



# Employee Self-Service Login Troubleshooting

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.

**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
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@Infinisource.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@Infinisource.com.
The employee cannot go to the authentication page to add their password and security questions	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.



# Employee Self-Service Login Troubleshooting

Issue	Resolution
Employee had previous access but unable to log in today	<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 fifth 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>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.</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 Admin Tools &gt; Employee Administration &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>

Find Employee Self-Service FAQs [here](#).



# Employee Self-Service Login Troubleshooting

## Self-Service Management

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

**Self-Service Management**

Account Status: Enable Access Inactive Accounts Locked Accounts Resend Emails

Employee Status: Active

Expand All Groups Collapse All Groups Clear Grouping/Filter

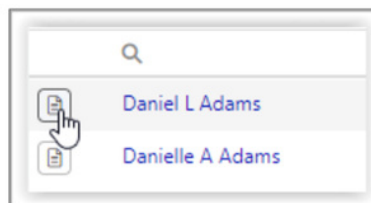
Drag a column header here to group by that column

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	✓	isolatedes@gmail.com	
David Blanchard	1006	Active	Denver, CO	✓	kdecker@isolatedes.com	4/3/2021, 11:26 AM
Regina A Borland	1005	Active	Philadelphia, PA	✓	essuser121@gmail.com	
Lester Buttermen	1019	Active	Denver, CO	✓	sboydlatz@gmail.com	6/7/2021, 9:59 AM
Stacey Champion	1029	Active	Philadelphia, PA	✓	staceytraining@yahoo.com	
William J Delitto	1028	Active	Denver, CO	✓	cbeasley@isolatedes.com	2/4/2021, 5:40 PM
Noah Hopkins	1011	Active	Denver, CO	✓	counney91308@gmail.com	7/14/2020, 2:16 PM
Michelle J Jackson (John)	1008	Active	Denver, CO	✓	isolatedes712@gmail.com	3/24/2021, 3:42 PM
Maggie L Jones	1027	Active	Mount Laurel, NJ	✓	isolatedes@gmail.com	
Josephine P Littlejohn (Paula)	1021	Active	Philadelphia, PA			
Michael J Malarkey	1002	Active	Denver, CO			
Janice Malarkey-Lang	1001	Active	Mount Laurel, NJ			
Shela J Martinez	3358	Active	Hartford, CT	✓	isolatedes712@gmail.com	3/24/2021, 3:42 PM
Sandy A McDonald	1003	Active	Philadelphia, PA	✓	kellianthony17@gmail.com	1/18/2021, 3:36 PM
Jason Morgan	1024	Active	Denver, CO	✓	isolatedes@gmail.com	1/22/2021, 3:29 PM
Vhaan Y Patel (V J)	1013	Active	Denver, CO			
Sofia A Perez	1017	Active	Philadelphia, PA	✓	counney91308@gmail.com	7/14/2020, 2:16 PM

25 50 100 300

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
sboydlatz@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.