

Work Instructions – Employee Self Service (ESS) Login Instructions

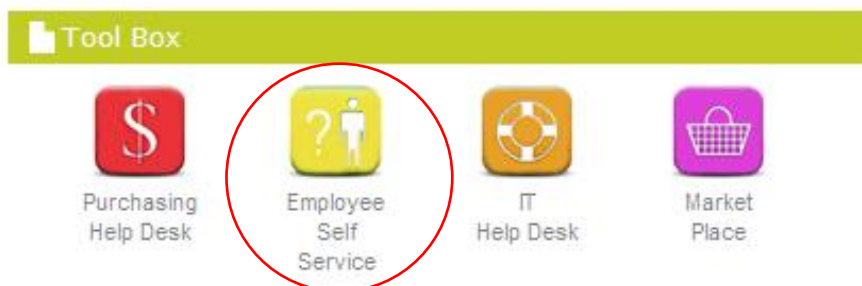
Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

Prerequisites to using ESS:

- ❖ **Your Tax File Number (TFN)**
 - Your TFN can be found on your Payment Summary, Tax Return or Notice of Assessment from the Australian Taxation Office.
 - ACH Group staff are not authorised to advise you of your own TFN. This means that site clerks, administration staff, Payroll Department, PHD Department will not be able to look up your file or payroll system if you ask them for your TFN.
 - The TFN is used as a security measure to confirm your identity before issuing you with a password for ESS. This is to ensure that your personal and pay details are kept secure.
 - ❖ **Your Employee Number (ESS Username)**
 - Your 8 digit Employee Number can be found on your payslip, labelled Employee ID.
 - ACH Group staff are not authorised to advise you of your own Employee Number. This means that site clerks, administration staff, Payroll Department, PHD Department will not be able to look up your file or payroll system if you ask them for your Employee Number.
 - Employee Number is used in the Username field to login to Employee Self Service.
 - ❖ **Access to a computer with an internet connection**
 - ESS is a website that can be accessed from any computer with an internet connection.
- ? For assistance with logging in please use the email link on the ESS Login page or call the IT Helpdesk.

The first step to using ESS is to open the Employee Service website and issue yourself with a password.

1. To access the ACH Group Employee Self-Service Website (ESS) while at work, open the ACH Group Intranet via Internet Explorer and select the 'Employee Self Service' icon in the Tool Box.



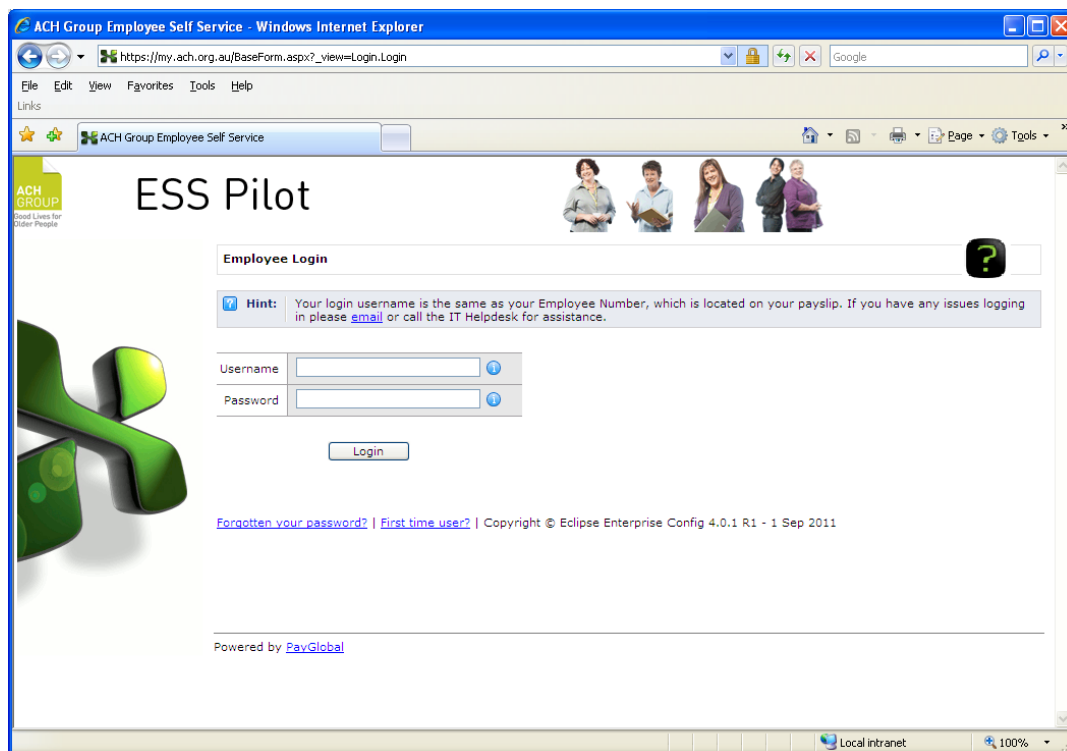
To access the ACH Group Employee Self-Service Website (ESS) from outside the ACH Group network, eg from home, open Internet Explorer (or alternate web browser) and enter the following web address, <https://my.ach.org.au>

