

MEME MATRIX

Payroll System Operations Manual



Version 2.0

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Introduction - Section A

Getting Started

Thank you for investing in MEME MATRIX's Payroll System software. The purpose of this software is to allow payroll admins and clerks to quickly and effectively view, add, remove, and modify key information concerning your company's employees. This software comes equipped with several features outlined below that can be used extensively for ease of access and quick management of your company's workforce.

Features

This software provides numerous features, spanning from security to automatic calculations. The full feature list is outlined below:

Secure Logins - This software provides account creation for employees with different levels of roles and access. In addition, the software provides for employees to view their current payroll statuses, such as work hours, wages, current health benefits, and several other aspects related to their payroll. Furthermore, human resource workers or payroll clerks can access their own secure login as well from this same software to edit the details concerning all standard employees. All accounts are protected with an encrypted password that is modifiable with a new, temporary password if forgotten.

Employee Search - When your business grows in size, this software makes it easy to find and identify employees among your database by simply searching their ID or Social Security Number.

Paycheck Printing - Although not a current feature within this version of the software, this is certainly a planned feature for later versions of the Payroll System.



Version 2.0 Improvements

This manual garners several improvements in comparison to the previous version 1.0. If you have recently updated your version of MEME MATRIX's Payroll System to this version (2.0), then a list of all improvements and new features have been provided to this subsection for your convenience. The list of all improvements and changes from the previous version is listed below:

Human Resources and Employee Login: As opposed to the previous version of this software, which only allowed employees for human resources to login, this brand new version allows for standard employees to access the same software. However, employees who are not a part of Human Resources will have limited access to what they can view and edit. Human Resource employees will have full access to employee information and right to edit.

Half-Time and Full Time Employees: Version 2.0 of this payroll system now allows for standard employees to be listed down as half or full time employees. In doing so, this may limit the benefits that are provided to specifically half-time employees.

Updated Salary Calculation: The software in this version now allows for an employee's salary to be calculated by the system itself rather than be inserted manually. This allows for greater flexibility in terms of the wage this employee works and a more defined effect of having a particular tier of medical benefits.

Deductions: Deductions can now be applied to employees' paychecks. The deductions are open to any input value, so that the deductions can be set based on where your company is located, also in respect to a state's mandatory federal payroll deduction.



Message Confirmation: Many of the new additions mentioned before and hereafter can have significant effects on the gross income of your employees. To minimize the chances of an accident happening for an employee's pay, several prompts and confirmations have been added throughout the software that allow for human resource employees to reconsider again before confirming an option.

Employee Status and Repository: Aside from an employee being listed as full or part time, an employee current status of employment (active, terminated, deceased, or disbaled) can now be applied to all employees. Employees with these statuses can be saved in a repository within the software for future reference, should the need ever arise.

Quick Start

This short section provides quick information for the softwares functionalities and buttons. The quick start guide is very generalized, only revealing the next the screen after a particular button has been pressed. If anything seems unclear, be sure to check in later sections in relation to any questions you may have.



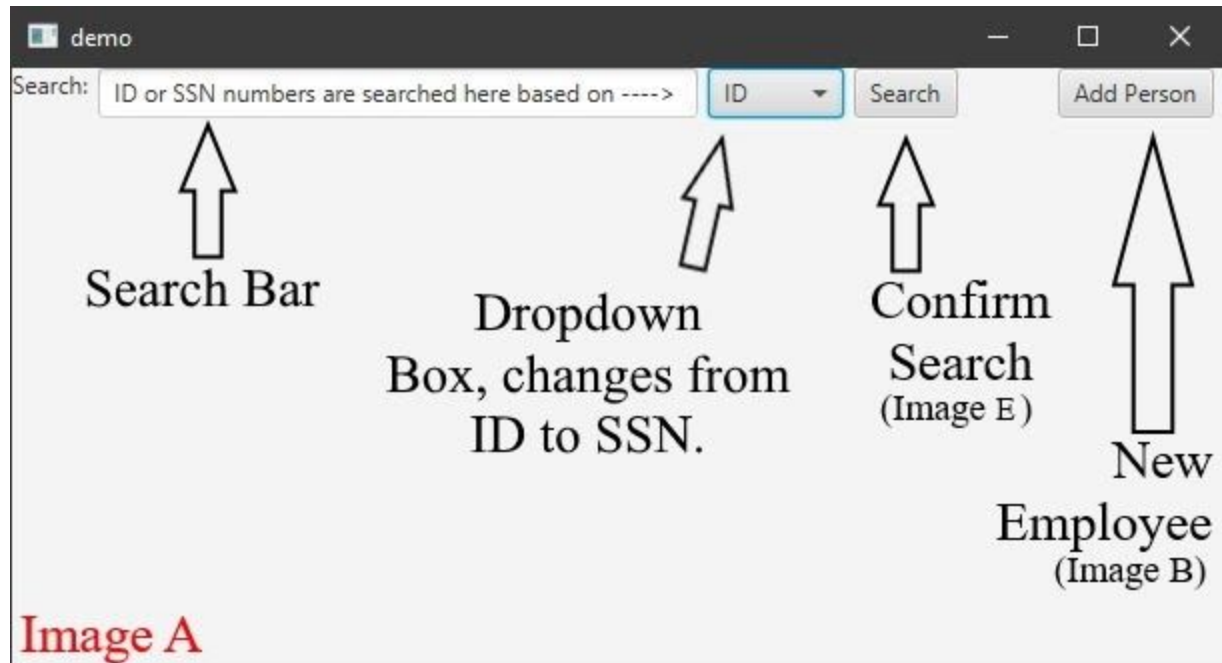
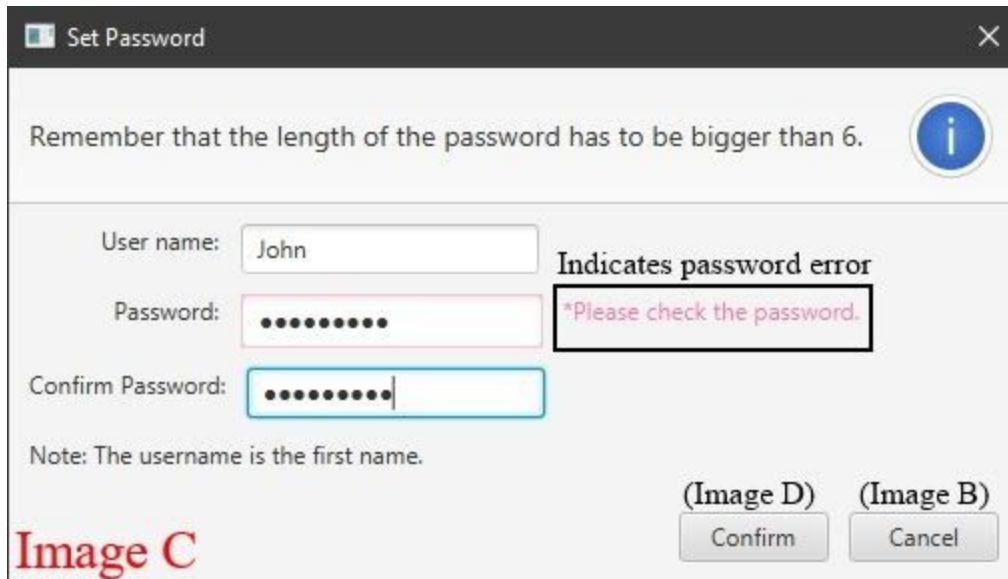


