

## About Login

The Employer eServices site is a secure site. Each user is required to enter a valid user ID and password on the login page. A user unsuccessfully attempting to gain access three consecutive times will have their access immediately revoked. In this event, contact your Administrator. If you do not have an Administrator, contact Employer eServices support.

You can bookmark the Employer eServices login page or identify the login page as a Favorite web address for easier access in future sessions. This will eliminate the need for you to manually type in the URL address each time you need to log into the site.

## Change Password

Your password is valid for six months. When you attempt to login after your password has expired, the My Profile - Expired Password page will be displayed. You will be required to change your password before gaining access to the site.

You may also change your password at any time.

To Change your Password:

1. Type your current password in the Old Password box.
2. Type your new password in the New Password box.
3. Retype your new password in the Verify New Password box to ensure accuracy.
4. Select the Submit button to save your new password. If there is a problem with any of the password information submitted, you will receive a message.
5. If for any reason you wish to start this process over before submitting your new password, select the Cancel button and you will be returned to the Login page.

Note: When you are typing a password in a box, an asterisk (\*) will display in the box for each character you are typing.

## Password Requirements:

- Minimum of 8 characters.
- Maximum of 20 characters.
- Cannot contain spaces.
- Cannot start with a number.
- No more than 4 of the same character.
- Cannot reuse the past 10 passwords.
- Must NOT contain the user id.
- Must contain at least one uppercase and at least one lowercase letter
- Must contain at least one numeric character

## Forgot Password?

The Employer eServices site is a secure site. Each user is required to enter a valid user ID and password on the login page.

If you have forgotten your user ID, contact your Client Master Administrator. If you do not have a Client Master Administrator, contact Employer eServices support.

If you have forgotten your password:

1. Click the Forgot Password link on the Login page. The Forgot Password page will be displayed.
2. Enter your User ID and click Submit. The Security Questions page will be displayed. Note: In some cases, a screen will be displayed explaining that a new password has been generated by the system and sent to you via the email address on file.
3. Enter the answer to the security questions in the Answer field and click Submit. The Password Change screen will be displayed.
4. Enter a new password in the Please select a New Password field.
5. Re-enter the password in the Re-enter New Password field and click Submit. The Password Change Confirmation screen will be displayed to let you know your password was successfully changed.

## Instructions for Login

The Employer eServices site is a secure site. Each user is required to enter a valid user ID and password on the login page. A user unsuccessfully attempting to gain access three consecutive times will have their access immediately revoked. In this event, contact your Administrator. If you do not have an Administrator, contact Employer eServices support.

To Login:

1. Enter your User ID in the User ID field.
2. Enter your password in the Password field.
3. Select the Login button.

Note: You will receive a message if there are any problems encountered during the login validation process.