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 1 of 8	

Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

2. When you access ESS, the first page that you will see is *Employee Login*.



If this is your first visit to ESS, then you would click the following link:

- o [First time user?](#) and follow the instructions below

Otherwise, if not your first visit to ESS, follow the steps from Page 6 to login to ESS.

First Time User?

If you are a new user and you do not have a password, ESS can generate a password for you.

Note: These instructions assume that you know your Username (Employee Number) and Tax File Number (TFN). Your username is your 8 digit Employee ID, which is located on your payslip. (refer Prerequisites section above for more information)

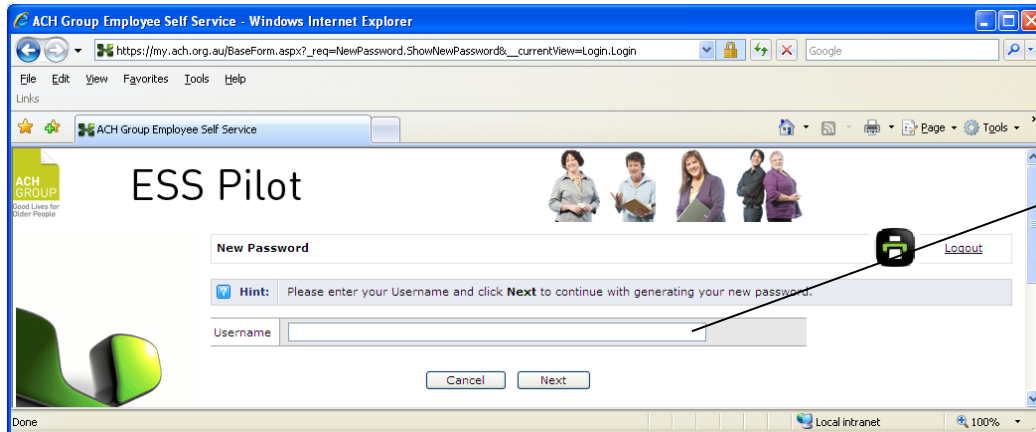
Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 2 of 8	

Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

1. Click **First Time User?**

The *New Password* page appears.

