Weidenhammer

Quick Reference Guide
Creating an Employee Account
ESP

Resource ID: 4307

Introduction

The Quick Reference Guide to Creating an Employee Account contains the following topics:

- [Creating an Alio Employee Service Portal Account](#) beginning on page 2

- [Logging in to and out of Alio ESP](#) beginning on page 6

- [Personalizing Your Account](#) beginning on page 8

You can access further details about creating an employee account in the Employee Service Portal Online Help topics. Click the **Need Help** icon to open a topic when the related page is displayed on your monitor. In the Online Help topic displayed, click the **Related Topics** button to display additional topics related to that topic.

You can also click the **Show** link in the upper left corner of any Online Help topic to display the ESP Online Help Table of Contents. Click any topic to display that topic on your monitor or use the **Index** button to search for a topic using a key phrase.

Creating an Alio Employee Service Portal Account

Before using the Alio ESP, you must create an account. You need the following information to create your account:

1. Your employee number
2. The last four digits of your social security number
3. Your birth date
4. Your e-mail address
5. Your zip code

Your organization's user name and password policy dictate how to create your ESP account. You can create an account with a unique user name and password or, if instructed by your Alio ESP system administrator, create the account using your network user name and current password. Refer to the notes at the top of the page for further instructions about creating an Alio ESP account.

You will receive a verification e-mail after the account is created. You need to click the activation link sent in this e-mail to activate your Alio ESP account. This activation link is active for a specific number of hours after the account is created (default is 48 hours). Your Alio ESP system administrator sets the expiration time limit for the activation link.

> **Important Information**
>
> Your Personal Information is validated against your personal information on file with Human Resources. If an inconsistency is detected, such as an incorrect employee number, the following message will display: "The account information could not be validated. Please check the personal information and try again. Please contact your ESP administrator for further assistance."
>
> You must have an active employment status to create an Alio ESP account.

This section discusses:

- [Creating an Account with a Unique Employee Name and Password](#)
- [Creating an ESP Account with Your Network User ID and Password](#)

Creating an Account with a Unique Employee Name and Password

Follow these steps if your organization allows a unique username and password to be assigned to your ESP account.

To create an employee account:

1. Launch your browser and open Alio ESP.

2. Click the **Create an Account** link.

3. Type your **Personal Information**. This includes your **Employee No**, **Last 4 of Social Security No**, **First Name**, **Birth Date**, **Last Name**, and **Zip Code**.

4. Enter the following fields.

Table 1. User Name and Password descriptions

Field Name	Description
User Name	Type a unique **User Name** to access the Alio ESP. You should create a **User Name** that is at least six characters in length. You can use letters, numbers, and special characters (!, $, &, etc.).
Password	Type a unique **Password** to access the Alio ESP. You should create a **Password** that is at least eight characters in length. Your password must include upper and lower case letters with at least one lower case letter, one or more numbers (1, 2, 3, etc.) and at least one of these special characters (!@#$%^&*?_~).
Confirm Password	Retype your password in the **Confirm Password** field
Email	Type your **E-mail** address.

5. Type three **Personal Questions** and **Personal Answers** to be used when requesting your user name or resetting your password. Examples of security questions include your favorite hobby, mother's maiden name, the name of the college from which you graduated, and so on.

6. Click the [Submit] button to button to submit the request. An automated e-mail message is sent to your e-mail address requesting confirmation that you created the account.

   If an inconsistency is detected between the Personal Information and your employee record on file with Human Resources, the message "The account information could not be validated. Please check the personal information and try again. Please contact your Alio ESP administrator for further assistance." Verify that you entered the correct data in the Personal Information section.

7. Launch your e-mail application. Open the Alio ESP system-generated e-mail and click the confirmation link to verify your account.

    You are now ready to enter the portal.

    > If you log into ESP before verifying your account, the following message will display: "The user account is inactive. Please check your e-mail for the activation link. If you need assistance, contact your ESP system administrator."

Creating an ESP Account with Your Network User ID and Password

If your organization uses LDAP authentication, you are required to enter your network user name and current password to create your ESP account

To create an employee account:

1. Launch your browser and open Alio ESP.

2. Click the **Create an Account** link.

3. Type your **Personal Information**. This includes your **Employee No**, **Last 4 of Social Security No**, **First Name**, **Birth Date**, **Last Name**, and **Zip Code**.