Figure 1.1

The screenshot shows a web application window titled "demo". The search bar now says "Search using ID / SSN". Below the search bar, there are several sections: "Text Fields" with input fields for *First name (John), *Last name (Doe), *SSN (123-89-0987), *Birth (6/27/1975), *Address (19 Parkville Lane), *Email (Jdon@gmail.com), *Phone number (347-412-9201), and *Emergency Contact (347-213-7435); "Status" with radio buttons for Single, Married filing jointly (selected), Married filing separately, and Head of household; "Payroll Info" with input fields for Gross pay (65000), Tax (5768.75), and Net pay (59231.25); and "Employee Benefits" with dropdown menus for *Company (BlueCross BlueShield), *Area (All), *Label (Silver), and *Ensure (Individual). To the right of the Payroll Info section are buttons for Confirm, Reset, and Cancel. Three white arrows point to these buttons with labels: "Status" points to the radio buttons, "Payroll Info" points to the input fields, and "Image (A)" points to the Confirm button. Another white arrow points to the Cancel button with the label "Image (C)". The text "Image B" is written in red at the bottom left of the screenshot. A legend at the bottom right states "* represents a required field".

Figure 1.2





Set Password

Remember that the length of the password has to be bigger than 6.

User name:

Password:

Confirm Password:

Note: The username is the first name.

Indicates password error
*Please check the password.

(Image D) (Image B)

Confirm Cancel

Image C

Figure 1.3



Information

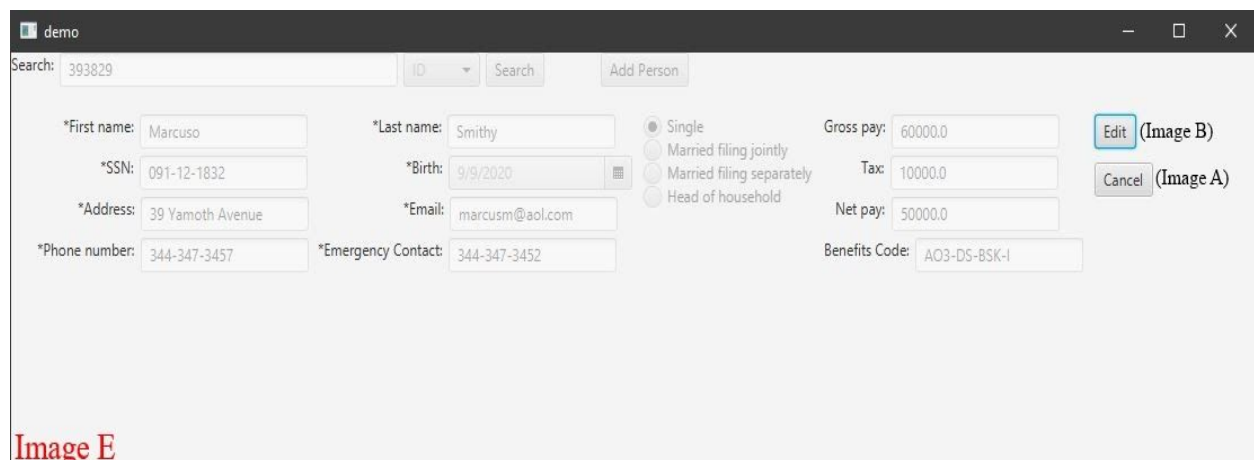
You added a new person. Their ID is 699388