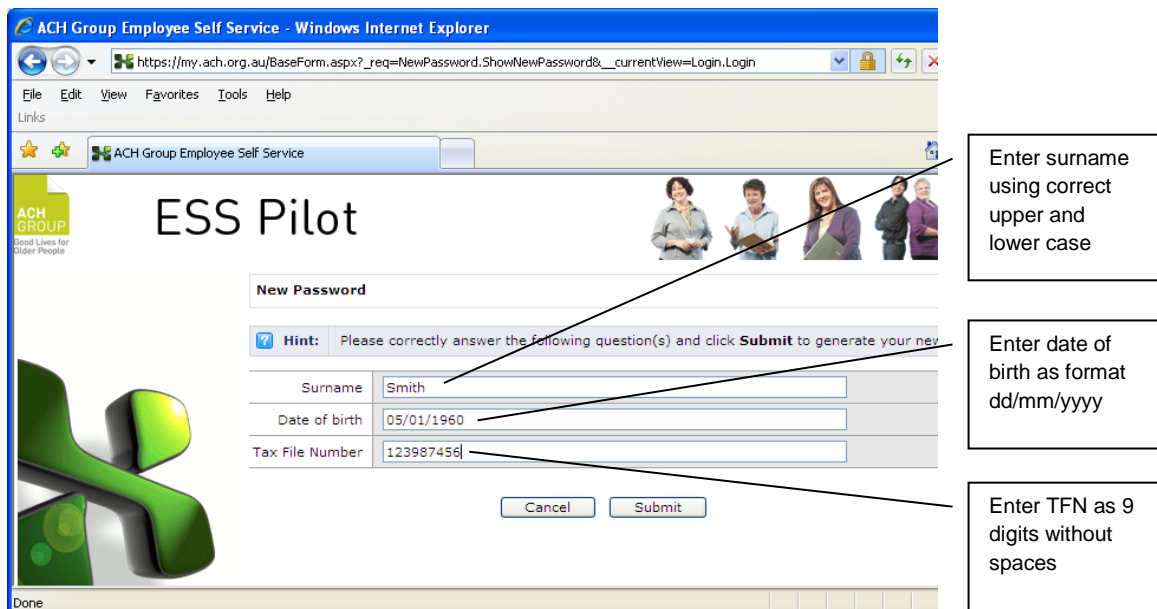


2. In **Username**, type your **8 digit employee number**

Hint: Your login username is the same as your Employee Number, which is located on your payslip labelled Employee ID. Employee Number is 8 digits long, starting with 1000nnnn.

3. Click **Next**.

The password questions appear.



4. Type answers to the questions.

Surname: Enter surname using same upper and lower case

Date of birth: Enter date of birth as format dd/mm/yyyy

Tax File Number: Enter TFN as 9 digits without spaces

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 3 of 8	

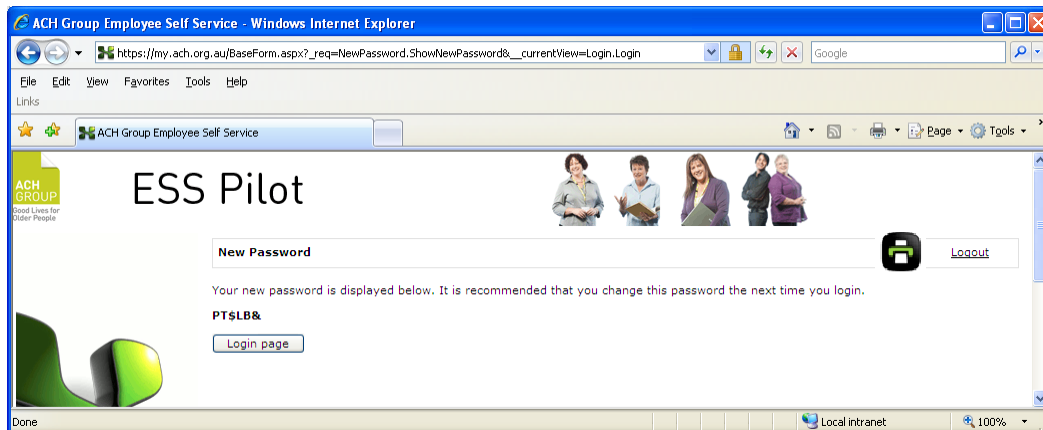
Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

Hint: refer Prerequisites section above for more information on TFN.

