

Manage Self Service User Accounts

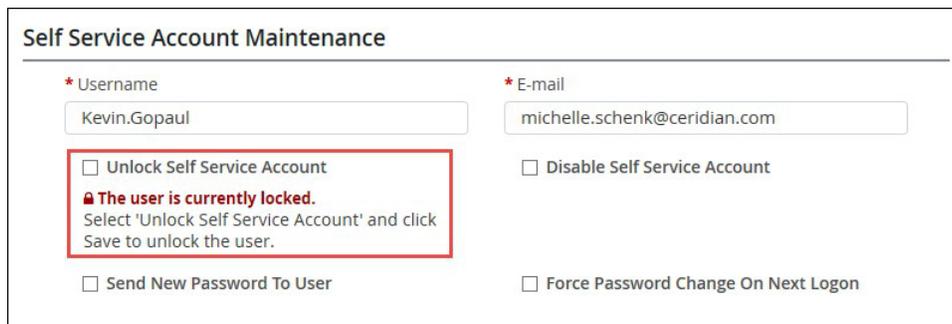
Managing User Accounts

Powerpay Self Service user account management includes the following tasks:

- Unlocking an account
- Disabling /enabling an account
- Resetting the password for an account
- Forcing a password change an account
- Force all users to reset password
- Re-welcoming an employee to Self Service
- Managing usernames and email addresses
- Simulating an employee in Self Service

Unlocking an Account

Use to unlock account option for an enabled employee whose latest failed login attempt has exceeded the threshold set by the payroll.



Self Service Account Maintenance

* Username: Kevin.Gopaul

* E-mail: michelle.schenk@ceridian.com

Unlock Self Service Account

🔒 The user is currently locked.
Select 'Unlock Self Service Account' and click Save to unlock the user.

Send New Password To User

Disable Self Service Account

Force Password Change On Next Logon

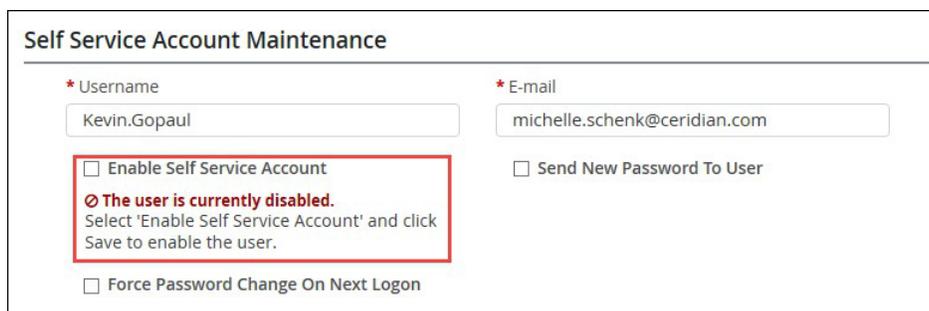
1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee with the locked Self Service account from the Employee List.
3. In the *Self Service Account Maintenance* section, select the **Unlock Self Service Account** checkbox.
4. **Save.**



The employee can also use the [Forgot your password?](#) link on the Powerpay Self Service Login page to request a new, temporary password in place if these steps to unlock the account.

Enabling an Account

Use to enable a disabled employee's access to Self Service. Accounts are disabled after an employee incorrectly answers their personal verification questions three times, or when the account is manually disabled using the **Disable Self Service Account** option.



Self Service Account Maintenance

* Username: Kevin.Gopaul

* E-mail: michelle.schenk@ceridian.com

Enable Self Service Account

🔒 The user is currently disabled.
Select 'Enable Self Service Account' and click Save to enable the user.

Send New Password To User

Force Password Change On Next Logon

1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee to enable from the Employee List.

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3. In the *Self Service Account Maintenance* section, select the **Enable Self Service Account** checkbox.
4. Click **Save**.

Password Reset

Use to reset an employee's Self Service account password. After resetting the password:

- The employee's password is reset to a system generated password.
 - A reset password email is sent to the employee with a password that expires in 24 hours.
 - The account is unlocked and enabled if necessary.
1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
 2. Select the employee whose password to reset from the Employee List.
 3. In the *Self Service Account Maintenance* section, select the **Send new Password To User**

checkbox.

Self Service Account Maintenance

* Username Kevin.Gopaul	* E-mail michelle.schenk@ceridian.com
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Unlock Self Service Account

Disable Self Service Account

🔒 The user is currently locked.
Select 'Unlock Self Service Account' and click Save to unlock the user.

Send New Password To User

Force Password Change On Next Logon

4. **Save**.



The employee can also use the [Forgot your password?](#) link on the Powerpay Self Service Login page to request a new, temporary password in place of these steps to reset their password.

Force Password Change on Next Logon

Use to force the employee to change their password upon their next logon to the Self Service.

Self Service Account Maintenance

* Username Kevin.Gopaul	* E-mail kevin.gopaul@entourage.ca
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Disable Self Service Account

Force Password Change On Next Logon

Re-Welcome
Select 'Re-Welcome' and click Save to email login credentials to the address provided.

