

Overview

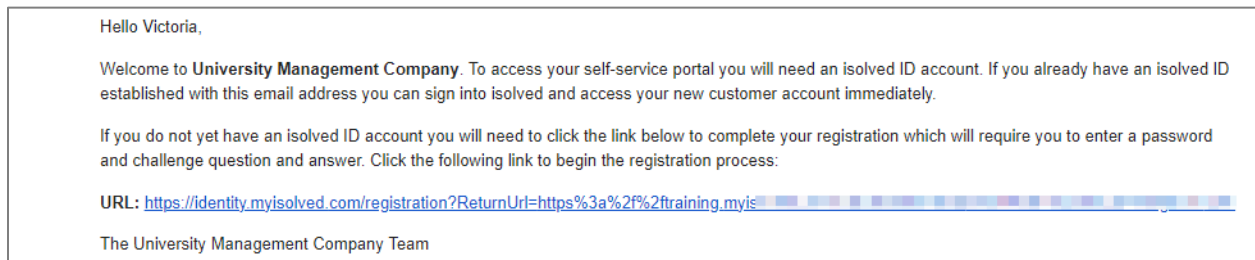
Employee Self-Service (ESS) provides employees with access to important HR and payroll-related information. Depending on the setup requested by your employer, you may have "view only" or "update" access to a variety of features. Below are some of the features and screens you may access:

- **Name/Address:** View or update your personal information.
- **Documents:** View, upload, and save documents such as I9s, W4s, and others stored in the system.
- **Pay History:** View and print your detailed pay stubs for your records.
- **W2/ACA/1099 Forms:** View and print your W2, ACA, or 1099 forms. **Note:** These forms are not printed on IRS-approved paper. Contact your employer for official copies.
- **Training:** View completed trainings or add new ones.
- **Employee Contacts:** View employee contact information. You may also update dependent or beneficiary details.
- **Direct Deposits:** View, add, or update your direct deposit information.
- **Tax Updates Wizard:** View or update your current tax withholding and status.
- **Benefit Updates:** Adjust Deferred Compensation deduction amounts, HSA amounts or direct deposit details, and update details for your Primary Care Physician (if applicable).

Accessing ESS for the First Time

Your employer will send a system-generated email to you upon activation of ESS. This email will come from a no-reply address.

- **Important:** Click the link in the email to start the registration process. Your email address will serve as your username for every ESS login.

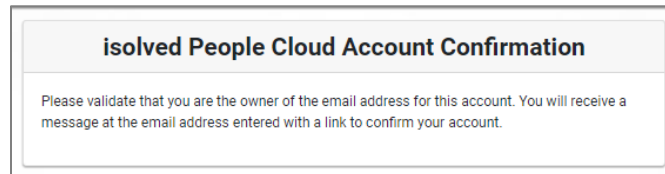


Creating your Account

To complete the registration process, follow these steps:

- Click the link in the ESS activation email.
 - The **Email field** will already be pre-filled.
- Enter your **First Name** and **Last Name**.
- Enter **Mobile Phone Number (Optional)**: Recommended as it is used for text messages if you are accessing self-service from a different IP address or if you need to change your password.
 - If you don't currently have access to your phone to receive text messages, it may be better to add this later on the **My Account** screen. You are required to confirm both your email and phone number (if provided) during the registration process.
- Create a strong **Password**:
 - Minimum 12 characters
 - Includes at least one lowercase letter, one uppercase letter, one number, and one special character.

- Spaces are allowed for passphrases.
- **Note:** Passwords never expire.
- Confirm your password by re-entering it.
- Select and answer a challenge question.
- Confirm your challenge question answer.
- Click **Create Account**.
 - A confirmation message will appear, prompting you to check your inbox for an email to confirm your account.



- Click the link in the confirmation email.
 - If you provided a mobile phone number, you'll receive a code via text that must be entered within three minutes.

- Click **Continue** to **isolved**.

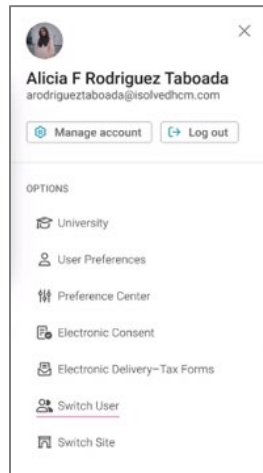
First-Time Login

Once registered:

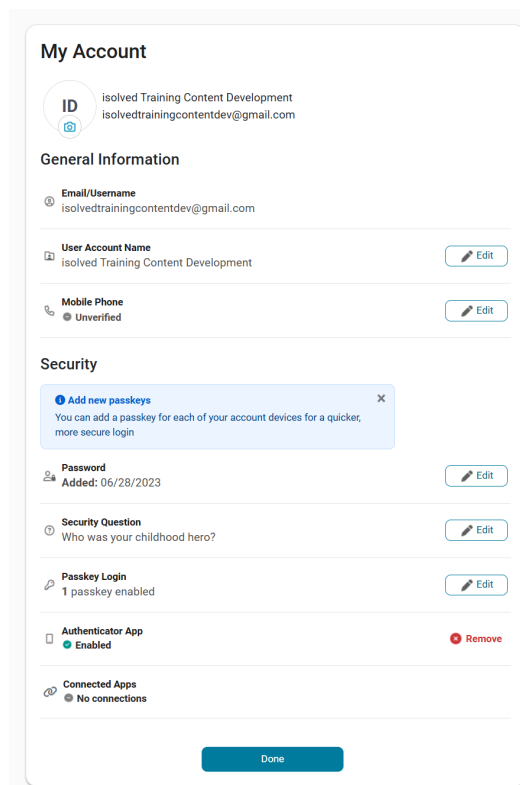
- Accept the **Terms and Conditions** pop-up by clicking the checkbox and selecting **Submit**.
- After logging in, the left-side menu will display the options available to you based on your role.

Account Management

- In the top right corner, select your initial or profile picture avatar to open a menu that contains some account management options.



- Manage Account:** Update your phone number, password, security questions, or enable passwordless login.



- User Preferences:** Set your default company or user role.
- Switch Users:** Switch accounts if multiple accounts exist.
- Electronic Consent:** Sign or review your electronic consent form.
- University:** Create an account for access to help documents and training videos.
- Terms and Conditions:** View details of previously accepted terms.
- Logout:** Securely log out of ESS.