You are here: <u>eHub Web Help</u> > Getting Started with eHub > First time user?

eHub: Employee Registration

Employee Self-Service (CSS) Users

If you are a first time user of eHub, security verification is required. Click Employee Registration near the bottom of the Welcome screen to register.

Related Concepts

<u>Welcome to eHub Help</u>

Reference Materials

<u>eHub Web FAQ's</u>

<u>eHub: Getting Set Up</u>

<u>Learning about eHub Reports</u>

<u>Sorting, Grouping and Filtering</u>

<u>Forgot your password?</u>
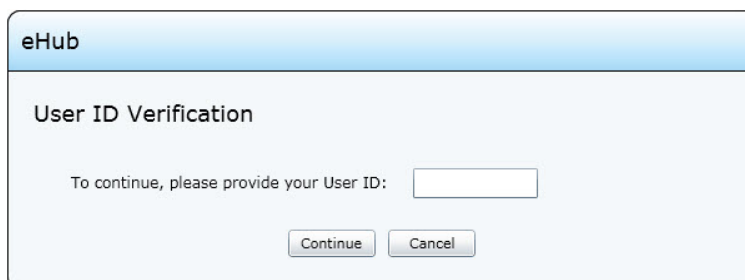
<u>eHub: Logging In</u>

<u>Quick Lookups</u>

<u>eHub: Supervisor Hierarchy</u>

<u>Taking Action on Requests</u>

<u>eHub Toolbar</u>

Employee Self-Service Users

Type in your User ID (your employee number) and click Enter. If you do not know your User ID, please contact your system administrator.
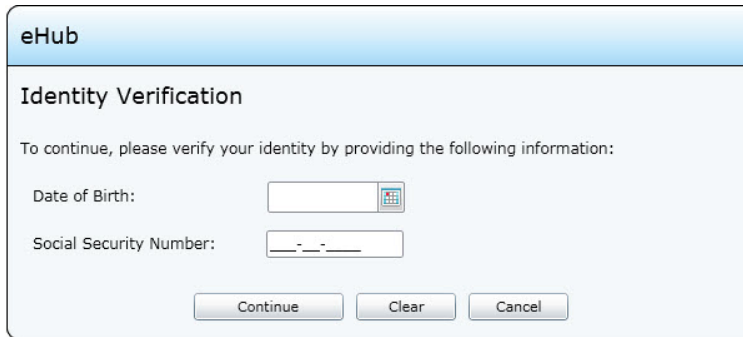
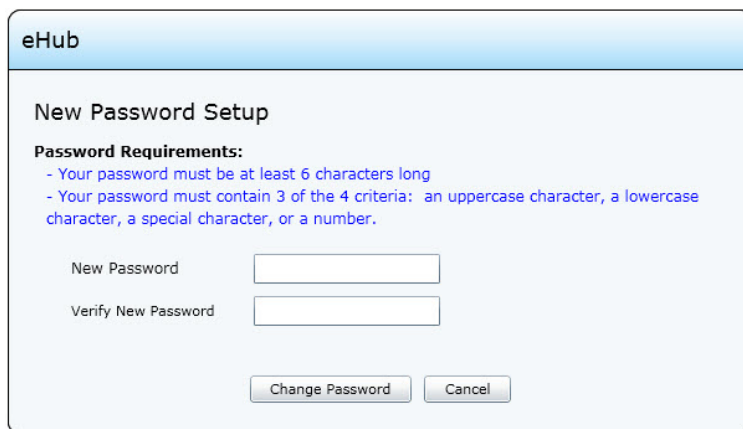Enter your date of birth in mmddyyyy format and Social Security Number for Identity Verification. Click Continue.

eHub

Identity Verification
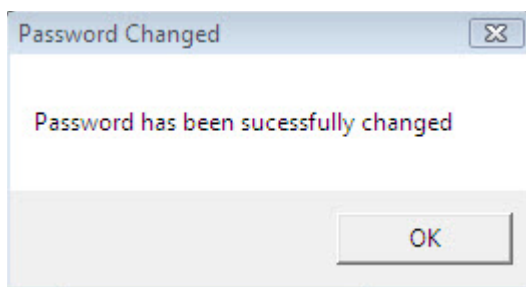
To continue, please verify your identity by providing the following information:

Date of Birth:

Social Security Number:

Continue   Clear   Cancel

Enter a New Password that meets the requirements below and verify it by typing it in a second time. Click Change Password.