(Image A)

OK

Image D

Figure 1.4



demo

Search: ID Search

*First name: *Last name:

*SSN: *Birth:

*Address: *Email:

*Phone number: *Emergency Contact:

☒ Single
☐ Married filing jointly
☐ Married filing separately
☐ Head of household

Gross pay: Tax: Net pay:

Benefits Code:

Edit (Image B) Cancel (Image A)

Image E

Figure 1.5



Account Creation and Passwords - Section B

Logging In

When the software opens, it immediately starts at the login page, as previewed in Figure 2.1, below. Enter the appropriate credentials and password to access the respective account.

After the *username* and *password* text fields have been filled out, press the login button in accordance to your job title. If you are a part of human resources, payroll clerk, or a manager, press on the “**Manager Login**” button. If you are any role otherwise in your workplace, press on the “**Employee Login**” button. If you wish to have your login information saved, press on the square to the right of “**Remember Me**” text. **Be advised that the password is case-sensitive, meaning that capitalized or lowercase letters will effect your password verification.**

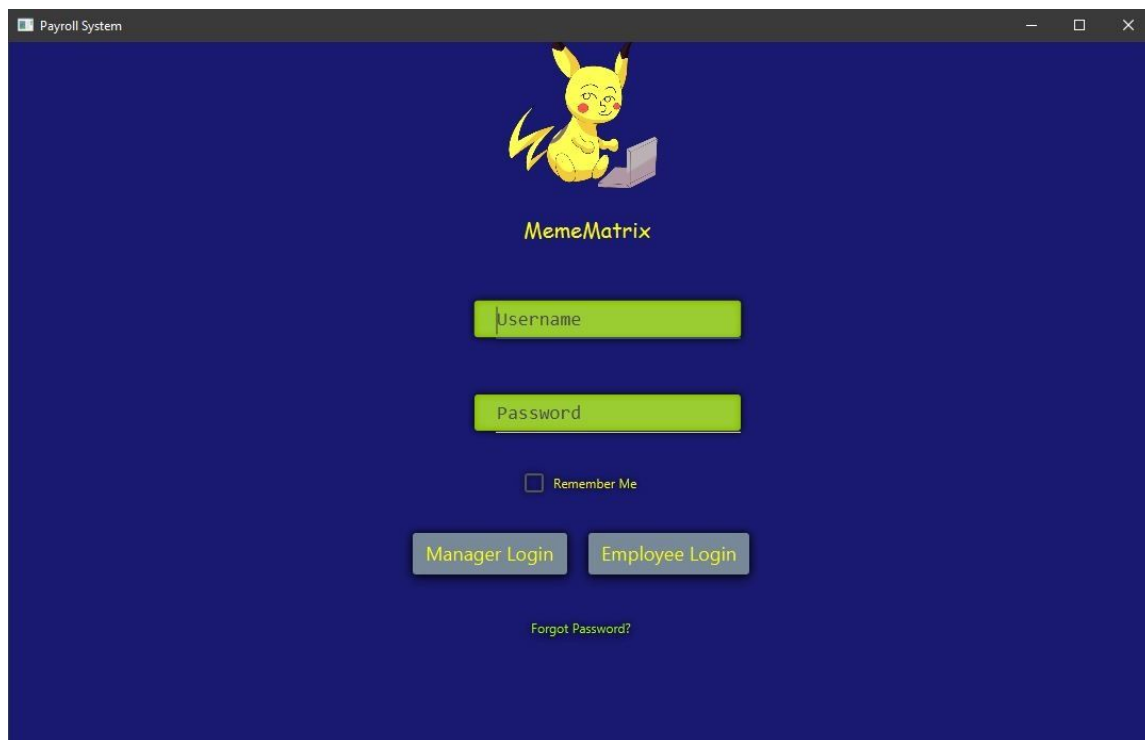


Figure 2.1



Recovering Lost Password

In the event that an employee has forgotten the password associated with their username, the software allows for a password reset for that account. If such were to happen, simply navigate to the bottom of the screen to find the “**Forgot Password?**” text. Click on this text to give your account a new temporary password. Use this password to log in to your account. Keep in mind that the password provided is **temporary** and must be changed during your session in order to maintain the security of this account.



Navigating the Main Page - Section C

After a successful login, you will enter the main page of the program. The screen will have a slightly different appearance as well as a differing level of functionality based on how you logged in (reference to Section B). While the main page will, at first, appear similar to one another, the specific difference will lie in it's sidebar, mentioned later in this section.