    > Click the **Calendar** button to select your birth date from a calendar. Use the drop-down buttons to select the **Month** and the **Year**, and then click the correct date.

4. Type your network **User Name** and **Current Password** to access Alio ESP.

5. Type your **E-mail** address

6. Type three **Personal Questions** and **Personal Answers** to be used when requesting your user name or resetting your password. Examples of security questions include your favorite hobby, mother's maiden name, the name of the college from which you graduated, and so on.

7. Click the [Submit] button to submit the request. An automated e-mail message is sent to your e-mail address requesting confirmation that you created the account.

    If an inconsistency is detected between the Personal Information and your employee record on file with Human Resources, the message "The account information could not be validated. Please check the personal information and try again. Please contact your Alio ESP administrator for further assistance." Verify that you entered the correct data in the Personal Information section.
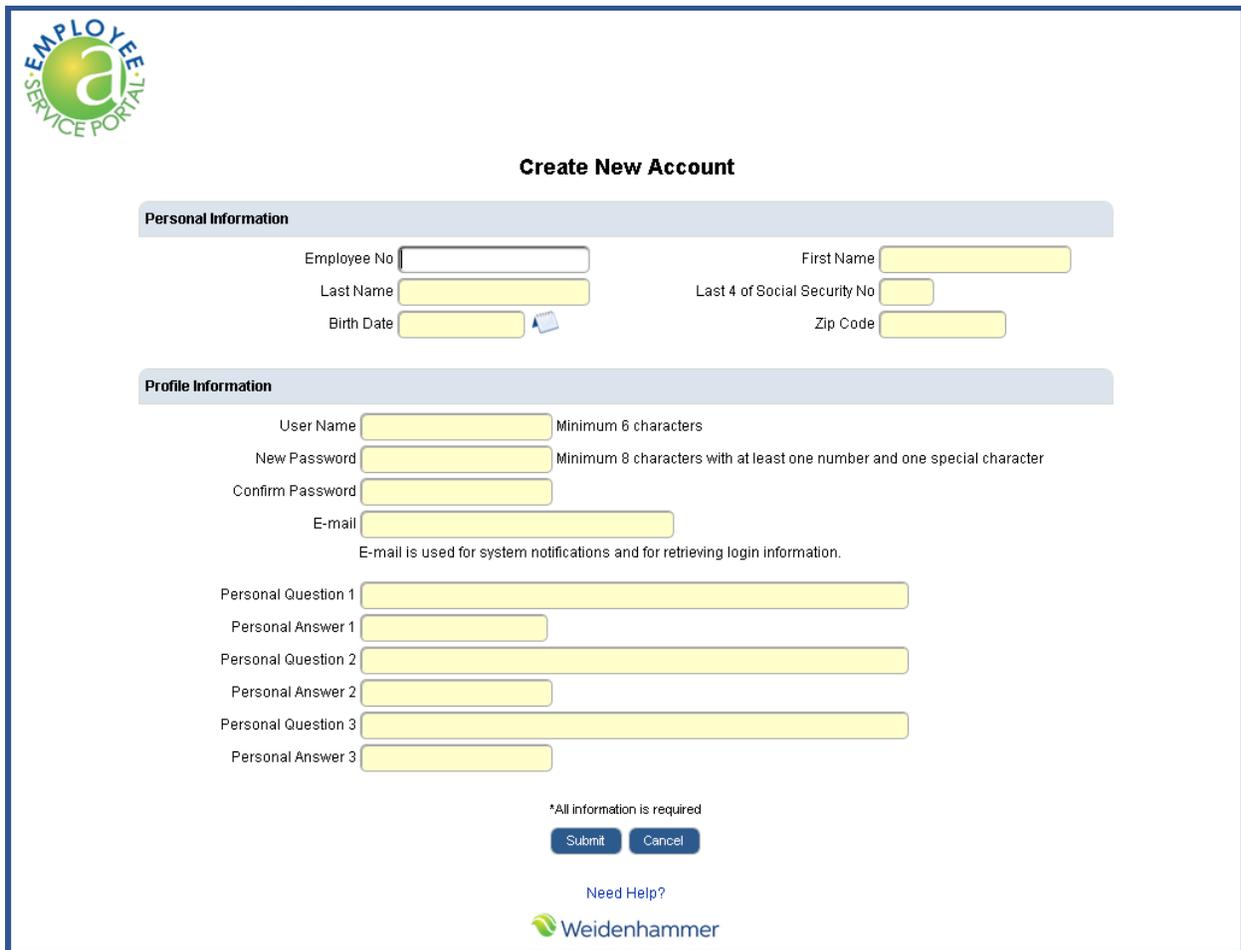
8. Launch your e-mail application. Open the Alio ESP system-generated e-mail and click the confirmation link to verify your account.

