

# Add Self Service User Accounts

## Adding User Accounts

When Dayforce Powerpay Self Service is enabled for your payroll, employee users accounts must be created to grant employees access to Powerpay Self Service.

When you assign a Self Service User Account to an employee, you assign the employee a unique username.

Once the user account is created, two emails are sent to the employee one with their username, and another with a temporary password and a link to the Powerpay Self Service application.



The temporary password associated with an initial Welcome email expires in 10 days.

## Add a Single User Account

1. Employee e-mail addresses are required to add user accounts. Before proceeding, verify that the employee has a valid e-mail address assigned on the *Employee Profile* page (Payroll → Hire/Profile → Employee Profile).

The screenshot shows a 'Contact Information' form with several input fields. The 'E-mail' field is highlighted with a red rectangular box. The form includes fields for 'Phone', 'Phone 2', 'Phone 3', and 'Additional E-mail'. The 'E-mail' field contains a red box around it, indicating it is a required field.

2. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance)
3. Select the employee from the Employee List.
4. Enter a **Username** or click **Auto Generate**.
5. Click **Create**.

The screenshot shows the 'Create Self Service Account' form. It has two main input fields: '\* Username' and '\* E-mail'. The '\* Username' field is empty, and there is an 'Auto-Generate' button next to it. The '\* E-mail' field contains the text 'jdoe@email.com'. Below the input fields, there is a note: 'Click 'Create' to email login credentials to the address provided.' At the bottom of the form, there is a blue 'Create' button.

Two emails are sent to the employee. One email contains the username, the second email is a link to the Powerpay Self Service application, along with a temporary password.



You can select the default format for Powerpay Self Service User names created by the Auto-Generate process. Navigate to Company → Self service → Security Options.

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## Add User Accounts for Multiple Employees

1. Employee e-mail addresses are required to add user accounts. Before proceeding, verify that the employee has a valid e-mail address assigned on the *Employee Profile* page (Payroll → Hire/Profile → Employee Profile).

**Contact Information**

Phone: 416-999-9999

Phone 2: [Empty]

Phone 3: [Empty]

Additional E-mail: [Empty]

**E-mail** [Empty]

2. Navigate to the **Multiple User Create** page (Company → Self Service → Multiple User Create)
3. Review the *Self Service Account Validation Messages* section for employees without e-mail addresses.

**Multiple User Create**

**Self Service Account Validation Messages**

The following employees have missing data or have a pending status change which prevents a Self Service account from being created.

Number	Employee Name	Message
2	Prasad, Kavitha	E-mail is blank
4	Pozzini, Jeri	E-mail is blank
9	Lisbona, Natalie	E-mail is blank
15	Read, Joan	E-mail is blank
21	Picard, Francine	E-mail is blank
27	Hawkins, Owen	E-mail is blank

4. (optional) To add an e-mail address for the employee, click the **E-mail is blank** link. (only available with an open pay period)
  - a. The *Employee Profile* page opens, for adding an e-mail account for the employee.
  - b. Click **Save**.
  - c. Click the **Multiple User Create** link to return to the *Multiple User Create* page.



5. In the *Employee List* section, select the employees for whom to create accounts from the **Employees without Accounts** list and click the > button to move them to the **Create Accounts** list.

## Add Self Service User Accounts

The screenshot shows a window titled "Employee List" with a close button in the top right. It is divided into two main sections: "Employees without Accounts" on the left and "Create Accounts" on the right. The "Employees without Accounts" section contains a table with the following data:

Number	Employee Name ...
3	Moore, Lucinda
5	Squires, Hugh
7	Columbo, Maria
8	Buttar, James
10	Tsang, Ming
13	Draper, Peter
14	Ying, Robin
17	Nelson, Roger
18	Sinclair, Jennifer
19	Martel, Sue
20	Enriquez, Marie

Between the two tables are five arrow buttons: a single right arrow (>), a double right arrow (>>), a single left arrow (<), and a double left arrow (<<). Below these buttons is a blue "Create" button. The "Create Accounts" section contains an empty table with the same headers: "Number" and "Employee Name ...". Below this table is a text instruction: "Click 'Create' to email login credentials to the address provided."

6. Click **Create**.

7. An account is created for the selected employees and the employees appear in the *Employees with Accounts* section.

The screenshot shows a window titled "Employees with Accounts" with a close button in the top right. It contains a table with the following data:

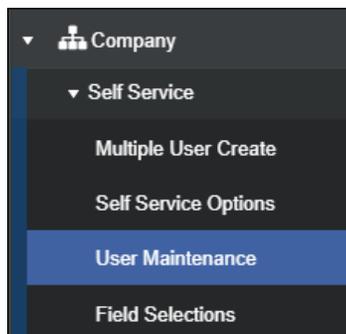
Number	Employee Name
16	Gopaul, Kevin
22	Scott, Lucy-Jo L
23	Stewart_Olsen, Frederick A
24	Hardwick, Gary J

Below the table, there is a notification icon (a right-pointing triangle) followed by the text "Self Service Account created".

Two emails are sent to the employee. One email contains the username, the second email is a link to the Powerpay Self Service application, along with a temporary password.

### Maintaining Self Service User Accounts

Once Self Service User Accounts are set up, all updates such as resetting passwords, unlocking locked accounts, and viewing the Security Event logs is done on the User Maintenance page.



## Add Self Service User Accounts



For more information, see the Self Service topics in Help ([?](#)) and the *Managing Self Service User Accounts* handout.