User ID	First Name	Last Name	Birth Date
10001	fname1	lname1	birthdate1
10002	fname2	lname2	birthdate2
10003	fname3	lname3	birthdate3
10004	fname4	lname4	birthdate4
10001	fname1	lname1	birthdate1
10002	fname2	lname2	birthdate2
10003	fname3	lname3	birthdate3
10004	fname4	lname4	birthdate4
10001	fname1	lname1	birthdate1
10002	fname2	lname2	birthdate2

Figure 3.1



Figure 3.1 is essentially the overview of the Payroll System for your company, featuring employee names, IDs, birthdates, their benefits, taxes and deductions, and pay. The description for each of the buttons and widgets in the screenshot above are numbered and explained here:

1. These three yellow lines act as a button to open and close the functions side bar. Click on this button to open the side bar and reveal several function such as adding employees, modifying employee pay, signing off, etc. Click on the button again (which changes to a yellow arrow facing left) to close the sidebar.
2. These titles (Employee, Benefits, Taxes/Deductions, Gross Pay, Net Pay) allow you to switch screens based on what aspect of the payroll you would like to get an overview of. In the screenshot above, the screen is currently set to “**Employee**” and will therefore display all employee first and last names, ID, and birthdates. If you were to click another title, such as “**Benefit**” or “**Gross Pay**” then the overview changes to adjust for that information. The information that is provided in each screen is written below:

<i>Title</i>	<i>Information Displayed</i>
Employee	User ID, First Name, Last Name, Birth Date
Benefits	User ID, Insurance Package Name, Package Tier
Taxes / Deductions	User ID, Package Tier Deduction
Gross Pay	User ID, Gross Payment
Net Pay	User ID, Net Payment

3. This spreadsheet is the overview of all the information that correlates to the title that you have selected to reveal, referring back to bullet point 2..The information under each column will change based on which overview you have selected.



To reiterate, clicking on the button shown on bullet point **1**. reveals the sidebar, allowing for the use of additional functions which has also been labeled for this operations manual. To find these labelings yourself, see Figure 3.2.

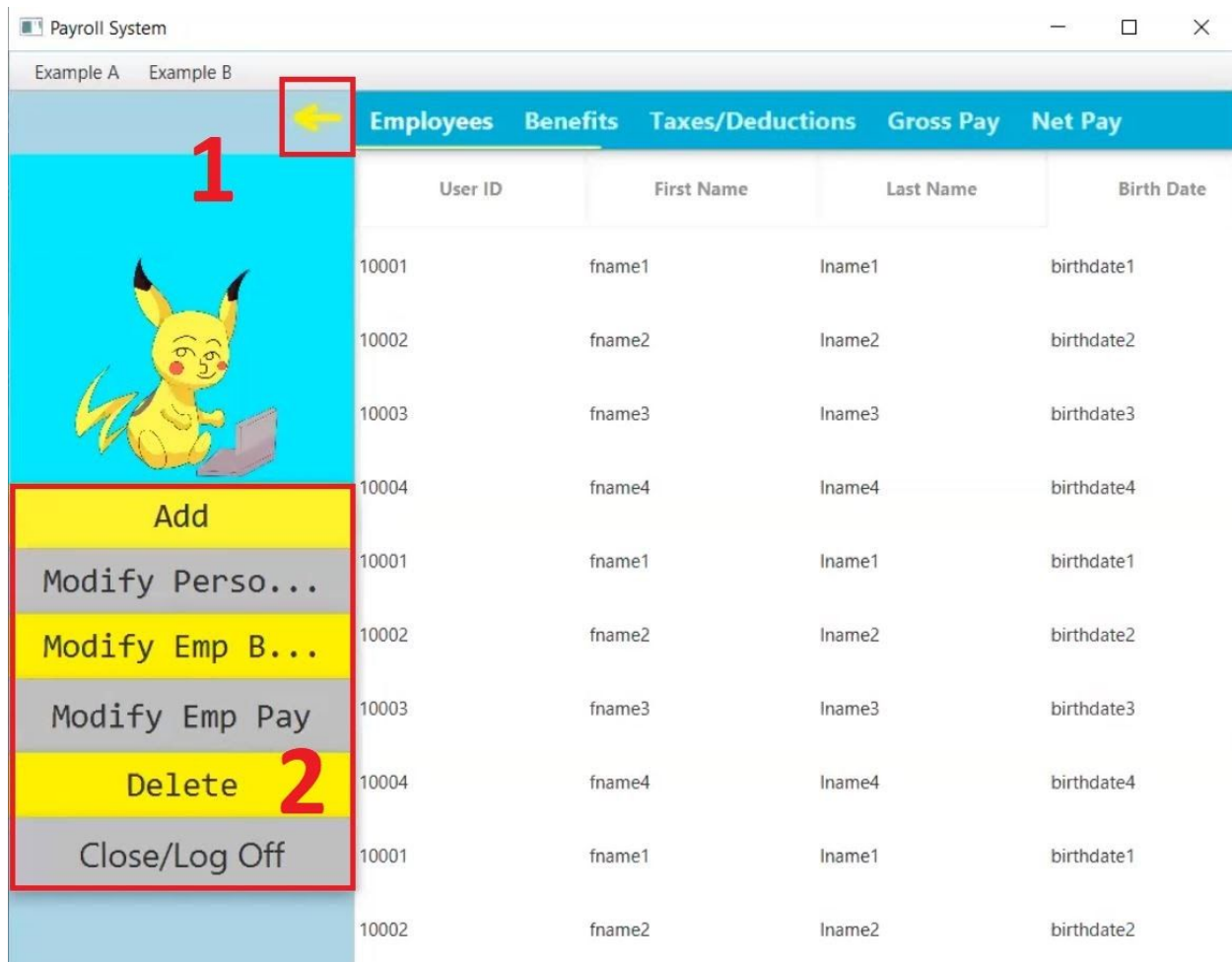


Figure 3.2

- 1.** This is your side bar button after it has been clicked for the first time. The image has changed to a yellow arrow. Clicking on this button will close the sidebar leading the screen look like Figure 3.1 again.
- 2.** This is a list of all your functionalities available for use. There are six (6) operations available when the sidebar has been revealed. To understand what each of these functions do, refer back to the Table of Contents to find a particular function you wish to read into. Otherwise, continue reading



Manager Functionality

**This subsection only applies to Human Resources / Payroll Clerks.*

As mentioned earlier in this section, employees who have logged in as Human Resource positions are provided additional authority and level of access to editing information concerning the company's employees. This functionality can be noted in the very same sidebar that was mentioned in Section C.

