

Employee Self Service Guide for the Employer

Activating your employee's portals:

1. Navigate to Employee Information > [Name of Employee] > Miscellaneous tab
2. Add the employee email address in the "E-mail" field provided
3. Select "Save Changes" at the bottom of the web page
4. At the bottom of the page, Select the "add" button
5. In the screen that appears, select "Full" from the drop down
6. Click OK.

Navigating Employee Self Service on Payentry:

On the Miscellaneous tab, there are several buttons that appear for you to maintain your employee's accounts:

Portal Access								
ESS Portal	ACTIVE	FULL Access	Lock	Disable	Change Access	Activate	Reset	View Notes
Account: KKapoor								

Lock/Unlock: Toggles between locking an employee's account and unlocking it.

Enable/Disable: Enables or disables an employee's account in Payentry ESS. If the account is disabled, red DISABLED text displays instead of the green ACTIVE text displayed.

Change Access: Changes the employee's access to Payentry ESS. The options are: **Full**—Employee is an active employee and has access to all Payentry ESS features enabled for the company. **Limited**—Employee has been terminated and can only access certain information for the last year they were employed.

Activate: Activates the Payentry ESS portal for the employee. If the box is grayed out (as shown above), they have already activated their account.

Reset: Unlinks your employee from your company. Your employee will be emailed a new link code and will have to enter it in before they can log into their accounts. **This does NOT reset the password or username.**

View Notes: Displays any notes that were entered on the Payentry ESS Portal Dialog Box and allows you to enter additional notes. These notes are informational only.

Please note that you cannot reset passwords or usernames for your employees. Employees may reset it on my.payentry.com

If you have any questions, please contact your service team:

P | 888-632-2940 E | service@mpay.com

Can I reset an employee's Username, Password, or Account?

- No, you cannot reset an employee's username or password. Employees should be able to utilize the *"Forgot your Username?"* or *"Forgot your password?"* links on my.payentry.com

How do I reset an employee's password?

- Employees will need to send themselves a password reset email using the *"Forgot your Password?"* link on the main my.payentry.com page.
- If an employee is unable to reset their password, please send a password reset request to your dedicated service team.

How do I send a new link code?

- Click the Reset button on the employee's Misc. tab in Payentry.

What do I do if an employee is locked out?

- The employee will need to attempt to reset their own password using the *"Forgot your password?"* option
- If the employee is unable to reset their password on their own, please send the reset request to your dedicated service team.

Why doesn't it show on the employee's portal access that they are locked out?

- The portal access will only show statuses related to the setting up and linking of a user's account. These statuses are:
 - (not setup) – the user's account is not setup
 - Available – with link code: The welcome email has been sent out
 - Available – with link code: the employee has completed step one (1st email)
 - Requested – Username (Employee's Employee Self Service username): the employee has completed step two of confirming their account and email address
 - Requested – Username (Employee's Employee Self Service username): the employee has setup their security questions and two-factor authentication
 - Active – Username (Employee's Employee Self Service username): the employee has completed the final step of activating the company and the account is ready to use.

How do I know if an employee has enrolled?

- To see if one particular employee has enrolled, navigate to the employee > Misc. Tab and scroll to the bottom. The ESS portal section will say ACTIVE in green if the employee is enrolled.
- To see if multiple employees are active at one time, navigate to company setup > EE Bulk Update > EE Portal Access bulk update. The status for employees who have enrolled will read Active.

Why does an employee receive a reset password email if they did not request one?

- These emails can be generated by a user who mistypes their username and accidentally types in another's instead while trying to reset their own password. For example: a username could be jsmith while another user's username could be jsmith@xxx.com. If the reset button is clicked before the @xxx.com is entered, the reset email will be sent to the user of jsmith instead.

What should the employee do if they receive a 1001 error while trying to confirm their email address?

- Have the employee attempt to login with the username and password they created.
- If their email address is still not confirmed, have them click the link to send another confirmation email. Once they have confirmed their email the second time they should be able to enter the system.

Lock/Unlock: Toggles between locking an employee's account and unlocking it. (*Note: this will not unlock an employee's account if they have locked themselves out. It will only allow the employer to unlock the account if they had previously locked it.)

Enable/Disable: Enables or disables an employee's account in My Payentry. If the account is disabled, red DISABLED text displays instead of the green ACTIVE text displayed.

Change Access: Changes the employee's access to My Payentry.

Full – Employee is an active employee and has access to all My Payentry features enabled for the company.

Limited – Employee has been terminated and can only access certain information for the last year they were employed.

Activate: Activate the My Payentry portal for the employee. If the box is grayed out, they have already activated their account.

Reset: Unlinks the employee from your company. Your employees will be emailed a new link code and will have to enter it in before they can log into their account. This does NOT reset the password or username.

View Notes: Displays any notes that were entered on the My Payentry Portal dialog box and allows you to enter additional notes. These notes are informational only.