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unifiedESS 701 – Login Help

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Table of Contents

Section A – Login Help

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I. First Time Login

*Note: Steps 4, 5 and 6 are *NOT* applicable for *ADI* (Active Directory Integration) accounts. For ADI account users, please consult your HR or IT representative for further instructions.

1. For *first time* users, you will require *two* things prior to ESS login, which are:

   - User ID
     This could be your *employee number* or *domain username* depending on your company/organization settings. Please refer to your HR or IT representative for further information.

   - Password
     The password to your User ID, which could be your *employee number* or *domain username* depending on your company/organization settings. Please refer to your HR or IT representative for further instructions.

2. Once you have acquired the above items, open your internet browser (e.g. Internet Explorer) and navigate it to the ESS login page.
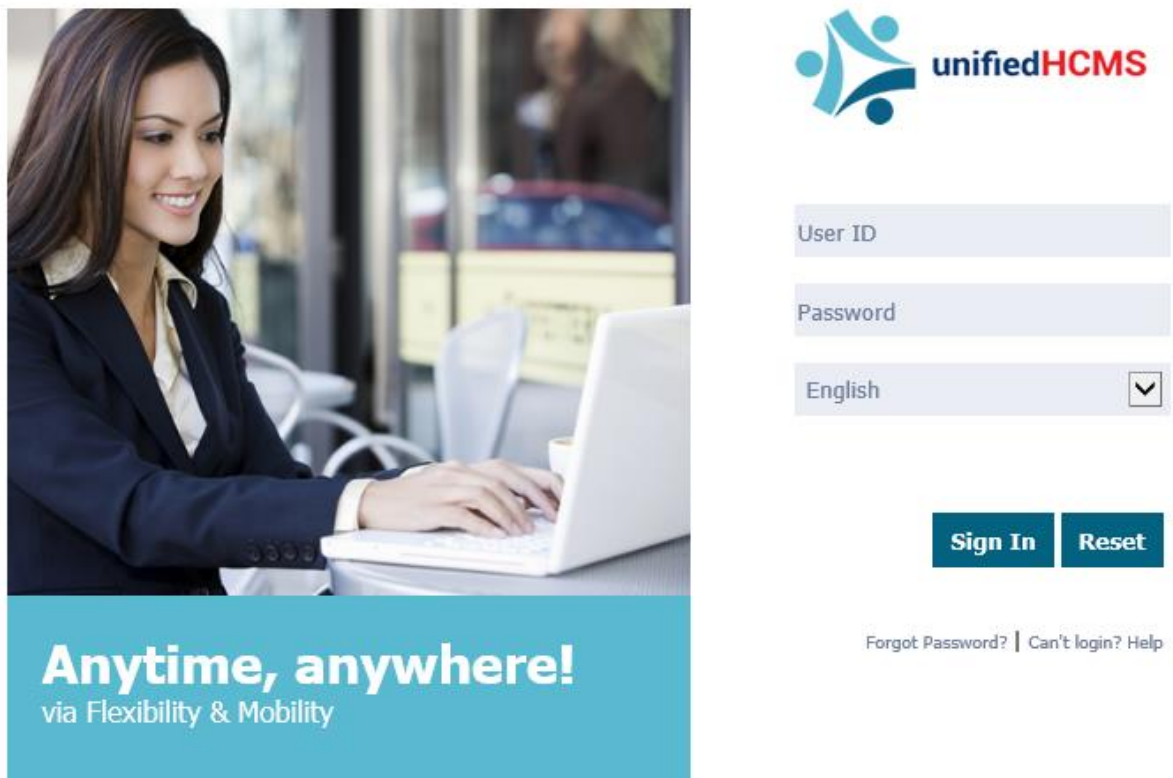

