

Welcome to training on how to manage your account if the Employer Self-Service site times out, if you forget your user ID, if you forget your password, or when your password expires.

How Do I Manage My Account When ESS Times Out?

As a security measure, the ESS website contains a time out feature. If there is no activity (i.e., not taking actions such as saving, cancelling, or confirming information) for 20 minutes, you will receive the message below, and be returned to the **Employer Login** screen if you do not click **Stay Connected**.

If you are logged out, you can log back in to Employer Self-Service by re-entering your user ID, your password, and click **Next**.

How Do I Manage My Account When I Forget My User ID?

If you forget your User ID, you are able to obtain it by clicking on the **Forgot User ID** link on the **Employer Login** screen.

Enter in your **Employer Code**, and email associated with your account.

Click **Continue**. If you do not enter required information, you will not be able to successfully recover your forgotten user ID. If you are unable to remember this required information, you will need to contact the RSA at 334-517-7005.

You will be prompted to answer the security questions you set up during initial log in. Answer the questions in the field corresponding to each question. Remember, the answers to the security questions are case-sensitive.

Click **Continue**.

Enter your **RSA PIN**.

Click **Continue**.

Your user ID will be provided.

Click **Continue** to return to the login screen.

How Do I Manage My Account When I Forget My Password?

If you forget your password, you are able to obtain a new one by clicking on the *Forgot Password* link.

Enter your **User ID** in the corresponding field.

Click **Continue**.

Answer the security questions you set up when you initially logged in to Employer Self-Service. Remember: Answers to security questions are case sensitive.

Click **Continue**.

Enter your RSA PIN.

Click **Continue**.

The **Forgot Password Confirmation** screen displays. An email will be sent to you with a new temporary password. Click **Continue** to go back to the **Employer Login** screen.

Once you receive the temporary password email, log in with your user ID and the temporary password received in the email. Click **Next**.

Enter your temporary password in the **Temporary Password** field. Enter your new password in the **New Password** field, and retype it. Keep in mind, your new password cannot be the same as any of your past five passwords. Click **Submit**.

A confirmation displays that your password was successfully changed. Click **Continue** to enter the site. You will receive an email confirming your password change.

How Do I Manage My Account When My Password Expires?

Passwords expire every 90 days. Two weeks prior to the password expiration, DPAS will prompt you with a pop-up window upon logging in that the password will expire in fourteen days. You will continue to get the notification every day until it expires. Click **Ok**.

To change your password, navigate to the **Change Password** screen by clicking: **Account, Change Password**.

Enter your current password in the field provided, your new password in the **New Password** field, and retype it. Input your PIN number in the **RSA PIN** field. Click **Update**.

A confirmation message displays that your new password has been saved. Click **Continue** to return to the **ESS Home** screen. At this point, you will receive an email notification confirming that your password has changed.

For additional information or assistance, please contact an Employer Services Representative (ESR) at 334-517-7005 or employer.services@rsa-al.gov.