

# 5 Most Common Employee Portal Login Issues:

## PASSWORD

- Is your password 12 characters or more?
- Are you using the correct password?
- Remember you are the only person who can change your password.

### Tip:

Use a phrase, quote or something you will remember when creating your password.

## EMAIL ADDRESS

- Email address **MUST** be your work email address (*Example: JDOE@scoe.org*)
- Personal emails will **NOT** work.
- Confirm with HR that your email address is entered in your Employee Management Record.

## NAME

- Remember to use your Legal Name (*Example: Elizabeth White uses her nickname Betty White at work, but when logging into the portal she must use Elizabeth White*)

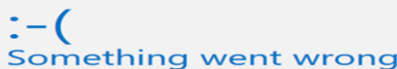


## DATE OF BIRTH

- Are you entering your Date of Birth in the proper format? mm/dd/yyyy (*Example: 01/01/1994, if you enter 1-1-94 you will receive an error message.*)
- Confirm with HR that your Date of Birth is entered correctly in your Employee Management Record.

## HOME/MOBILE PHONE#

- Make sure to use the phone number that you provided to HR.
- Confirm with HR that your Home/Mobile phone number has been updated. (*Example: Employee was hired in 1997 but forgot to notify HR that their telephone number has changed.*)



If any entries are incomplete, or do not match the information in the HR Employee Management record, you may encounter an error message.

If you are experiencing difficulty logging into the Portal, contact SCOE HR at (707)524-2724.