Figure A1.1: Login Page

3. Fill in your *User ID* and *Password* into the appropriate fields as shown in Figure A1.1 above. Click on the *Sign In* button to proceed with the login.
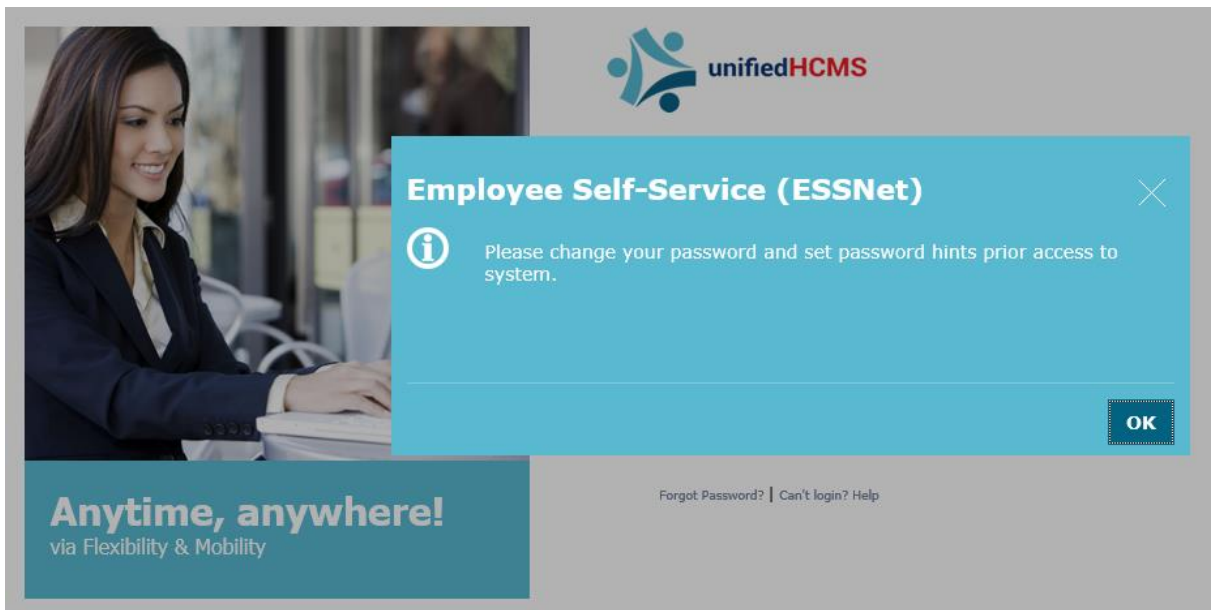
Figure A1.2: First Time Login Prompt

4. If this is your *first* time logging in, you will be prompted with the message "Please change your password and set password hints prior access to system." To change your *password* and/or set your *password hint(s)* as shown in Figure A1.2 above. Click on the *OK* button and you will be redirected to the *Change Password* page first. After changing your password and/or setting your password hint(s), you will no longer be prompted with this message every single time you login.

   *Note: This step is *NOT* applicable for *ADI* (Active Directory Integration) account.

User ID   K000005

User Name   ALICE LEE

Current Password *

New Password *

Confirm Password *

Password Policy (Basic)

- Password is case-sensitive.
- Password should consist of Alphabet as compulsory combination. Alphabet-Uppercase, Alphabet-Lowercase, Numeric and Symbol are optional.
- Minimum passsword length is 1.
- Maximum passsword length is 10.
- Disallow to reuse previous 2 old passwords.

Submit   Reset   Cancel

Figure A1.3: First Time Login – Change Password Page

5. In this page, you are required to fill in your *current* password and set your *new* password that complies with the *Password Policy* as set by your HR (as shown in Figure A1.3 above). After filling all password fields (asterisked field name indicates

compulsory fields), click on the *Submit* button to change your password. Once your password is successfully changed, you will be prompted with the message "Process completed successfully". Click on the *OK* button and you will be redirected to the *Change Hints* page. However, if there is *no* Hints Policy implemented by your HR, you will be redirected to your *Home* page instead.
*<u>Note</u>: This step is *NOT* applicable for *ADI* (Active Directory Integration) account.

User ID	K000005
User Name	ALICE LEE

Security Question 1 *	Please Select ▼
Security Answer 1 *	
Security Question 2 *	Please Select ▼
Security Answer 2 *	

Submit **Reset** **Cancel**

Figure A1.4: First Time Login – Change Hints Page

6. In this page, you are required to select the *pre-defined question(s)* and fill in your *answer(s)* to the *corresponding* question(s) as shown in Figure A1.4 above. After selecting/filling in all question and answer fields (asterisked field name indicates compulsory fields), click on the *Submit* button to submit your hint(s). Once your hint(s) is successfully submitted, you will be prompted with the message "Process completed successfully". Click on the *OK* button and you will be redirected to your *Home* page, which indicates that you have *successfully* logged in.
*<u>Note</u>: This step is *NOT* applicable for *ADI* (Active Directory Integration) account.

Back to Table of Contents

II. **Forgot Password**
*<u>Note</u>: This is *NOT* applicable for *ADI* (Active Directory Integration) accounts. For ADI account users, please consult your HR or IT representative for further instructions.

Figure A2.1: Login – Forgot Password? Link

1. If you would like to reset your password, under the *Sign In* button, click on the *Forgot Password?* link (as shown in Figure A2.1 above).

