

Employee Unable to Log In (Employer)

Notes

- If the user is not an employee of your group, you can disregard the login assistance request.
 - You may receive these requests as anyone may request login assistance if reaching your domain.
 - This is likely an employee of another group who mistyped the link to their group site.
 - Consider responding to the person to let them know they have reached the incorrect group and direct them to contact their HR or company benefits administrator or their broker for assistance.

Issue Symptom(s):

- An employee cannot log in to their dashboard

Issue Description:

- (1) The employee is not using a Chrome browser
- (2) The employee is incorrectly entering the domain
- (3) The employer / company / group's Domain has not been set up by the broker
- (4) It is a 2-Factor Authentication issue
- (5) The employee is not using the correct URL link for their login
- (6) They are not adding their correct login credentials (email / username and/or password).

Resolution:

To assist an employee who is not able to log in to your company site:

1. Ensure the employee is using Chrome as their browser.
2. If the employee is manually adding 'www' in front of their Ease domain to access their login page, the browser displays a security error.
 - Direct the employee not to add 'www' to their Ease domain to log in.
 - To assist employees with logging in, continue to [View as Employee](#) and follow instructions in [Employee Login Experience](#) or provide the PDF attached to this article to the employee.
3. If the broker sent the logins and the domain was missing from the group's Settings > Branding > Custom Domain, the broker will need to add the URL and then the broker/company administrator can [resend the logins to the employees](#) via company/group's Logins.
4. Request details from employee to determine if the inability to log in is related to [2-Factor Authentication](#) or [login](#) credentials.
5. If it is that employee does not have access their cell phone and has no way of receiving an authentication code either via an authentication application or text, [remove 2-Factor Authentication](#) and have employee do one of the following:
 - If employee has a new phone and uses the authentication application (recommended), have them [reset the application](#).
 - If employee does not have a cell phone, have them [reset to use an email](#) temporarily with instruction that when they are able to use a cell phone again, they contact you to re-establish the [application](#) or [text](#) method.
6. Otherwise, ensure the employee:
 - Has the correct URL to log in
 - Is entering the correct email or username that is associated with their profile
 - Is adding the correct password

7. If the employee does not remember their password, [they can reset their password](#) via the “Forgot?” option.
 - When the company administrator receives a request to reset an employee’s password, follow procedure in [Reset User Password](#).