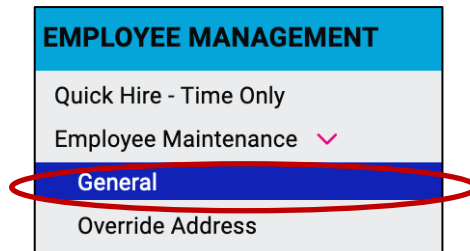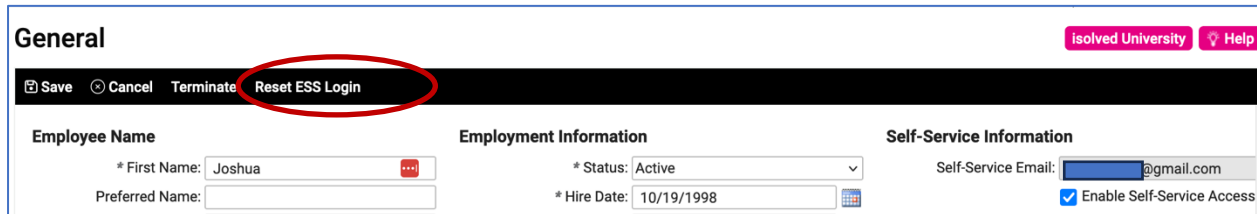# Employee Self Service (for business owner/payroll admin)

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**.
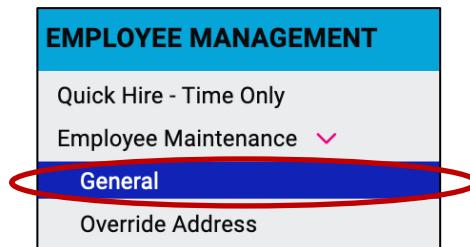

2. Select the employee and click Reset ESS Login.

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**.

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**.

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