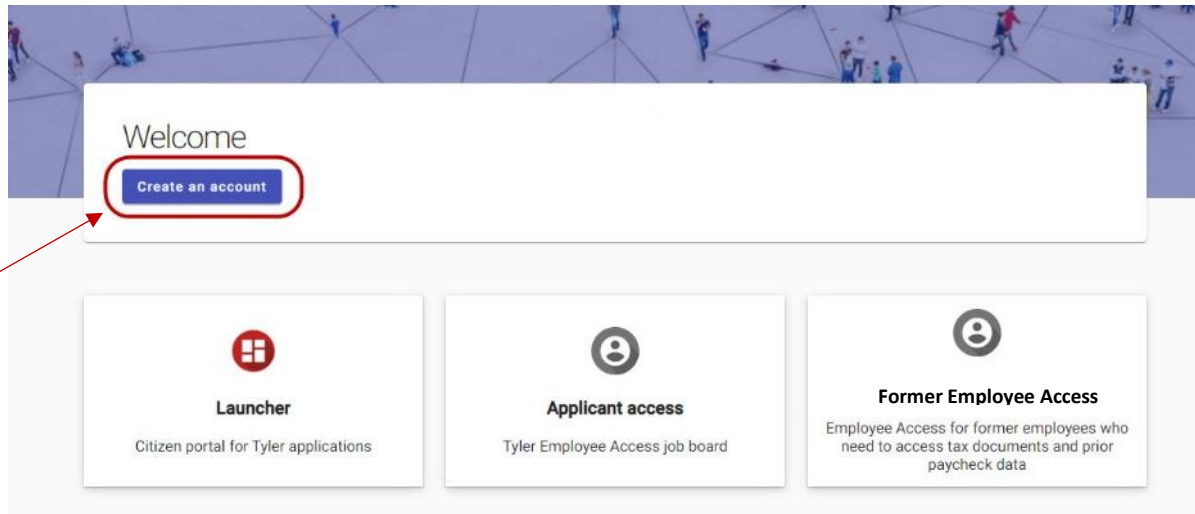


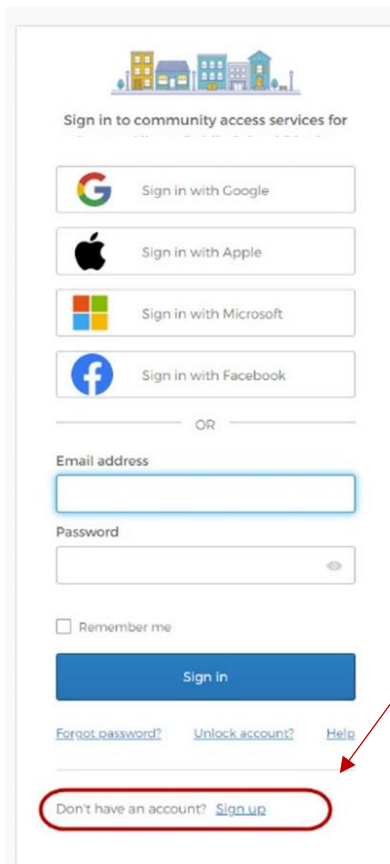
Former Employee Access

Trouble-shoot login errors on page 5

- Once you click on the Former Employee Access Link:
- It will send you to the Portal Home – Click the Create an Account button.

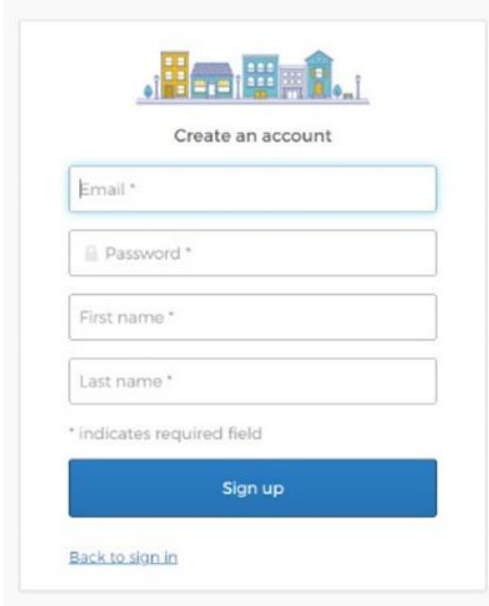


- This will send you out to this following screen.