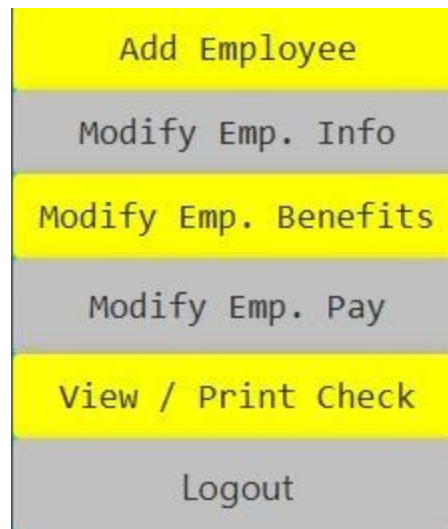


Figure 3.3

Figure 3.3 reveals the new line of functions and commands that Human Resource employees can use to make edits and changes to their employee database when need be. Each of these function buttons will perform an action that a standard employee cannot utilize.

Add Employee: Creates a brand new employee to add to your workplace database. Refer to **Section D** for more information on adding employees.

Modify Emp. Info: Takes an existing employee and modifies their information. Refer to **Section E** for more information.



Modify Emp. Benefits: Takes an existing employee and modifies their benefits. For more information on employee benefits, refer to the *Section E*.

Modify Emp. Pay: Select an employee to change the rate of money they are provided for every hour worked. If you are looking to give an employee a raise, for example, use this payroll admin function to do so.

View / Print Check: Selects an employee to view or print their current paycheck.

Logout: Logs off from the database, preventing further use of this account until the same credentials logs in again.



Employee Functionality

**This subsection only applies to Standard Employees.*

As opposed to logging in as a Human Resources employee, you can log in as a standard employee in your workplace. Doing so will reveal important information concerning your pay, benefits, deductions, and employee profile. Accessing the functionality is the same process, but the actions that a standard employee can perform is different to that of Human Resources. The image of the employee functionality (Figure 3.4) and descriptions are labelled below.



Figure 3.4

View Personal Info: This button will allow employees to view their personal info. This information consists of their name, social security, address, phone number, emergency contact, and email. An employee cannot modify this information.

Modify Personal Info: This function will allow an employee to change basic information about their profile, such as their name, phone number, address, etc.

View Benefits: This function allows an employees to view their current benefits on the job. This will also show to them their current package tier for their selected health insurance.



View Deductions: This function will allow the employee to view the deductions associated with their paychecks.

View Check: Allows employee to view their check, as per the amount of hours they have worked thus far. Printing is not enabled for employees.

Logout: Logs off from the database, preventing further use of this account until the same credentials logs in again.



Employee Information - Section D

The purpose of this section is to provide all the information you will need as a human resources employee to add employees into your database. Be advised that the **Manager Functionality** sidebar will need to be open to adjust many of these settings. This will require a **Manager Login**.

Creating a New Employee

**This subsection only applies to Human Resources / Payroll Clerks.*

Before any adjustments or additions can be made to your employees, it is first required to have the Employee Information Window open. To do this, click on the sidebar button (indicated by three horizontal lines spaced on top of one another) to reveal the functions list. Once done, click on the “**Add Employee**” button, which is the first option on that list of functions.



Figure 4.1

After pressing this, a new window will open. This window is where new employees can be added, alongside all of their information. The information required will be listed on the profile sheet as seen in Figure (4.2)



Adding Employee Information

**This subsection only applies to Human Resources / Payroll Clerks.*

The screenshot shows a web form for adding employee information. It has a search bar at the top left with the number 376466. The form is divided into three main sections highlighted with red boxes and numbered 1, 2, and 3. Section 1 contains text input fields for First name (zhanyao), Last name (xu), SSN (789-56-1230), Birthdate (11/1/2020), Address (zzzz), Email (zzz@gmail.com), Phone number (789-563-1230), Emergency number (789-563-1230), Benefit code (AU3-MH-SLV-IAS), Gross pay (0.0), Tax (0.0), and Net pay (0.0). Section 2 contains four radio buttons for marital status: Single, Married filing jointly, Married filing separately (selected), and Head of household. Section 3 contains four radio buttons for employment status: Active (selected), Terminated, Deceased, and Disable. At the bottom right are buttons for Confirm, Delete, and Cancel.

Figure 4.2

Figure 4.2 is the information outlines for all new employees that you wish to add into your database. Simply fill out the white empty text fields and the select the proper radio buttons (the small circle buttons that become filled in a darker circle when selected) in accordance to what is required in that particular field. As a guide, the important sections of the page have been highlighted numerically in three different red squares, each labelled below.