Figure A2.2: Forgot Password – User ID Input Page

2. You will be redirected to a new page, where you are required to fill in your *User ID* as shown in Figure A2.2 above. Click on the *Next* button to proceed.
    *Note: Asterisked field name indicates that the field is compulsory for user input.

User ID	K000005
Security Question 1	What was your childhood nickname?
Security Answer 1 *	
Security Question 2	What is your oldest sibling's middle name?
Security Answer 2 *	

Submit **Reset** **Cancel**

Figure A2.3: Forgot Password – Hints Submission Page

3. You will be redirected to another new page, where you are required to fill in the *correct hint answer(s)* to the hint question(s) previously set or updated (as shown in Figure A2.3 above).

Figure A2.4: Forgot Password – Wrong Hint Answer(s) Prompt

4. You may only proceed further if you have answered *ALL* questions *correctly*. Any *one* question that has been *incorrectly* answered will be prompted with the message "Incorrect User ID or Security Answer(s) provided." If you click on the Submit button (as shown in Figure A2.4 above). Click on the *OK* button and try again with another answer. If you are still unable to recall any of your hint answers, please consult your HR to reset your password.
5. If you have successfully answered *ALL* questions *correctly*, clicking on the *Submit* button will prompt the message "Process completed successfully.". Click on the *OK* button and you will be redirected back to the *Login* page.
6. You will receive the *new/reset* password in a *notification e-mail* after a short period of time if you have a *work* or *home* e-mail. Otherwise, you will need to retrieve the new password from *your superior* as it will be listed under the *Password List* page of *your superior*. If you do not have any e-mails and superiors, you will need to retrieve the new password from *your HR*.

Figure A2.5: Login – No Forgot Password? Link

7. If there is *no* Hints Policy implemented by your HR, the *Forgot Password?* link will not be displayed under the *Sign In* button as you are not allowed to self-reset your password (as shown in Figure A2.5 above). You are required to consult your HR to reset your password each time you have forgotten your password.
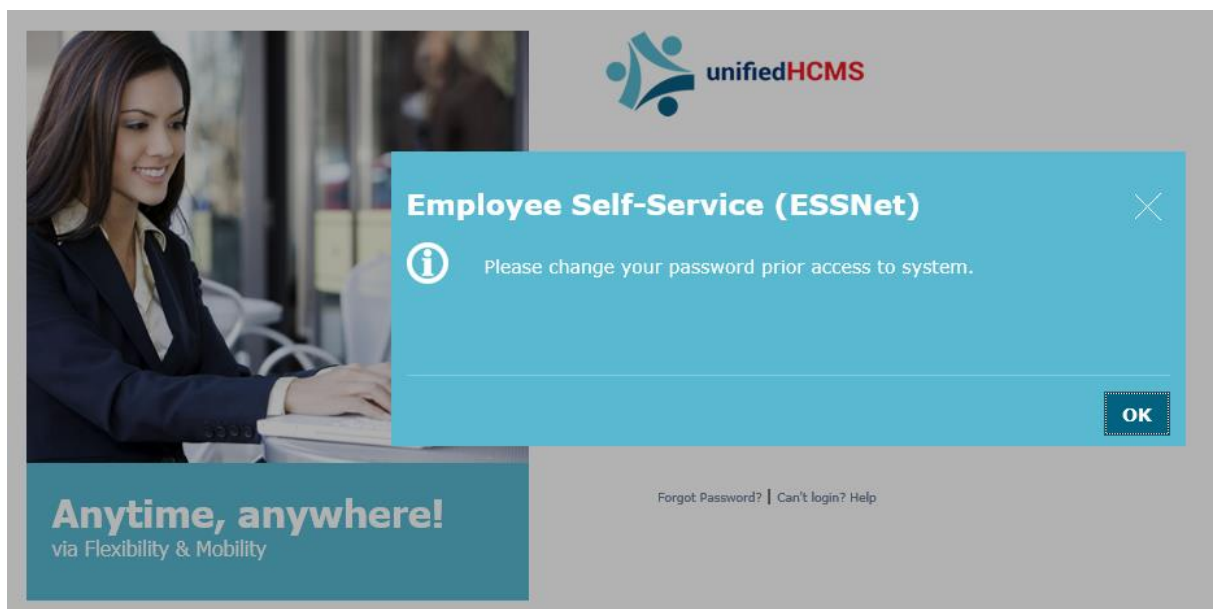

Figure A2.6: Forgot Password – Login After Reset Password Prompt

8. Once you have acquired the *new* password, you will be prompted the message "Please change your password prior access to system." To change your password (as shown in Figure A2.6 above). Click on the *OK* button and you will be redirected

to a new page to change your password. After changing your password *successfully*, you will be redirected to your *Home* page.