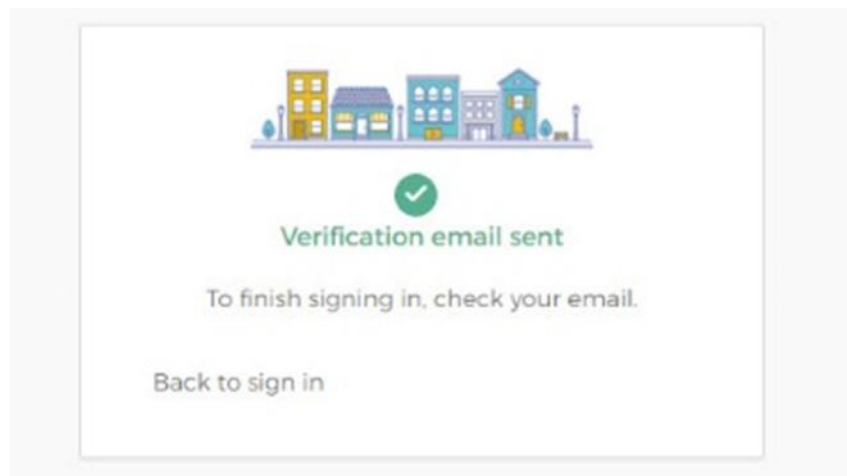
- Choose the “Don’t have an account? Sign up” at the bottom of the box.

-Fill in your personal email, create a password, First and Last name.

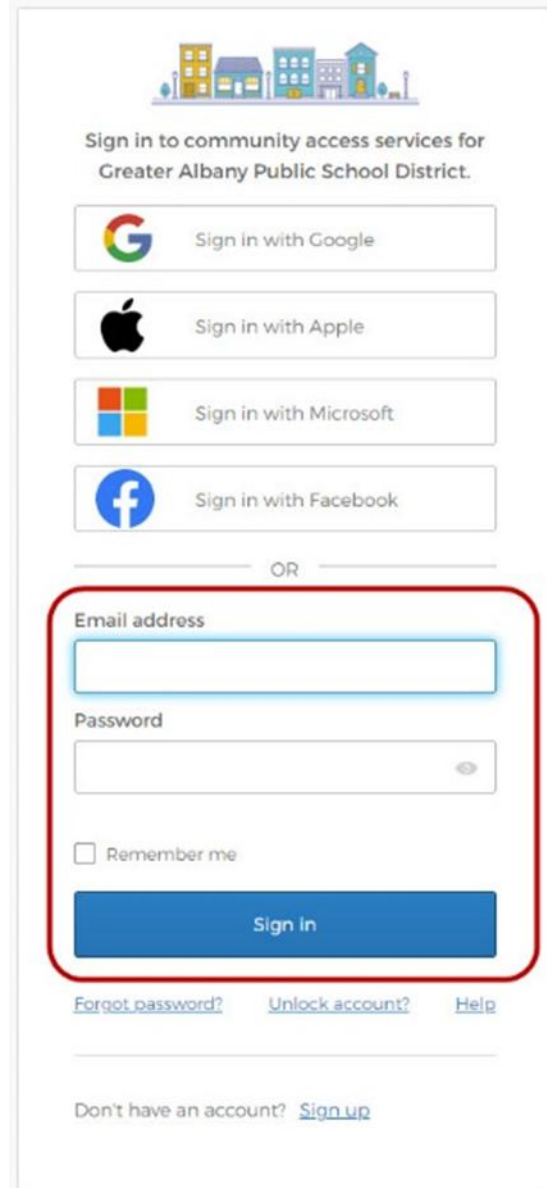


The image shows a 'Create an account' form. At the top, there is an illustration of a city skyline with colorful buildings. Below the illustration, the text 'Create an account' is centered. The form consists of four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. Each field has a small asterisk indicating it is required. Below the fields, there is a note: '* indicates required field'. At the bottom of the form, there is a blue button labeled 'Sign up' and a link labeled 'Back to sign in'.