1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee for whom to force a password change from the Employee List.
3. In the *Self Service Account Maintenance* section, select the **Force Password Change On Next Logon** checkbox.
4. **Save**.

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Force All Self Service Users to Reset Password

Use to force all Self Service users to reset their Self Service passwords. This option should be used in the event of a security breach.

The screenshot shows the 'Self Service Options' page. At the top right, there is a link 'Expand All / Collapse All'. Below this, a button labeled 'Force All Users to Change Password' is highlighted with a red border. The page is divided into two main sections: 'Feature Activation' and 'General Options'. Under 'Feature Activation', there is a checkbox for 'Enable Pay Statements and Tax Forms in Self Service' which is checked. Under 'General Options', there are several settings: 'Auto-Generate Username Format' is set to 'FirstNameLastName (Michael|Johnson)'; 'Employee Tax Form Delivery Default' is set to 'Electronic Only'; 'Allow Unmasking of Personal Information' is checked; 'Enforce Employee Deadline for Self Service Changes' is checked; 'Employment Verification Letter' is unchecked; and 'Deadline for Changes on Submit For Processing Day (Central Time)' is set to '7:00 AM'. A 'Save' button is located at the bottom center of the page.

1. Navigate to the **Security Options** page (Company → Self Service → Self Service Options).
2. Click the **Force All Users to Change Password** link.
3. Click **OK** in the pop-up dialog that displays.
4. **Save.**

Re-Welcome Employee

Use when the employee has never logged into Self Service, and their temporary password has expired. A welcome email is sent to the employee with a link to the Powerpay Self Service application, along with their username and a temporary password.

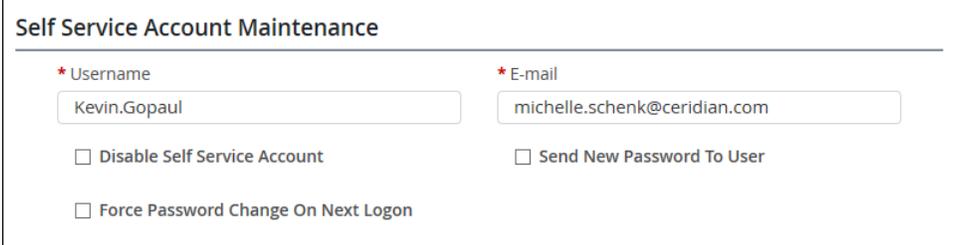
The screenshot shows the 'Self Service Account Maintenance' page. It has two input fields: 'Username' with the value 'Kevin.Gopaul' and 'E-mail' with the value 'kevin.gopaul@entourage.ca'. Below these are four checkboxes: 'Disable Self Service Account', 'Force Password Change On Next Logon', and 'Re-Welcome'. The 'Re-Welcome' checkbox is highlighted with a red border. Below the 'Re-Welcome' checkbox, there is a text box containing the instruction: 'Select 'Re-Welcome' and click Save to email login credentials to the address provided.'

1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee to re-welcome from the Employee List.
3. In the *Self Service Account Maintenance* section, select the **Re-Welcome** checkbox.
4. Click **Save.**

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Managing Usernames and Email Addresses

Both Self Service usernames and email addresses can be edited directly on the User Maintenance page.

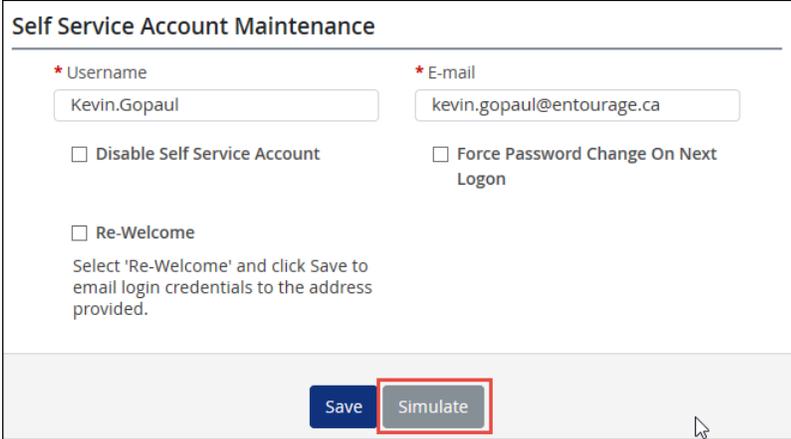


The screenshot shows a form titled "Self Service Account Maintenance". It has two input fields: "* Username" with the value "Kevin.Gopaul" and "* E-mail" with the value "michelle.schenk@ceridian.com". Below the fields are three checkboxes: "Disable Self Service Account", "Send New Password To User", and "Force Password Change On Next Logon".

1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee whose username or email address needs to be edited from the Employee List.
3. Enter the new username and/or email address.
4. Click **Save**.