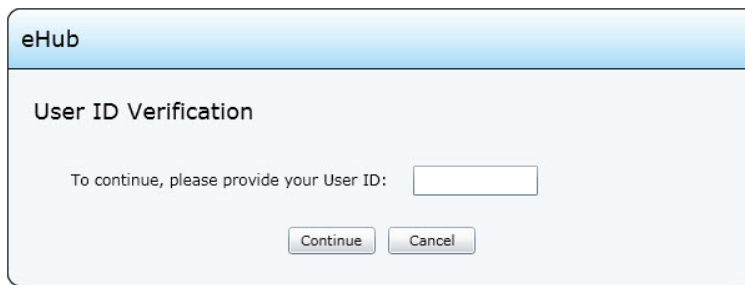eHub

New Password Setup

Password Requirements:
 - Your password must be at least 6 characters long
 - Your password must contain 3 of the 4 criteria: an uppercase character, a lowercase character, a special character, or a number.

New Password

Verify New Password

Change Password   Cancel

If your New Password meets the specified criteria, you will see a pop-up window displaying "Password has been successfully changed". Click OK to go back to the Log In screen.

Password Changed

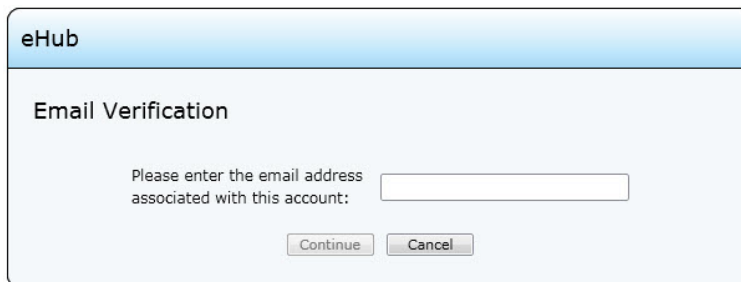Password has been sucessfully changed

OK

Customer Self-Service (CSS) Users

Type in your User ID and click Continue. If you do not know your User ID, please contact your system administrator.
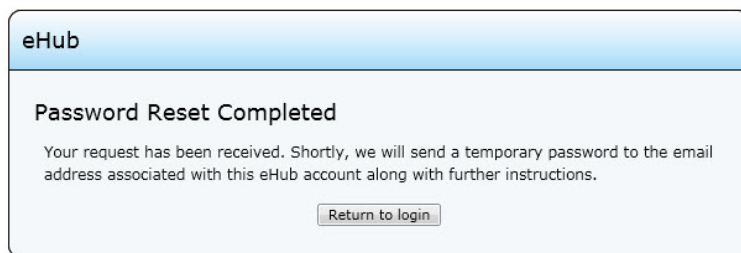
eHub

User ID Verification

To continue, please provide your User ID: [   ]

[Continue] [Cancel]

Enter the email address that is associated with your eHub account. This will be the email address on file with the company you're doing business with. Click Continue.

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Email Verification

Please enter the email address associated with this account: [   ]

[Continue] [Cancel]

After clicking continue, you will receive the following message:

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Password Reset Completed

Your request has been received. Shortly, we will send a temporary password to the email address associated with this eHub account along with further instructions.

[Return to login]

A temporary password will be emailed to the address associated with your eHub account. Log in to that email account to access the password, and then log in to eHub with your User ID and the temporary password. You will be taken directly to the Change Password screen to reset your password. Enter your current (temporary) password and a new password.

Change Password

*Current Password [   ]

*New Password [   ]

*Confirm New Password [   ]

Submit

Passwords must be 6-15 characters and contain three of the following:
- Uppercase letter
- Lowercase letter
- Number
- Special character (*#&)

Password Requirements

eHub uses strong passwords that combine uppercase and lowercase letters, numbers, and special characters.

Your password must be at least 6 characters long and contain 3 of the 4 criteria:

- uppercase letters
- lowercase letters
- numbers
- special characters

Example of a strong password: eHub3%

WinTeam/eHub Administrator

If the Date of Birth or Social Security Number are entered incorrectly three times, the user will be locked out of eHub for security purposes. To reset, change the password in WinTeam. Also, verify the Date of Birth and SSN are correct in WinTeam for the employee; if incorrect, changing the DOB or the SSN will reset the account. If the eHub user remembers the original password and logs in, the lockout will be cleared as well.