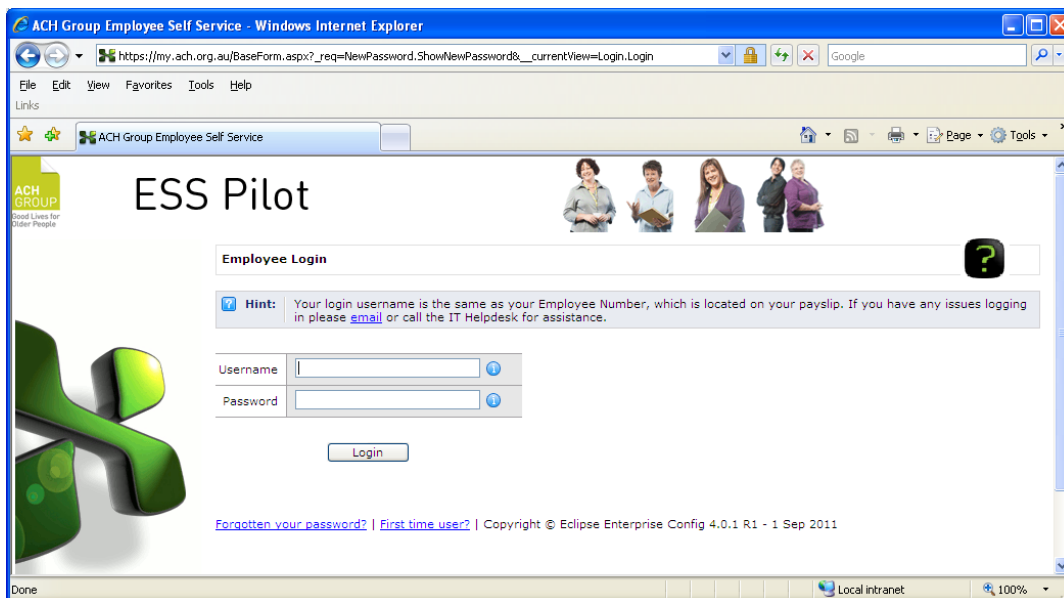
- Click **Submit**.

If you answer the security questions correctly, then your new temporary password will appear.



- Select the password and press **Ctrl+C** to copy it, or write down the password exactly as shown on your screen.
- Click the **Login page** button.

The Employee Login screen appears.



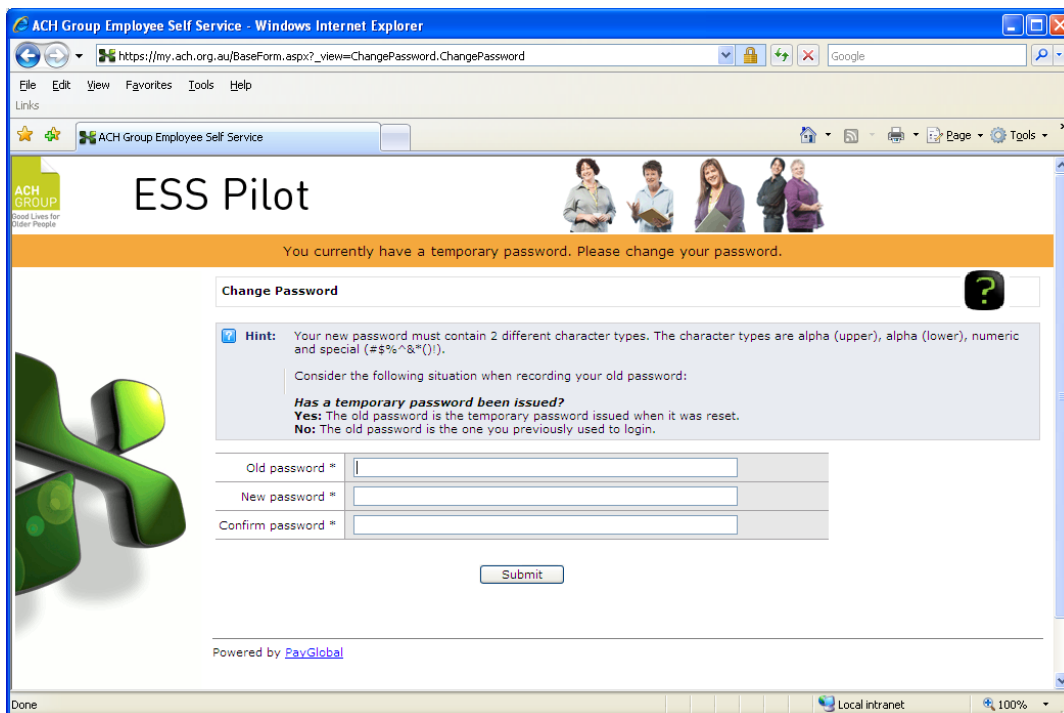
- In **Username**, type your **8 digit employee number**
- In **Password**, press **Ctrl+V** to paste the new password into the Password field, or type the password if you wrote it down in step 6.
- Click **Login**.