1. This is a series of text fields concerning basic employee information that can be filled out. The instance shown above, shows what the text field would look to a human resources employee. Notice that several text fields are left grayed out.
2. These four radio buttons determine the martial status of the employee. Bear in mind that the selected martial status of the employee may determine their deductions on their printed paycheck.



3. These four radio buttons determine the current working status of the employee. Should an employee's status change, you can adjust this value to their current status in your company. The descriptions for the buttons are listed:

Active: This employee is currently working and is a part of your current payroll.

Terminated: This employee no longer works in your company and is not a part of your current payroll. The employee's reason for termination is variable. For example, an employee can be listed as this status either because they have been fired or they have quit their position. Their information is archived for future purposes.

Deceased: This employee has died and is no longer on your company payroll or workforce. Similar to the **Terminated** radio button, this information is archived in the event it is requested later. **NOTICE:** There is a confirmation for changing an employee's status from **Active** to **Deceased**, as shown below. If this has occurred, press "**OK**" to confirm this.



Figure 4.3

Disable: This employee has been injured or left in a state where they may have to resort to limited work. When this radio button is selected, the employee is still considered active, but residing to alternative means of getting work done.



Note: Phone Number, Emergency Contact, and Social Security Numbers must have dashes (-) in the correct locations.

Phone Number & Emergency Contact: xxx-xxx-xxxx

Social Security Number: xxx-xx-xxxx

When all information has been filled out, press “**Confirm**” (in reference to Figure 4.2) to continue the process for adding an employee.

Confirming An Employee

**This subsection only applies to Human Resources / Payroll Clerks.*

When you have finished entering all the fields, press “**Confirm**” to add this employee to your database (In Figure 4.2). If an error has been detected in the fields, the software will let you know. For more troubleshooting, check the **Troubleshooting** chapter in **Section F**.

If all fields are entered correctly, a new window will open into view (Figure 4.4). In this window, set a password for the new employee account that you have made. **Note that the password length must be longer than six characters.** Press “**Confirm**” to add this employee.



Figure 4.4



When an account has been verified by the system, you will be provided a message indicating that the account has been successfully created. This message will include the ID number of this account for the purposes of searching in the database (Figure 4.5).

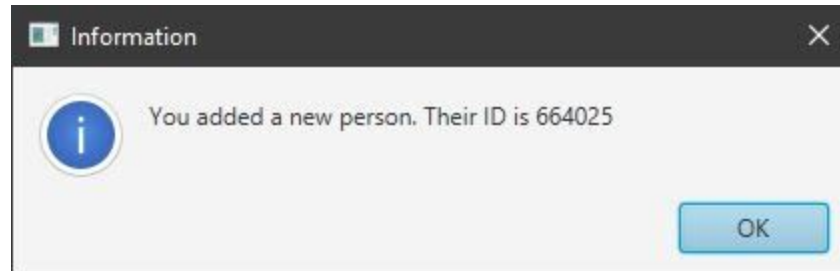


Figure 4.5



Employee Database - Section E

NOTICE: Employees can only be modified if they exist in the database. If no employees exist in your database, you cannot modify them.

The employee database is a storage in the software in which holds the information of all your employees that has been created into the system. All fields that have been filled out are stored in this database. Once this information has been included in said database, it is eligible for confirming, modifying, and deleting. This section will cover such as aspects.

Employee Benefits

****This subsection only applies to Human Resources / Payroll Clerks.***

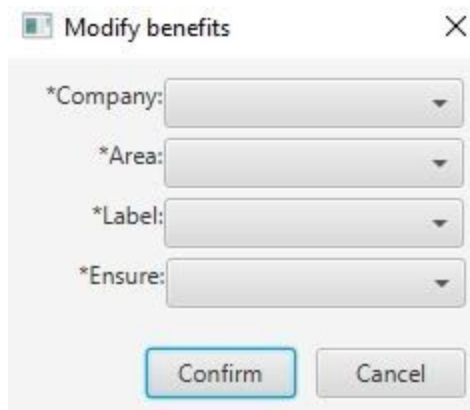
For a human resources employee to access and manage the benefits of an employee, they will need to reveal the sidebar. Within the sidebar, there is a button labeled “**Modify Emp Benefits**” (Figure 5.1). Press on this button to view the selected employee’s benefits. MEME MATRIX’s Payroll System comes with two health insurances already included - Emblem Health and BlueCross BlueShield.



Figure 5.1

To choose the health insurance company for this employee, click on the dropdown box and select the title of the health insurance company, as shown in Figure 5.2. The same process is required for selecting the employee’s Area, Label, and Insurance. If the employee has not selected an insurance, leave this field blank and click “**Confirm**”.





Modify benefits

*Company:

*Area:

*Label:

*Ensure:

Confirm Cancel

Figure 5.2

NOTICE: Emblem Health > 30 are for employees **older than the age of 30**, while **Emblem Health < 30** are for employees **younger than the age of 30**.



Should an employee decide that they do not wish to have benefits, a warning message will appear just before confirming (Figure 5.3). If this is the case, simply press the button labelled “**Yes, I don’t want any benefits**”.