-You will then be sent a verification email.





-Once you verify your account through your personal email, you will click the “**Back to Sign in**”, Which will redirect you to the sign in screen.





The image shows a sign-in interface for the Greater Albany Public School District. At the top, there is a colorful illustration of a school building. Below it, the text reads "Sign in to community access services for Greater Albany Public School District." There are four social media sign-in options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is a horizontal line with "OR" in the center. A red rounded rectangle highlights the email and password fields. The "Email address" field is empty. The "Password" field is also empty and has a small eye icon to its right. Below the password field is a checkbox labeled "Remember me" which is unchecked. At the bottom of the highlighted area is a blue "Sign In" button. Below the button are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link "Don't have an account? Sign up".

Sign in to community access services for
Greater Albany Public School District.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

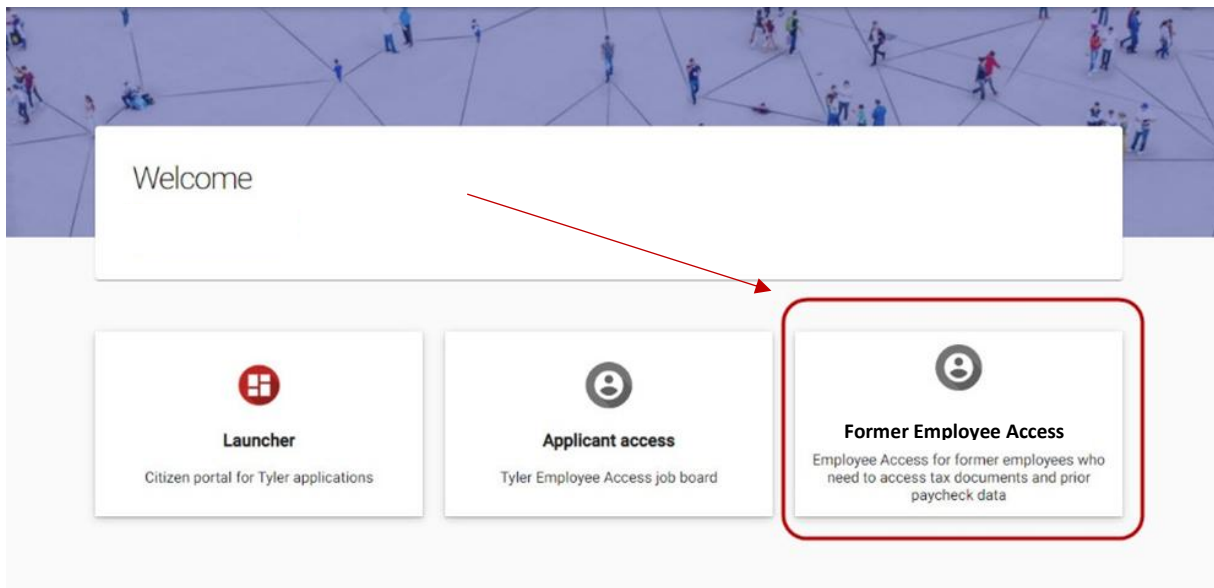
Remember me

[Sign In](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

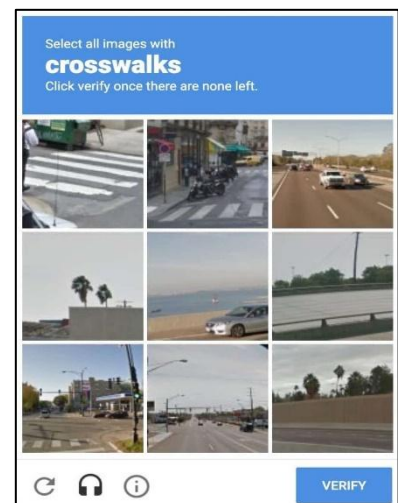
-After logging in the system will open back up to the resident access main page. You will want to select the **“Former Employee Access”** box.



