

What to do when an employee is locked out

- 1) Don't panic
- 2) Ensure their Login is enabled (on Login Information screen)
- 3) Ensure they have an appropriate Effective Date and End Date for their Login Information
- 4) Confirm they are using the correct username as it is listed in their Login Information
- 5) Ensure they have a correct email address, date of birth and cell phone listed in their Demographic information
- 6) Ask them to use the "First Time User/Forgot Password" link on the login page
- 7) When walking through the "Forgot Password" process, please ask your employee to use their email address instead of their username.
- 8) If none of these steps work, call us!