	Denver, CO	✓	isolvedess@gmail.com	1/22/2021, 3:29 PM
Vikram Y Patel (V B)	1013	Active	Denver, CO			
Sofia A Perez	1017	Active	Philadelphia, PA	✓	cummey91308@gmail.com	7/14/2020, 2:16 PM

25 50 100 500 Page 1 of 1 (26 items)

Use the “paper” icon to view the user’s ESS activity.



USER ACTIVITY REPORT				
Report Date Range				
4/20/2021 - 7/19/2021				
Username	Session Begin Time	Session End Time	IP Address	Browser Data
sboydskatz@gmail.com	6/7/2021 9:59:17 AM	6/7/2021 10:01:27 AM	204.106.245.37	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4472.77 Safari/537.36

The name of the employee is a hyperlink that takes you to the **General** screen in Employee Management, allowing you to make changes to the ESS setup, as needed.

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