Simulate an Employee in Self Service

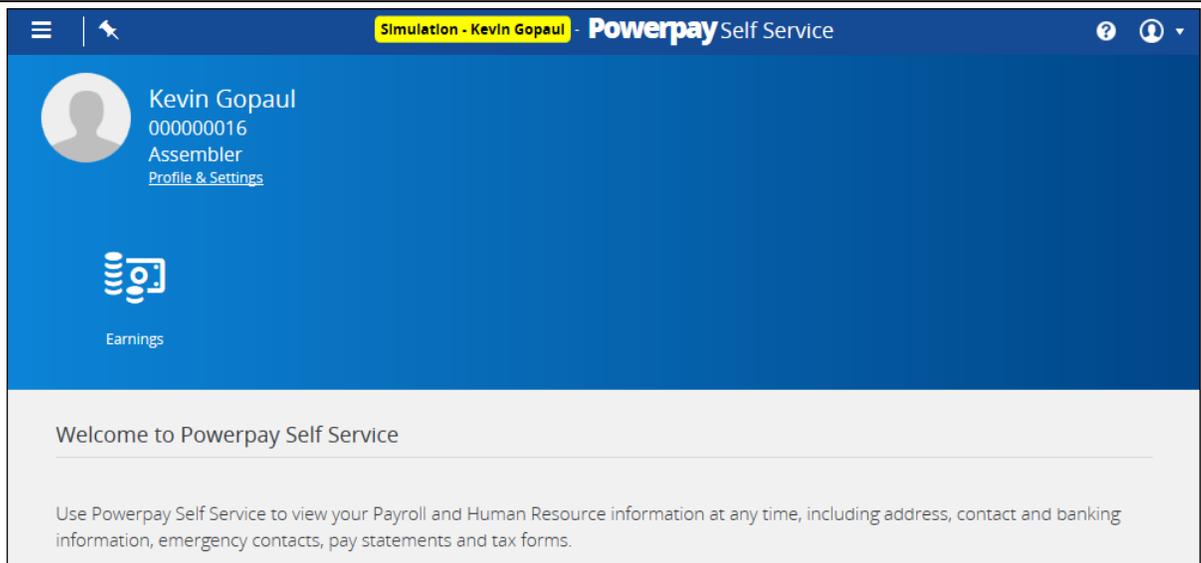
Use to mimic an employee with a Self Service account, including viewing information for the simulated employee.



The screenshot shows the same "Self Service Account Maintenance" form. The "* Username" field contains "Kevin.Gopaul" and the "* E-mail" field contains "kevin.gopaul@entourage.ca". The checkboxes are "Disable Self Service Account", "Force Password Change On Next Logon", and "Re-Welcome". Below the "Re-Welcome" checkbox is a note: "Select 'Re-Welcome' and click Save to email login credentials to the address provided." At the bottom of the form, there are two buttons: "Save" and "Simulate". The "Simulate" button is highlighted with a red box.

1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee to simulate from the Employee List.
3. Click **Simulate**.

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Self Service opens automatically to the simulated employee's account.

All information is view only.

Security Event Log

Use the Security Event Log to view security event data from the past 30, 60 or 90 days for a selected employee.



1. Navigate to the **User Maintenance** page (Company → Self Service → User Maintenance).
2. Select the employee whose event log to view from the Employee List.
3. Click **View Security Event Log**.

The log displays the events sorted by the most recent.

The screenshot shows the 'Security Event Log' interface. It features a dropdown menu to 'View Security Events from Last' set to '30 days'. Below this is a table with the following data:

Log Date	Changed by Username	Target Username	IP Address	Log Info	Platform
Jul 22, 2019 11:15 AM	Kevin.Gopaul	Kevin.Gopaul	208.81.146.1	Security Questions Initialized	Browser
Jul 22, 2019 11:14 AM	Kevin.Gopaul	Kevin.Gopaul	208.81.146.1	Login - Successful	Browser
Jul 22, 2019 11:14 AM	Kevin.Gopaul	Kevin.Gopaul	208.81.146.1	Reset Password Changed	Browser

Manage Self Service User Accounts

View Self Service User Accounts Report

Use the **Self Service User Account Reports** to view all employee accounts on the payroll and track usage of the Self Service module. The report includes a list of all employees with Self Service accounts in the payroll, both active and inactive.

Last Name	First Name	Number	Username	E-mail	Pay Statements	Tax Forms	Employee Status	Account Status	Date Created	Last Login Date
Doe	Jane	20	JaneDoe123	jane.doe@entourage.ca	Electronic	Electronic	Active	Active	Jul-22-2019	
GoPaul	Kevin	19	Kevin.Gopaul	michelle.schenk@ceridian.com	Electronic	Electronic	Active	Active	Jul-22-2019	Jul-22-2019

[PDF](#) [Spreadsheet](#)

1. Navigate to the **User Accounts** page (Reports → Self Service Reports → User Accounts).
2. Click the **PDF** or **Spreadsheet** button to export the report.