Vaxn8 – Employee Troubleshooting Page

Thank you for uploading your vaccination status. Please see frequently asked questions below.
If you are still having difficulties, please email vaxn8@downergroup.com

Please ensure you remember to hit 'UPLOAD' once you have attached a file. You need to do this <u>before</u> you submit.

Where do I find my employee number?	Your employee number can be found on your payslip. Or, for those employees with access to the online HR Self-Service platform, it is the number you use to log into the system. If you still cannot find your employee number, please contact your HR representative.
I get an error message 'Employee details not found'	This is likely to have occurred due to the name you are inputting not matching what is in our Payroll system. Whilst the App asks for legal name, we need it to match what is in the Payroll system.
I did not receive a security code / code inputted is incorrect.	Please check the mobile number associated with your account. If it is not correct, please email vaxn8@downergroup.com with your employee number and the mobile you would like to use. Please ensure you enter the code promptly as it will expire after 60 seconds.
When I log into the portal and populate my details, I cannot progress to upload my vaccination certificate	This may occur on some older phones or browsers. We suggest you try to use a computer to upload and use Chrome.
I get an error message at the end stating 'unauthorised'	This error occurs because your security code times out after 5 minutes. Please restart the process and ensure you complete it within the allotted time.