

THE SYSTEM DOESN'T RECOGNIZE ME

Did they ever create an account? In Escape go to Employment Management / #2 Employee Contact / Portal Access enabled. "No" means they never created an account

IT SAYS NO RECORDS FOUND / INFORMATION DOESN'T MATCH

This is a variety of things. Using the name Jenn when the system is Jennifer. Using Sanchez-Lopez when the system is Sanchez Lopez. The birth date doesn't contain back slashes or four digits for the year i.e. 01/01/1970. If the employee is using a personal email address, there might be a typo in the information entered in Escape.

DON'T KNOW THE PASSWORD / KEEPS SAYING FALSE / SUBMIT BUTTON ISN'T HIGHLIGHTED

Follow the link for "forgot password". False means the password is missing the full criteria; typically they are missing the special character. Sometimes the password is too small. Unless the information is entered correctly, the submit button will not be available.

I'M LOCKED OUT

Deepa, Lisa, and Jackie have access to the portal, via the All Orgs System and can reset the employee account. The system does not automatically generate a notice. Therefore it is manually checked multiple times a day.

WHEN I ENTER THE CONFIRMATION KEY, IT SAY'S INVALID

Are they entering the code into the original window? Some employees close the screen to access email and may need help on opening another tab. Are they entering the code within the five minutes allowed?

I DON'T WORK THERE ANY MORE SO I DON'T HAVE A PORTAL

Yes they do! We have the ability to turn off portal access. However, at this time, District policy is to allow the employees to keep their portal access.

I USED MY JC EMAIL TO CREATE THE ACCOUNT, AND NOW I'VE LEFT I CAN'T ACCESS THE JC EMAIL

During the exit interview, maybe employees can be encouraged / helped to change their emails. The only way to fix this problem is to have Escape do it behind the scenes.

MY ADDRESS ISN'T CORRECT

From My Info, click the “change” button. Make changes in any red box, then click “save”. Employees are only able to change basic information i.e. address / contact info. If you have a legal name change, contact HR with official documentation.

THE PAYSTUB DOESN'T OPEN / CAN'T FIND IT

If it doesn't open, remove the pop-up blockers. On Apple products sometimes it goes straight to iBook's or documents. If unable to find document, suggest they use Chrome. On Windows, there is a notification at the bottom of the screen asking permission to open the document.

I'VE CHANGED MY PASSWORD AND I STILL CAN'T GET IN

They need to go through “forgot password”. They are missing a step - didn't hit save / just typing in a new password / changed their District Password / they save their passwords and the system is bringing in an old saved password. If they still can't access they system, they will need to either clear their internet browsing history or use another browser such as Chrome if they usually use Explorer.

MY EMAIL ADDRESS HAS CHANGED

Go to My Activities / My settings / My email and hit save in the top right corner. The new email will be their new log on name.

THE SYSTEM ISN'T WORKING!

Can they send you a screen shot or come into the office? Typically they are repeating the same actions, and missing a simple step. Also, try entering their information on into the Portal yourself. If the system is able to give you a “submit” button, they the employee is missing a step. If you can't obtain a submit button, maybe there is an error and Jackie / Lisa / Deepa need to review the issue.

I CAN'T FIND MY PAY INFORMATION IN THE FACULTY PORTAL / MY CUBBY

Pay information is only available in the Employee Online Portal

I NEVER RECEIVED A CONFIRMATION KEY

Look in junk / clutter / deleted to find the key. Also refresh the email screen to ensure it is up-to-date.