You are now ready to enter the portal.

> If you log into ESP before verifying your account, the following message will display: "The user account is inactive. Please check your e-mail for the activation link. If you need assistance, contact your ESP system administrator."

Figure 1 illustrates the default Create New Account page. Your Create New Account page may look different depending on your organization's method of creating ESP accounts.

Figure 1. Create New Account page

Logging in to and out of Alio ESP

This section explains how to log in to and out of Alio ESP after you create your ESP account or receiving a user account from your ESP administrator.

> **Important**
>
> The Forgot your username? link and Forgot your password? link display only if you entered a unique Alio ESP user name and password when creating your Alio ESP account. If your Alio ESP system administrator instructed you to use a network user name and password, these links are not displayed.
>
> The Create an account link is not displayed if the Hide the Create an Account Link security option is selected by the Alio ESP system administrator.
>
> The following message will display if the database is not available: "Employee Service Portal is currently unavailable due to the database being down. Please try again later." Please contact your ESP administrator for assistance, if needed.

This section discusses:

- Logging in to Alio ESP
- Logging out of Alio ESP

Logging in to Alio ESP

After creating an ESP user account (or receiving a user account from your ESP administrator), follow these steps to log in to Alio ESP.

1. Launch your browser and open Alio ESP. The **Sign In to Employee Service Portal** page appears.

2. Type your **Username** and **Password**.

3. Click the [Sign In] button to enter the portal. The **Employee Service Portal Home** page appears.

> **User-created Alio ESP Account**
>
> If logging in with a unique Alio ESP user name and password (user created):
>
> - The message "The user name or password was not recognized." displays when an incorrect user name is entered. Click the **Forgot your username?** link to request your user name to be sent to your e-mail address. You are prompted to answer one of your personal questions.
>
> - The message "Invalid password. ? attempts remain before the account is locked out." displays when an incorrect password is entered (where the ? represents the number of attempts remaining). Click the **Forgot your password?** link to request a change your password link to be sent to your e-mail address. You are prompted to enter your username or e-mail address and answer one of your personal questions.
>
> Contact your Alio ESP administrator if your account is locked due to unsuccessful login attempts.
>
> If the security questions and corresponding answers linked to your user account are not defined, the **User Account Security Questions/Answers** page automatically displays. You must define the three Personal Questions and Answers before you can access ESP. When finished, click the [Submit] button to go to the ESP Home page.
>
> **Network Login Provided by your Network Administrator**
>
> If your district requires a network-based user name and password to log into ESP, and you enter an incorrect user name, the message "The user name or password was not recognized." displays. Please contact your network administrator for assistance with this message.

Logging out of Alio ESP

Click the **Log Out** link in the upper right corner of the page.

Personalizing Your Account

After logging in to Alio ESP, use the Account link to personalize your application settings, change your user name and password, and change your security questions and answers.

This section discusses:

- [Accessing the Account Page](#)
- [Modifying Your Application Settings](#)
- [Modifying Your User Account](#)
- [Modifying Your Security Questions](#)

Accessing the Account Page

Follow these steps to display the Accounts page:

1. Click your User Name displayed in the upper right corner to display a User menu.
2. Click the **Account** link to display the **Account** page.