After you log in successfully, you will be prompted to change your password.

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 4 of 8	

Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----



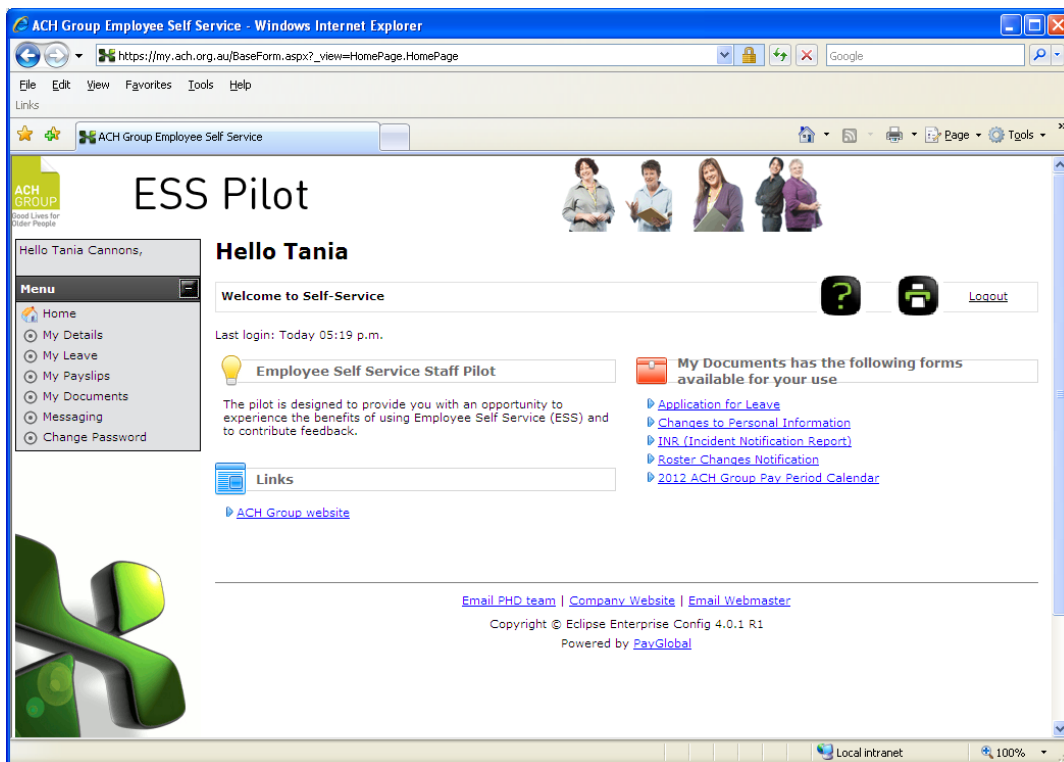
11. In Old password, press Ctrl+V to paste the temporary password into the Old Password field, or type the password if you wrote it down in step 6.
12. Type a new password of your choice into the New Password field. (minimum of 7 characters long and must contain 2 different character types. The character types are alpha (upper), alpha (lower), numeric and special (#\$%^&*!).
13. Type the same new password into the Confirm Password field.
14. Click **Submit**.

If the new password is accepted, a message “Loading” will appear, then the Home page of ESS.