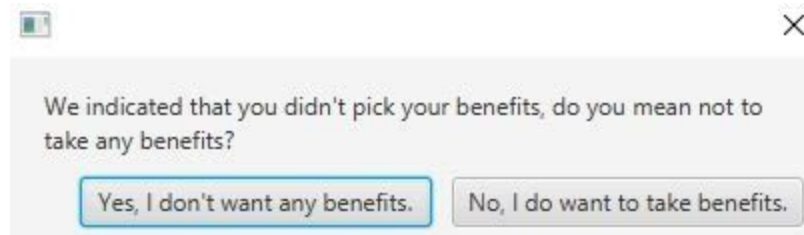


Figure 5.3

After both the benefits and employee information have been filled out, it will conclude the process required to edit existing employee information in the software database. The next section will include all information for modifying, searching, confirming, and deleting employee information.



Employee Pay

**This subsection only applies to Human Resources / Payroll Clerks.*

In order for an employee to receive a specified amount on their paycheck, it is required that the information under “**Modify Emp Pay**” is adjusted accordingly to every employee on the payroll. To do this, access the human resources sidebar and click on the “**Modify Emp Pay**” button, which is shown in Figure 5.4.

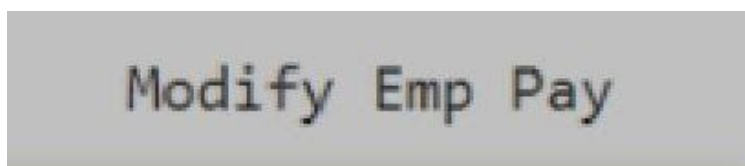


Figure 5.4

Figure 5.5 below shows the screen that will come up after an employee has been selected for pay modification. Bear in mind that this will be revealed in a separate window, rather than using the same window. The text fields must be filled out in order to calculate the gross pay for your employee’s checks. A guide for what to fill out for each text field is shown below Figure 5.5.

 A screenshot of a software window titled "Demo". The window contains a form for calculating employee pay. It is divided into several sections:

- Earnings:** Contains two input fields: "Hours" with the value "126" and "Rate" with the value "15.00". Below these is a "Gross Pay" field showing "1890.00".
- Required Deductions:** Contains four input fields: "Federal Income Tax" (189.00), "State Income Tax" (75.60), "FICA - Medicare" (27.41), and "FICA - Social Security" (117.18).
- Other Deductions:** Contains two input fields: "Health Insurance" (673.07) and "Net Pay" (807.74).

Figure 5.5



Hours: The amount of time this employee has committed to work as of the current payment session. Enter only a numerical value.

Rate: The amount of money this employee earns per hour. Enter only a numerical value, do not include the dollar sign (\$).

Gross Pay: The amount of money this employee makes before deductibles are applied. Enter only a numerical value, do not include the dollar sign (\$).

Required Deductions: These are the deductions to an employee's pay that are required, by law, to be taken out of that employee's pay. These values are subject to change in accordance to state. Enter only a numerical value, do not include the dollar sign (\$).

Health Insurance: The value of this text field is based on the employee's benefits selected. If the employee has not selected a health insurance, it is advised to place a "0" in this text field to ensure no mistakes come up during paycheck printing. Enter only a numerical value, do not include the dollar sign (\$).

Net Pay: This is the total amount of money the employee will make on their paychecks after all deductibles. Enter only a numerical value, do not include the dollar sign (\$).



Search Function

Employees that have been added to the database successfully can now be searched by the software. The search function has only two methods of identifying an employee: **Social Security Number** and **ID Number**. The search bar can be found near the top of the window, as highlighted inside the red rectangle shown in Figure 5.6.

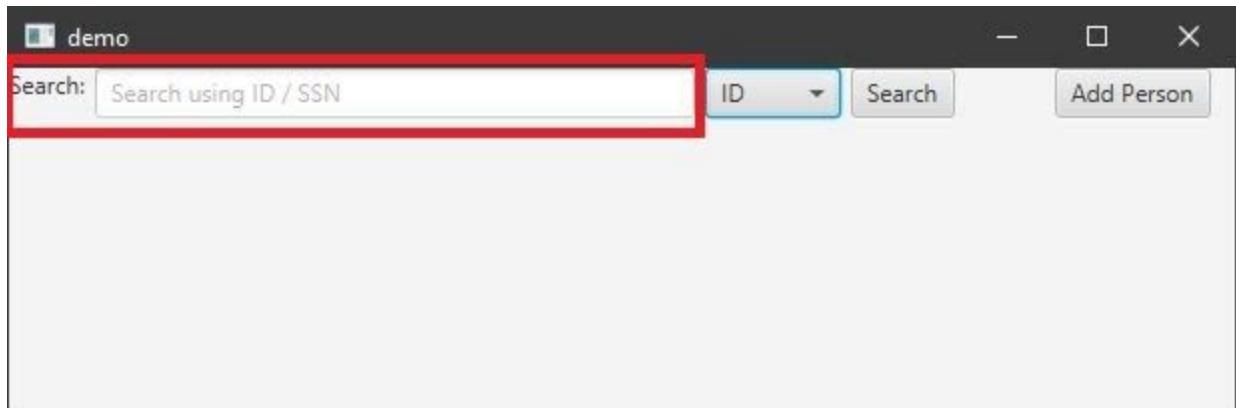


Figure 5.6

Based on the search condition (which can be changed by the dropdown box currently labeled “ID” to the right of the search bar), type the corresponding numbers to identify the employee. Bear in mind that **dashes are still required when searching based on Social Security Number**.



