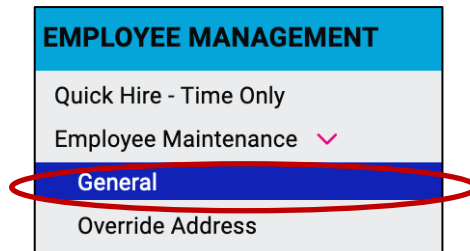


Employee Self Service (for business owner/payroll admin)

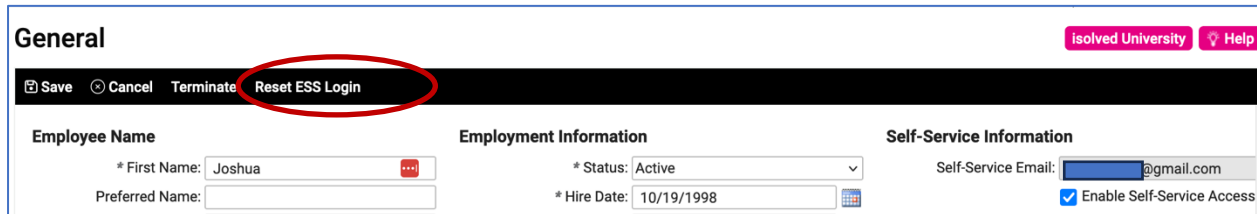
Your employees are sent an email to activate their Employee Self Service (ESS) account when your business is set up in our software or when the new hire is entered. Inevitably, someone will forget to activate their account during the 72 hours the link is active, or they will forget their login information and need ESS to be re-activated. You can resend the link yourself. **Do not have your employees email or call PayPlus. For security and privacy reasons, we do not communicate directly with the employees of our clients.**

Resend activation email to a single employee

1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.

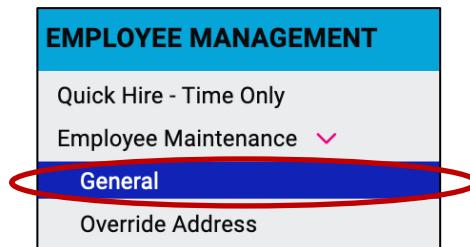


2. Select the employee and click Reset ESS Login.

A screenshot of the "General" employee profile page. At the top right, there are buttons for "Involved University" and "Help". Below the title, there is a navigation bar with buttons: "Save", "Cancel", "Terminate", and "Reset ESS Login" (highlighted with a red oval). The main content area is divided into three sections: "Employee Name" with fields for "First Name" (Joshua) and "Preferred Name"; "Employment Information" with fields for "Status" (Active) and "Hire Date" (10/19/1998); and "Self-Service Information" with a "Self-Service Email" field and a checked "Enable Self-Service Access" checkbox.

Resend activation email when employee's email was changed or was entered incorrectly

1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.



2. Select the employee. Uncheck the **Enable Self-Service Access** box and click **Save**.

General Isolved University Help

Save Cancel Terminate Reset ESS Login

Employee Name
 * First Name: Ethan
 Preferred Name:
 Middle Name:
 * Last Name: Doe
 Prefix:
 Suffix:

Employment Information
 * Status: Active
 * Hire Date: 8/17/1998
 Adjusted Service Date:
 * Employee Number: 0009
 Timeclock ID:
 Include in Next New Hire Report

Self-Service Information
 Self-Service Email: test1@americaonshore.com
 Enable Self-Service Access
If email address is not currently active the email address will be blocked and the EE will not receive the activation link.
 Self-Service Account Locked
Uncheck and save to unlock account.
 Last Login Date: 12/13/2011 12:38:39 PM
 User Activity Report

Employee Address
 Address: 119 Main Street

Current Status (as of today)
 Status: Active

3. Check the box again and enter the new or corrected email address.
4. Click **Save** and the activation email will be sent to the employee.

If your employee is having trouble with employee self service:

1. Make sure they are logging into **payplus.myisolved.com** and not simply **isolved.com**.
2. If they didn't receive the link, have them check their spam folder for a message from **payplus@myisolved.com**.
3. Send them the link to this video: <https://learning.myisolved.com/library/quick-help-videos/viewing-your-pay-history-or-w2>
4. Refer to the ESS troubleshooting document: <https://learning.myisolved.com/library/articles/4115>

If your employee is locked out of their employee self service account:

After 3 unsuccessful login attempts, the employee will be locked out of their account. The system will reset after 10 minutes and their access will be restored. You can also unlock their account:

1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.
2. Select the employee. Click **Unlock account** and then click **Save**.

General Isolved University Help

Save Cancel Terminate Reset ESS Login

Employee Name
 * First Name: Joshua
 Preferred Name:
 Middle Name:
 * Last Name: Abernathy
 Prefix:
 Suffix:

Employment Information
 * Status: Active
 * Hire Date: 10/19/1998
 Adjusted Service Date:
 * Employee Number: 0003
 Timeclock ID:
 Include in Next New Hire Report

Self-Service Information
 Self-Service Email: [redacted]@gmail.com
 Enable Self-Service Access
If email address is not currently active the email address will be blocked and the EE will not receive the activation link.
 Self-Service Account Locked
Uncheck and save to unlock account.
 Last Login Date:
 User Activity Report

Employee Address
 Address: 113 Main Street

Current Status (as of today)
 Status: Active
 Employment Category:

Videos

Employee self-services ESS (resending activation email)

<https://learning.myisolved.com/library/quick-help-videos/resending-an-ess-activation-email>

Employee self-service: view YTD pay history and YTD tax info

<https://learning.myisolved.com/library/quick-help-videos/viewing-your-pay-history-or-w2>