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 5 of 8	

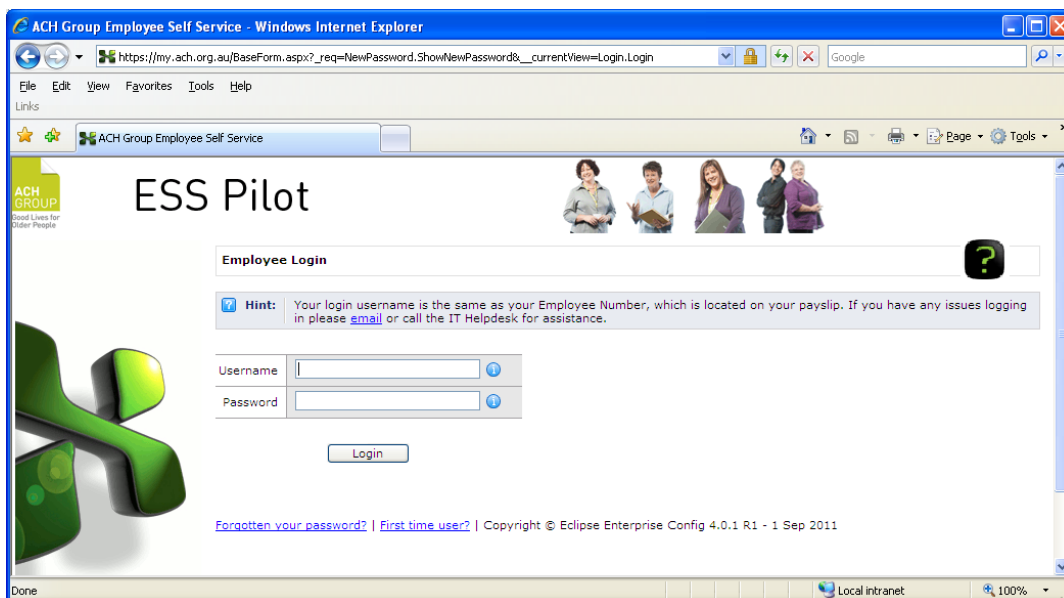
Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----



Logging in after you have issued a password

1. On the Employee Self Service home page



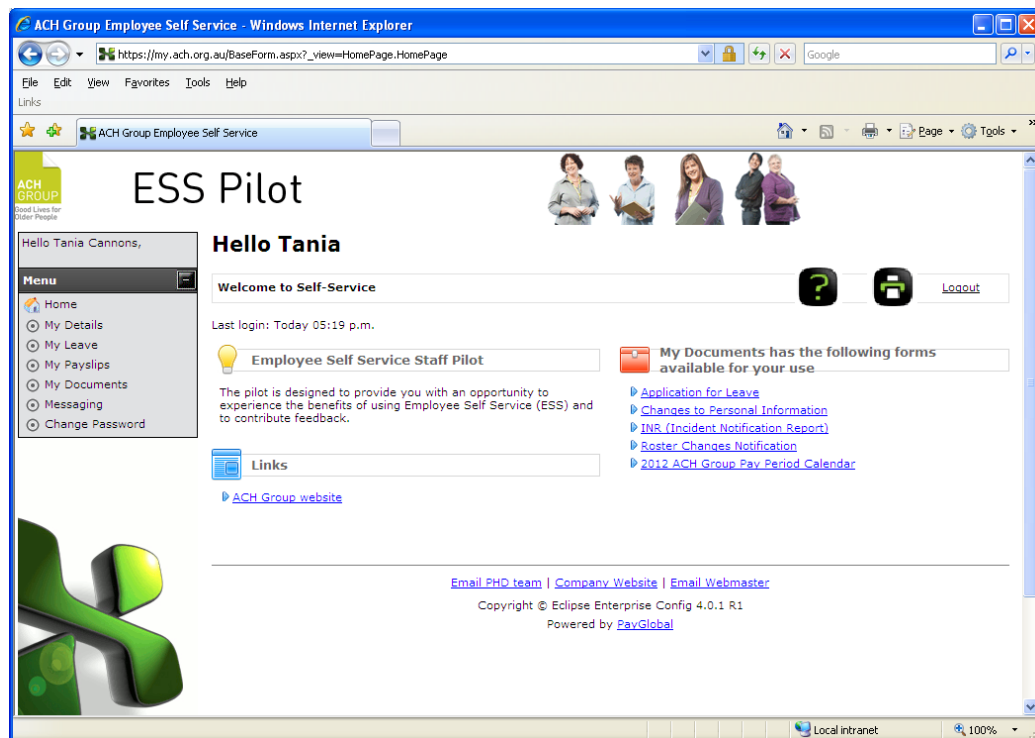
2. Type your **Username** and **Password**.
Hint: Your login username is the same as your 8 digit Employee Number, which is located on your payslip, labelled as Employee ID starting with 1000nnnn.
3. Click **Login**.