-You will now be prompted to finish your account registration. Fill in the last four of your SSN, Birthdate, Mailing Zip Code, and Click the **“I’m not a robot”** reCAPTCHA.

A registration form titled "Welcome To 's Former Employee Access". Below the title, it says "Since it's your first time logging in with us, please enter the following information to allow us to locate your employee record." There are three input fields: "Last four of SSN*", "Birthdate*" (with a calendar icon and the value "04/28/2023"), and "Zip Code*". Below these is a reCAPTCHA section with an "I'm not a robot" checkbox and a reCAPTCHA logo. At the bottom is a "Submit" button.

- **“I’m not a Robot”** reCAPTCHA example.



-Once you have filled out all your personal information and completed the reCAPTCHA, you will hit the submit button at the bottom of the page.

-You will now be loaded into the **Former Employee Access** site where you can view old paystubs and other Tax Documents.

The screenshot shows the 'Retiree Access' website interface. At the top, there is a navigation bar with the 'Retiree Access' logo and a user profile icon. Below the navigation bar, a 'Welcome back' message is displayed. The main content area is divided into two sections: 'Recent paychecks' and 'Tax documents'. The 'Recent paychecks' section contains a table with columns for 'Date', 'Take Home Pay', and 'Gross Pay', and a 'Download' button for each row. The 'Tax documents' section lists various documents such as 'Employee's Withholding Certificate' and 'ACA Processing - 2016', each with a 'View' button. A 'Current address' section is also visible, showing a default address.

Date	Take Home Pay	Gross Pay	Download
05/28/2021	1234.56	1500.00	Download
05/28/2021	1234.56	1500.00	Download
04/30/2021	1234.56	1500.00	Download
03/31/2021	1234.56	1500.00	Download
02/26/2021	1234.56	1500.00	Download
01/29/2021	1234.56	1500.00	Download
12/31/2020	1234.56	1500.00	Download
11/30/2020	1234.56	1500.00	Download
10/30/2020	1234.56	1500.00	Download

Trouble Shooting Login Errors

-If you have trouble logging into your Former Employee Access account, you have the ability to reset your password and unlock your account.

The screenshot shows the login screen for the Greater Albany Public School District. It features a sign-in form with fields for 'Email address' and 'Password', a 'Remember me' checkbox, and a 'Sign in' button. Below the form, there are links for 'Forgot password?', 'Unlock account?', and 'Help'. A red arrow points to the 'Forgot password?' link.

The screenshot shows the 'Reset your password' screen. It features a yellow header with the text 'Reset your password', an 'Email address' input field, a blue 'Reset via Email' button, and a 'Back to sign in' link.

