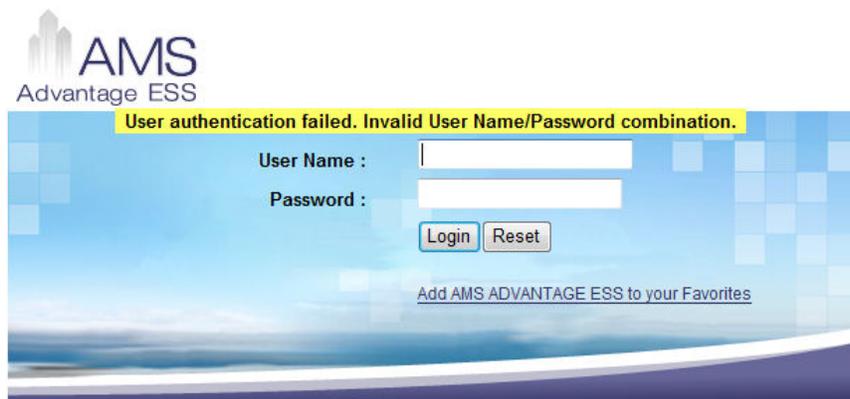


Problems Logging In To ESS

This document provides detailed information on what to do should you receive an error message when attempting to login to your Employee Self-Service (ESS) account.

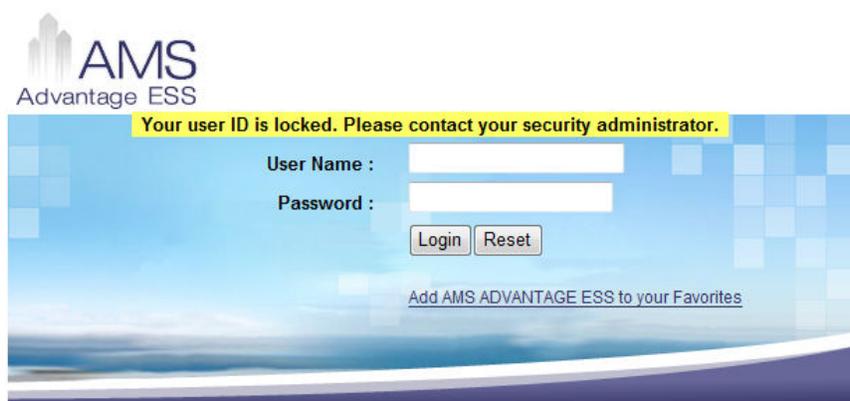
When attempting to login with the wrong User Name **and/or** wrong password, the following error message will be displayed:



Try re-entering the login information again and pay special attention while entering the User Name.

User Name: 6-digit employee ID number. If your ID is less than 6 digits, add the appropriate number of zeroes in front of it.

If you enter the correct User Name, but the wrong password enough times consecutively, your User Name will be locked and you will receive the following message:



You must request a password reset when you forget your ESS password or when you are locked out. Reset instructions are provided on the next page.

Problems Logging In To ESS

How to have your Employee Self-Service (ESS) password reset:

If you have forgotten your ESS password or are locked out because you attempted to log in to ESS too many times with the wrong password, you will need to have your password reset. The process to reset your ESS password is different for employees and retirees.

Employee ESS Password Reset Instructions:

- **Employees with a City of Tucson (COT) network login and Groupwise email account:**
 - From your personal COT Groupwise email, send an email to ADV3Help
 - In the subject line write: **ESS Password Reset Request**
 - Include your employee ID with the request.
- **Employees without a Groupwise email account:**
 - Contact your department payroll clerk or department HR representative to request a password reset.
 - The payroll clerk or HR representative, from their Groupwise email account, will email ADV3Help with a subject line “Password Reset Request” and provide your employee ID with the specific ESS reset request.

Retiree ESS Password Reset Instructions:

- Contact the retirement office to request a reset of your ESS password by:
 - Email: tsrs@tucsonaz.gov and include the following personal information:
 - First and Last Name
 - ESS User Name (6-digit, zero-filled, employee-id)
 - Phone number where you can be contacted
 - Or
 - Phone: (520) 791-4598

Please Note:

All passwords will be reset to the format of MMDDSSN4; which is your 2-digit month of birth, 2-digit day of birth, and the last 4 digits of your SSN.

Protect Access To Your ESS Account !!

Once your password has been reset and you have successfully logged in to ESS, you are strongly encouraged to change your password to something you will remember and difficult for someone else to figure it out.