



Onboarding Series

Session I: Troubleshooting First-Time Logins

April 18, 2024

Overview

- + Logging in on the computer/browser for the first time
- + Logging in on the mobile app
- + Overview of authentication policies
- + Helpful reports for troubleshooting login issues
- + Questions
 - + We will have a time for questions at the end. Enter questions in the chat or write them down and ask live at the end.
 - + Please keep questions general and do not mention names of employees. Employee-specific or company-specific questions can be called in or emailed to aps@apswfm.com.


New Hire Email

A New Account has been Created



NewHire@apswfm.com

To  webinars

 Reply

 Reply All

 Forward



Fri 4/12/2024 3:05 PM

An account has been created for New Hire 1 within Train To Thrive Demo Company.

To login, New will click the [Login](#) link.


New's username is NHire 1 and password is 6(>@?Lc<kPoU+Oq.

Thank you!

Password Reset Email

Your password has been reset



noreply@apswfm.com
To  webinars



Mon 4/15/2024 10:27 AM

Hi Test T. Employee,

Your account password for Train To Thrive Demo Company has been reset to H2Dlar*dI5%OIYY.

Please login to your account, [Login](#) with the new password.

If you have any questions please contact your supervisor.

Thank you!



Welcome to HCMToGo

Select your region

- Australia
- Europe
- North America
- Other

Company Short Name* ⓘ

Company Short Name

Continue

Reports for Troubleshooting

+ Global Access report

- Menu > My Info Tab > My Reports > System Reports > System Utilities > Global Access. (Can also be found by searching "Global Access" in the menu search bar).
- Shows the username being used to login, the date/time, login status, and two-factor authentication status on that login attempt.

11:07 AM (EDT)

My Reports > System Reports > System Utilities > Global Access

← Global Access

Page 1 of 1 | 1 - 7 of 7 Rows | Current: Login Report

Login Dates: Today | Columns (2) | 3 | ...

Login Username	Login Date	Login Status	2nd Factor Type	Login IP	Employee Id	Username	First Name	Last Name	Employee Status
employee	04/15/2024 10:31:53 EDT	OK	Text	72.12.202.228	4	TEmployee	Test	Employee	Active
employee	04/15/2024 10:31:40 EDT	VCA: Invalid Code	Text	72.12.202.228	4	TEmployee	Test	Employee	Active
employee	04/15/2024 10:30:18 EDT	OK	Two-factor code to be sent	72.12.202.228	4	TEmployee	Test	Employee	Active
employee	04/15/2024 10:30:07 EDT	Account Locked	None	72.12.202.228	4	TEmployee	Test	Employee	Active
employee	04/15/2024 10:29:06 EDT	Wrong Password	None	72.12.202.228	4	TEmployee	Test	Employee	Active
employee	04/15/2024 10:28:52 EDT	Wrong Password	None	72.12.202.228	4	TEmployee	Test	Employee	Active
testemployee	04/15/2024 10:15:40 EDT	Invalid User	None	72.12.202.228					

Global Access Report (continued)

"Login Status" output

- + "Invalid User"
- + "Wrong Password"
- + "Account Locked"
- + "OK" & 2nd Factor Type is "*Two-factor code to be sent*"
- + "VCA: Invalid Code"
- + "OK" & 2nd Factor Type is *not* "None"

Meaning

- + Incorrect username
- + Incorrect password
- + Account is locked (reasons can vary)
- + Username & password entered correctly & VCA to be sent to employee's chosen method
- + VCA code entered incorrectly
- + Complete and successful login attempt

Reports for Troubleshooting

+ Two-Factor Request Log

- Menu > My Info Tab > My Reports > System Reports > System Utilities > Two-Factor Request Log
- Can be used to troubleshoot issues with the VCA. Shows the employee, their authentication level, the VCA method, where the code was sent, the status of the code, error messages (if any), and the status details of the code's delivery

10:46 AM (EDT)

Search EN ? SA

My Reports > System Reports > System Utilities > Two-Factor Request Log

← Two-Factor Request Log

Page 1 of 1 1 - 6 of 6 Rows Current: [System] Date Created: Today 1

	Username	First Name	Last Name	Authentication Level	Created	Delivery Method	Request Sent To	Status	Error Message	Status Details
	TEmployee	Test	Employee	Medium	04/15/2024 10:31a	Text	+1765-490-XXXX	Validated		
	TEmployee	Test	Employee	Medium	04/15/2024 10:31a	Text	+1765-490-XXXX	Failed	Incorrect Code	
	TEmployee	Test	Employee	Medium	04/15/2024 10:31a	Text	+1765-490-XXXX	Delivered		Details
	NHire 1	New	Hire 1	Medium	04/15/2024 10:22a	Email	webinars@apswfm.com	Generated		
	NHire 1	New	Hire 1	Medium	04/15/2024 10:20a	Email	webinars@apswfm.com	Generated		
	NHire 1	New	Hire 1	Medium	04/15/2024 10:18a	Authenticator App		Validated		