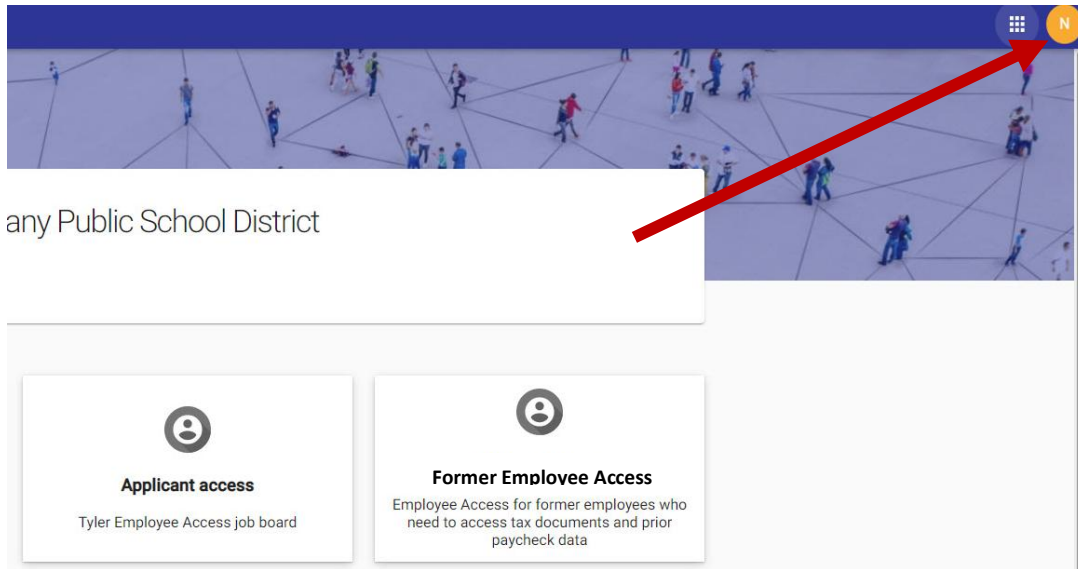
- Reset Password Screen.

The screenshot shows the 'Unlock your account' screen. It features a yellow header with the text 'Unlock your account', an 'Email address' input field, a blue 'Send Email' button, and a 'Back to sign in' link.

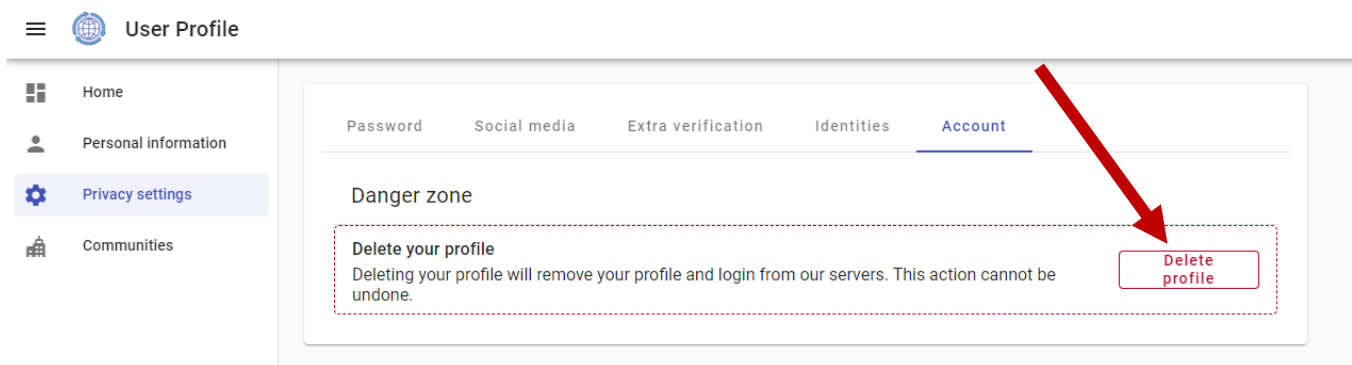
- Unlock Account Screen.

-If you are able to log in to the **Former Employee Access site**, but the system is not letting you access the **Documents page**; You will want to delete your account and recreate your resident access profile.

-To delete your account, you will first log into **Former Employee Access**. Once logged in you will go to the top right where it shows your first initial and click **“Profile”** on the dropdown.



-Once on the profile page you will click **“Privacy Settings”** and then proceed to the **“Account”** Tab. Once there you will click **“Delete profile”**



-Once you have deleted your profile you will proceed back to the **Former Employee Access login** Site. Click **“Create Account”** then follow the additional steps provided on page 1-5 of this document.