Troubleshooting - Section F

If at any time, an issue occurs while working with this software, you can use this section to look up your problem and the solution for it. The blue, underlined text indicates the name of the window title in which the error has occurred.

Window Title: Set Password

Window Description: This is the windowed revealed after adding all information to a new employee. This window asks to create a password for your new employee.

Error Message: Please check the password (written in pink colored font).

Solution: The *password* and *confirm password* are not the same, to correct this error, retype the password, ensuring that all letters are capitalized or lowercase when needed to and that the password is spelled correctly.



Window Title: Error

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Some of the required information is missing! Please check carefully!

Solution: While creating a new employee for your database, you left one or more text fields empty, review all text fields and make sure all of them are filled out. Refer to Page 20 for more information on adding employees.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: You forgot to pick a status!

Solution: Select one of the four radio buttons for this employee (Single, Married-Filed Jointly, Married-Field Separately, Head of Household).

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: You forgot to pick a working status!

Solution: Select one of the four radio buttons for this employee (Active, Terminated, Deceased, or Disable).



Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: First name contains a number!

Solution: The employee’s first name has a number in its text field. Remove the number to fix this error.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Last name contains a number!

Solution: The employee’s Last name has a number in its text field. Remove the number to fix this error.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid social security number, wrong number of characters! **OR** Invalid social security number, dashes at wrong positions!

Solution: The social security number for this employee has too little or too many characters. In total, there should be 11 characters total:

9 digits

2 dashes (-)

The social security number is formatted as such: 123-456-789



Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid social security number, contains a character that is not a digit!

Solution: Inputting the characters for this text field only accepts numbers (0 through 9) and dashes (-). Remove any illegal characters to fix this error.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Please check the birthday!

Solution: The birthday is set to an impossible date.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Not a valid email!

Solution: This text field will only accept an email longer than 5 characters.

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Email does not contain @ or does not end with .com/.org

Solution: Email is missing one or more of the requested characters, ensure these characters are included in the email text field.



Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid phone number, wrong number of characters! **OR** Invalid phone number, dashes at wrong position!

Solution: The phone number for this employee has not been correctly inputted. In total the phone number should have 12 characters total:

9 digits

2 dashes (-)

Phone numbers are formatted as such: 123-456-7890

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid phone number, contains a character that is not a digit!

Solution: The text field for the employee phone number has an illegal character. Phone numbers should have digits (0 through 9) and dashes (-). Remove any character besides the ones mentioned to fix the error.



Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid emergency contact number, wrong number of characters! **OR** Invalid emergency contact number, dashes at wrong position!

Solution: The phone number for this employee’s emergency contact has not been correctly inputted. In total the phone number should have 12 characters total:

9 digits

2 dashes (-)

Phone numbers are formatted as such: 123-456-7890

Window Description: A small window that appeared after pressing “Confirm” for adding or modifying an employee.

Error Message: Invalid emergency contact number, contains a character that is not a digit!

Solution: The text field for the employee emergency contact number has an illegal character.

Phone numbers should have digits (0 through 9) and dashes (-). Remove any character besides the ones mentioned to fix the error.



Window Title: Add Person/Search/Modify

Window Description: Pressing **Search** in this window.

Error Message: You didn't enter anything.

Solution: You have not inputted any characters into the search bar before pressing **Search**.

Window Description: Pressing **Search** in this window.

Error Message: Which one are you finding? ID / SSN ?

Solution: You have not determined whether or not you are searching for an employee ID number or an employee's social security number. You can select either or in the dropdown box to the left of the search bar, shown in Figure 1.1 (page 8).

Window Description: Pressing **Search** in this window.

Error Message: Employee does not exist!

Solution: The information you inputted has not matched with any records on file. Check your search again to ensure you are using the correct sequence of numbers. If you are searching by social security number, remember to include the dashes in the correct locations.



Window Title: Warning

Window Description: This is the windowed revealed after adding all information to a new employee. This window asks to create a password for your new employee.

Error Message: Please check the password (written in pink colored font).

Solution: The *password* and *confirm password* are not the same, to correct this error, retype the password, ensuring that all letters are capitalized or lowercase when needed to and that the password is spelled correctly.

Window Description: Variable, could occur at any given point in the software.

Error Message: Something bad happened!

Solution: A significant error has stopped this software from working. Should this occur, contact MEME MATRIX's IT Support using the following phone number: 1(800) 717-9512. Inform the IT support the name of the error message and at what point it occurred.



Window Title: Error!

Window Description: Login Screen, refer to Figure 2.1 for reference. Attempting to login.

Error Message: Incorrect manager credentials! **OR** Incorrect employee credentials!

Solution: The password inputted into the *password* text field does not match the password assigned to the user. Ensure your password has been correctly typed. Remember that passwords are case-sensitive.

Window Description: Login Screen, refer to Figure 2.1 for reference. Attempting to login.

Error Message: I don't think this manager exists... **OR** Are you sure this employee exists?

Solution: The username inputted in the *username* field in the login screen is not found among the database. Ensure that the username is spelled correctly. The username is NOT case-sensitive.

Window Description: Login Screen, refer to Figure 2.1 for reference. Attempting to reset password.

Error Message: No one of that ID could be found!

Solution: The username inputted in the *username* field in the login screen is not found among the database. Ensure that the username is spelled correctly. The username is NOT case-sensitive.

