Get to Know the New Login Process

**users and web managers accessing via SSO/SAML will see no impact and can ignore this overview**

Once the new login process is in place, EVERY EMPLOYEE will have to log in as a first-time user. If you access any Workforce Solutions application from the web, there will be extra authentication checks that will ask for PERSONAL information to help make sure you are who you say you are.

Once you have entered the personal information requested (like home address, mobile phone number, etc.) you will be sent a One-Time Passcode to complete the login process.

Once you have accessed your account, you will select a new password. As with any change to your account contact information or password, a message will be sent to you confirming the change.

Some users won’t be able to get through the extra checks. They’ll be directed back to their company web manager(s). Any web manager who can’t get through will need to EITHER be verified by another company web manager, OR will need to contact Workforce Solutions support.

Web managers will no longer use the old PIN reset process to restore employee access. To help web managers learn the updated process, tutorials and step-by-step instructions will be available on the web manager dashboard.

Your company can streamline the process by providing a web manager contact form. We will pre-load your web managers’ contact information BEFORE we roll out the new login process to your company. That way your web managers can simply get an OTP and be back into their dashboard in no time. Ask your account manager for more information.

May 2018