III. Hints Policy Changes
*Note: This is *NOT* applicable for *ADI* (Active Directory Integration) accounts. For ADI account users, please consult your HR or IT representative for further instructions.

1. Due to the *business nature* of your company or organization, your HR may *change* the hints policies from time to time by *increasing* or *decreasing* the number of hint sets required for each employee.
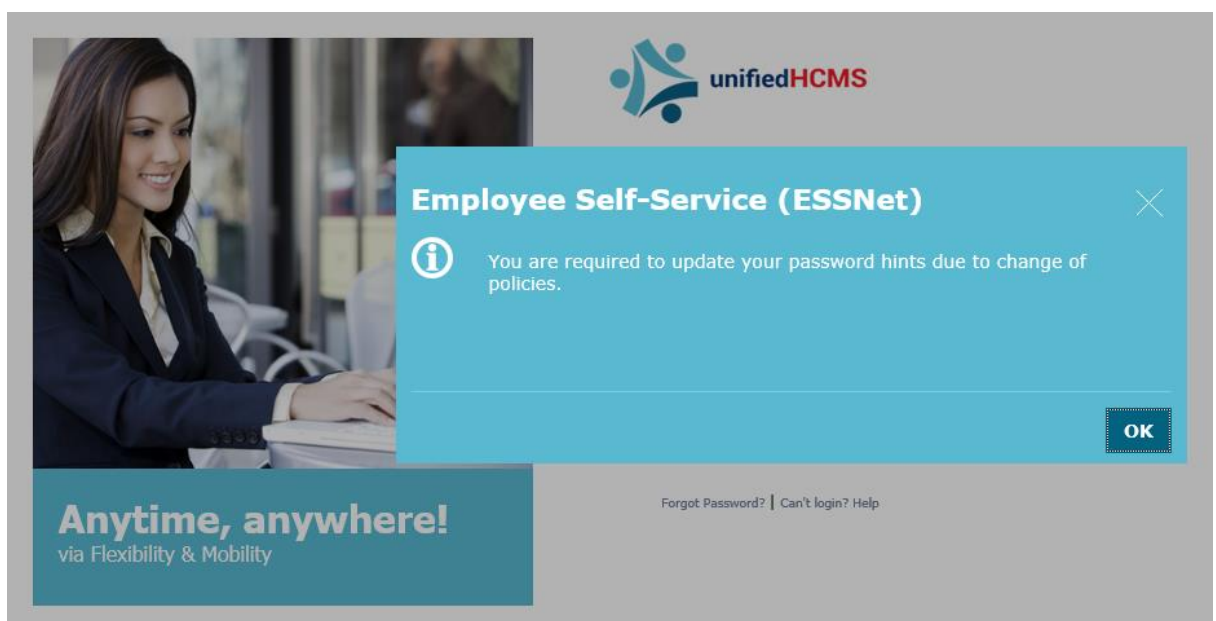

Figure A3.1: Hints Policy Changes – Update Hints Prompt

2. If you have encountered a prompt message "You are required to update your password hints due to change of policies." During *login*, this indicates that your HR has recently made some changes on the hints policy (as shown in Figure A3.1 above). Click on the *OK* button and you will be redirected to a new page to update your hints.

User ID	K000005
User Name	ALICE LEE

Security Question 1 *	What was your childhood nickname? ▼
Security Answer 1 *	Ally
Security Question 2 *	What is your oldest sibling's middle name? ▼
Security Answer 2 *	Jacob
Security Question 3 *	Please Select ▼
Security Answer 3 *	

Submit　**Reset**　**Cancel**

Figure A3.2: Hints Policy Changes – Update Hints Page

3. You will be redirected to the *Change Hints* page, where you will be able to change your *current* hint(s) into *new* hint(s) whether if the hints policy has increased or decreased the required hint sets per employee (as shown in Figure A3.2 above). However, if the hints policy has increased the required hint sets per employee, there will be additional blank hint set(s) for you to update. For example, Figure A3.2 has an additional blank hint set due to the hints policy has increased from 2 to 3 hint sets per employee.
   *Note: Asterisked field name indicates that the field is compulsory for user input.

4. After updating all or some question and answer fields, click on the *Submit* button to update your hint(s). Once your hint(s) is successfully updated, you will be prompted with the message "Process completed successfully". Click on the *OK* button and you will be redirected to your *Home* page, which indicates that you have *successfully* logged in.

Back to Table of Contents