Reports for Troubleshooting

+ System Generated Emails


- Menu > My Info Tab > My Reports > System Reports > System Utilities > System Generated Emails. (Can also be found by searching "System Generated Emails" in the menu search bar).
- Can be used to see the status of all emails generated out of the software, like password reset notifications, VCA change notifications, 'Account Created' emails, etc. (This will also show other emails that are generated out of the system, but these are the key notifications to look for when troubleshooting an employee's login process).
- For the selected date range, the report will show the "from" address, the subject, the "to" address/account, time that the notification command was created, and the time that the notification was delivered out of the software (may or may not match the time delivered in the recipient's inbox)

From	Type	Attachments	Subject	Address	Time Delivered	Created
noreply@saashr.com	ACCOUNT		Your password has been changed	"Test T. Employee" <webinars@apswfm.com>	04/15/2024 10:34a	04/15/2024 10:33a
noreply@apswfm.com	ACCOUNT		Your password has been reset	"Test T. Employee" <webinars@apswfm.com>	04/15/2024 10:27a	04/15/2024 10:27a
noreply@apswfm.com	ACCOUNT		Your password has been reset	"Test T. Employee" <cummel@apswfm.com>	04/15/2024 10:24a	04/15/2024 10:24a
noreply@apswfm.com	ACCOUNT		Your password has been reset	"Test T. Employee" <cummel@apswfm.com>	04/15/2024 10:18a	04/15/2024 10:15a
noreply@saashr.com	VIRTUAL CODE AUTHENTICATION		Your Virtual Code Authentication settings have been changed	New Hire 1 <webinars@apswfm.com>	04/15/2024 09:45a	04/15/2024 09:44a
noreply@apswfm.com	MANAGER TIMESHEET REVIEW		Pay Period End - Review and Approve Timesheets	Test Admin <cummel@apswfm.com>	04/15/2024 01:07a	04/15/2024 01:06a
noreply@apswfm.com	MANAGER TIMESHEET REVIEW		Pay Period End - Review and Approve Timesheets	New Hire 1 <webinars@apswfm.com>	04/15/2024 01:07a	04/15/2024 01:06a

Common Login Issues

+ Incorrect company short name

- Company short name is commonly interpreted as the company's legal business name, but it is actually the company's ID within APS' software. The company short name can be found in your browser's URL when logged in. Here's an example: `secure3.entertimeonline.com/ta/[company short name].login...`



secure3.entertimeonline.com/ta/1234APS.login?NoRedirect=1

+ Account locked

- If an employee does not login within the initial 30-day window of their account being created in the system, they will be automatically locked on their first attempt. It is best, at that time, to reset the password and unlock their account (if the password reset action did not unlock the account for you).

+ VCA Issues

- If an employee is having trouble receiving the two-factor authentication code via text, phone call, or email, it is best to reset the VCA for the employee and have them register again. If the issue persists, reset again and have them try a different phone number or email address. If text, email, or phone call still do not work, the authenticator app is a never-fail option that APS would recommend.
- If multiple employees are having issues with VCA at the same time, it is best to reach out to APS as there may be a system issue that we need to notify UKG of, but if it is one employee, try the recommendations above and if they still cannot receive the code, an authorized company contact can reach out to APS for further troubleshooting.

Questions/Feedback

- + Please take our brief survey to help us improve our upcoming webinars!
- + Webinar recommendations can be sent directly to webinars@apswfm.com



Upcoming Webinar Schedule

+ Onboarding Series

- Session I: Troubleshooting First-Time Logins (4/18/2024)
- Session II: Onboarding Checklists (5/2/2024)
- Session III: How to complete Form W-4 (5/16/2024)
- Session IV: Security Profiles & Access Management (6/6/2024)

+ Time & Labor Management Series I

- Four sessions on time off management and accruals, running from 6/20/2024 to 8/15/2024.

+ Time & Labor Management Series II

- Two sessions on time reporting and processing, scheduled for 9/5/2024 and 9/19/2024.