Modifying Your Application Settings

Use the Application Settings section to:

- Change your e-mail address, if granted permission by the administrator
- Select the home information that displays in the Employee Directory
- Set the start month for the calendars that display on the Pay Check Calendar and Leave Balances pages

Follow these steps to modify your application settings:

1. On the **Account** page, click the **Expand** button to expand the **Application Settings** section.

2. Modify your **E-Mail Address**, if necessary.

> Your administrator must grant you permission to change your ESP e-mail address. If permission is not granted, this field is protected.

3. Under the **Personal Directory Settings**, click to select any combination of the following check boxes, if displayed:

    *   Click to select the **Show Home Address** check box to display your home address in the Personal Information section of the Employee Directory page. Select this option to make your home address visible to all employees.

    *   Click to select the **Show Home Phone** check box to display your home telephone number in the **Personal Information** section of the **Employee Directory** page. Select this option to make your home telephone number visible to all employees.

    *   Click to select the **Show Mobile Phone 1** check box to display your primary cell phone number in the **Personal Information** section of the **Employee Directory** page. Select this option to make your primary cell phone number visible to all employees.

    *   Click to select the **Show Mobile Phone 1** check box to display a secondary cell phone number in the **Personal Information** section of the **Employee Directory** page. Select this option to make your secondary cell phone number visible to all employees.

    *   Click to select the **Show Home E-mail** check box to display your home e-mail address in the **Personal Information** section of the **Employee Directory** page. Select this option to make your home e-mail address visible to all employees.

    Leave a check box blank to prevent the corresponding personal information from displaying in the Personal Information section of the Employee Directory page.

> Your Alio ESP administrator determines the Personal Directory Settings that display on this page.

4. In the **Calendar Start Month** field, click the **Drop Down** arrow to select the first month that will display in the calendars throughout Alio ESP. For example, to display a calendar from January through December, select January as the starting month.

> Your Alio ESP administrator defines the default value for this field.

5. Click the **Save** button to save your application settings.

Modifying Your User Account

Follow these steps to change your user name and/or password. This section displays only if you created a unique username and password when creating your Alio ESP account.

> The User Account section does not display if your organization is using LDAP authentication; however, if your organization is using LDAP authentication and allows employees assigned a specific employment status in Alio to access ESP using their ESP authentication (e.g., a terminated or inactive employee) this section will display if your employment status defined in Alio matches an employment status with permission to use your ESP user name and password to access ESP.

1. On the **Account** page, click the **Expand** button ⊞ to expand the **User Account** section.

2. To change your user name:

   - Click to highlight the current user name displayed in the User Name field.

   - Type a new User Name that is at least six characters in length. You can use letters, numbers, and special characters (!, $, &, etc.).

3. To change your password:

   - Type your **Old Password**.

   - Type a **New Password** that is at least eight characters in length. Your password must include upper and lower case letters with at least one lower case letter, one or more numbers (1, 2, 3, etc.) and at least one of these special characters (!@#$%^&*?_~).

   - Retype your new password in the **Confirm Password** field.

> You cannot reset the default Administrator password. If you try to reset the default Administrator password, the following message will display: "The password cannot be reset for the ADMINISTRATOR account."
>
> Click the [OK] button to close the message and contact your ESP system administrator for assistance.

4. Click the [Save] button to save your new user name and/or password.

Modifying Your Security Questions

You can modify the personal questions that may display when requesting your user name or resetting your password. Examples of personal questions include your favorite hobby, mother's maiden name, the name of the college from which you graduated, and so on. You can also modify the answers to these questions.

> The Security Questions section does not display if your organization is using LDAP authentication; however, if your organization is using LDAP authentication and allows employees assigned a specific employment status in Alio to access ESP using their ESP authentication (e.g., a terminated or inactive employee) this section will display if your employment status defined in Alio matches an employment status with permission to use your ESP user name and password to access ESP.

Follow these steps to change a security question and/or answer:

1. On the **Account** page, click the **Expand** button [+] to expand the **Security Questions** section.

2. To change a security question:

   - Click to highlight the current question text displayed in the applicable **Question (1-3)** field.

   - Type the new question.

3. To change an answer to a security question:

   - Click to highlight the current answer text displayed in the applicable **Answer (1-3)** field.

   - Type the new answer.

4. Click the [Save] button to save your new security question and/or answer.

Figure 2 illustrates the Account page.

Figure 2. Account page

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