

Troubleshooting – Employee Portal

- 1. If you are not able to log into the portal, try the following:**
 - a. Make sure you are using your network username and password. This is the initial of your first name and your entire last name (NOT YOUR GMAIL ACCOUNT).
 - b. Reboot your desktop computer (your network password may have expired and you will not be able to access the portal until it is reset).
 - c. Fill in the google form Employee Portal Issues

- 2. I logged into the portal and changed my information, the change did not show:**
 - a. Give it 24 hrs. Human Resources approves the change in the background. They usually log in at least once a day to approve changes.
 - b. After 24hrs. Fill in the google form Employee Portal Issues

- 3. My information is not correct in the portal (name, employee ID, balances etc.):**
 - a. Fill in the google form Employee Portal Issues