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 6 of 8	

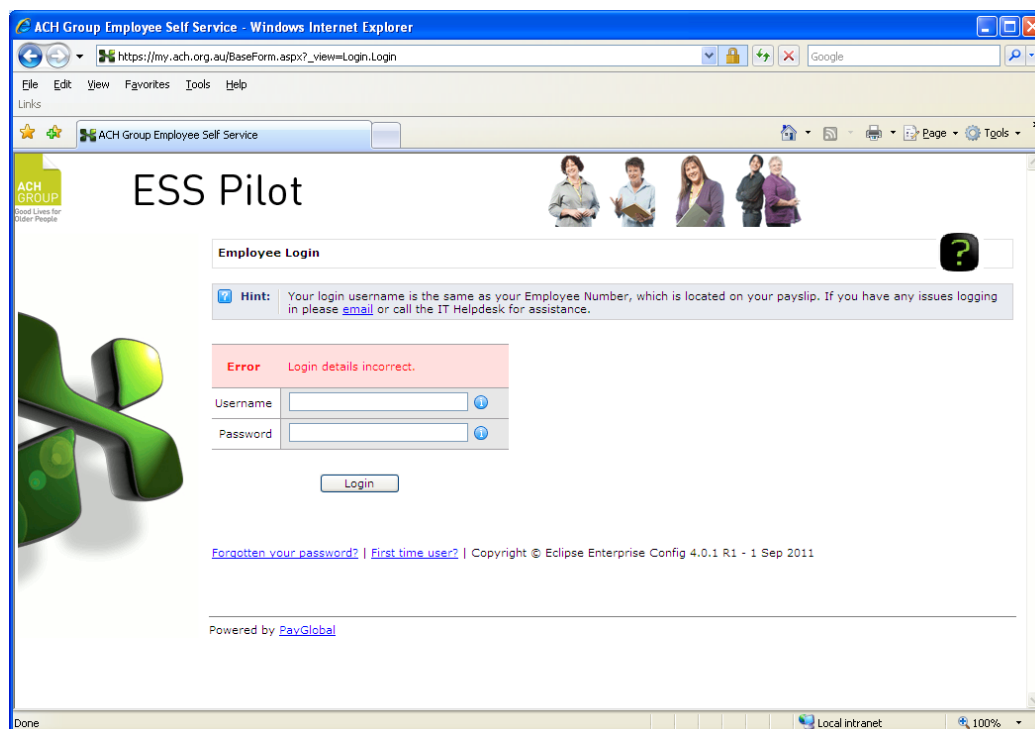
Work Instructions – Employee Self Service (ESS) Login Instructions

Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

If your username and password are **correct**, then you will go to the home page.



If your username and/or password are **incorrect**, then you will see the following message:



Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 7 of 8	

Work Instructions – Employee Self Service (ESS) Login Instructions



Status	Approved	Issued	26/11/2012	Next Review	31/08/2018	Version	2.0
--------	----------	--------	------------	-------------	------------	---------	-----

Check the following:

- You have typed your username correctly – make sure you have used your 8 digit employee number (not your network login name)
- You have typed your password correctly – make sure you are entering the correct combination of letters, numbers and special characters in the correct upper case and lower case format.
- The *Caps Lock* is **not** on.
- Is *Num Lock* on or off – if you are entering numbers into your password using the number keypad, if Num Lock is off the numbers will not be working. Make sure Num Lock is on before trying again, or use the numbers across the top of the keyboard.

Forgotten Your Password?

If you forget your password, then you would click the link [Forgotten Your Password?](#)

This link will take you through a similar process to the First Time User link which has instructions above.

Approval	Senior Manager PHD	Date	Owner	DMS Senior Manager PHD	Rating	E
First Issue Date	26/11/2012	6EM_W002	Print date 02 August 2016		Page 8 of 8	