

Managing Employer Contacts

This is a step-by-step process for managing Employer Contacts in the new Secure Employer Website. Including how to create a new Employer Contact, update an Employer Contact, re-enroll an Employer Contact, and unlock an Employer Contact.

1) Creating a New Employer Contact

Step 1: From the **Global Navigation Menu**, hover over **Organization** and select **Organization Contacts**.



Step 2: The **ESS Organization Contact Maintenance** screen displays. From the **ESS Organization Contact Maintenance** screen, select the **New** button.

The screenshot shows the 'ESS Organization Contact Maintenance' interface for the '42061 COUNTY OFFICE OF EDUCATION'. The page title is 'ESS Organization Contact Maintenance 893'. The breadcrumb trail is 'ESS Organization Contac...'. Below the title, there are two buttons: 'New' (circled in red) and 'Export To Excel'. A pagination bar shows 'Page 1 of 2' and 'Results 1 - 10 of 11'. Below the buttons is a table with the following data:

Full Name	Status	Email Address	Contact Type	Primary Phone Number
Bruno Contact	Active	bcontact@county.xorg	Account Receivable Contact, Admin Contact, Benefit Contact, Payroll Contact, Senior Admin Contact, TPA Contact	

Step 3: In the **Contact Details** panel, enter the Employer Contact's information. In the **Contact Types** panel, check the appropriate Contact Type. In this example, **Admin Contact** is checked. Select the **Save** button.

The screenshot shows the 'Contact Details' form. The 'Save' button is circled in red. The form fields are as follows:

- *First Name: New
- Middle Name: [Empty]
- *Last Name: Contact
- Name Prefix: [Dropdown]
- Name Suffix: [Dropdown]
- Gender: [Dropdown]
- Primary Phone Number: [Empty]
- Secondary Phone Number: [Empty]
- Mobile Phone Number: [Empty]
- *Primary Email Address: NewContact@COE.org
- *Confirm Primary Email Address: NewContact@COE.org
- Secondary Email Address: [Empty]
- Job Title: [Empty]
- *Status: Active

Below the form is the 'Contact Types' section, where the 'Admin Contact' checkbox is checked and circled in red:

Admin Contact Benefit Contact Account Receivable Contact Payroll Contact Senior Admin Contact TPA Contact

Step 4: From the **ESS Organization Contact Maintenance** screen, select the newly added contact and navigate to the **Self Service Details** panel. Select the **Register** button.

Self Service Details

Register

User Name (Email ID) :	ESS ID :	Entrust Unsuccessful Attempts :
Password Last Changed :	Status :	Entrust OTP :
Last Successful Login :	Enrollment Completed :	Entrust OTP Expiry Date :
Previous Login :	Is OTP Set :	Entrust Last Authentication Failure :
Successful Login Attempts :	Password Exp Flag :	
Total No Of Unsuccessful Attempts :	Is Reenrolled Set :	Migrated To Entrust :
No of Unsuccessful Attempts Since Last Success :		
Internal Message :		
External Message :		

Note: The Employer Contact will receive an email with a temporary password to complete registration within 24 hours. If registration does not occur within 24 hours, the Employer Contact will need to be re-enrolled.

2) Updating an Employer Contact

Step 1: From the **ESS Organization Contact Maintenance** screen, update necessary information or change the Contact Type and select the **Save** button.

Contact Details

Save

*First Name : <input type="text" value="New"/>	Middle Name : <input type="text"/>	*Last Name : <input type="text" value="Contact"/>
Name Prefix : <input type="text" value=""/> <input type="button" value="v"/>	Name Suffix : <input type="text" value=""/> <input type="button" value="v"/>	Gender : <input type="text" value=""/> <input type="button" value="v"/>
Primary Phone Number : <input type="text"/>	Secondary Phone Number : <input type="text"/>	Mobile Phone Number : <input type="text"/>

3) Re-enrolling an Employer Contact

Step 1: From the **ESS Organization Contact Maintenance** screen, select the **Re-Enroll** button on the **Self Service Details** panel.

Self Service Details

Re-Enroll

User Name (Email ID) : contacttest@coe.org	ESS ID : 2980	Entrust Unsuccessful Attempts :
Password Last Changed :	Status : Registration Pending	Entrust OTP : 2TH217VJ
Last Successful Login :	Enrollment Completed : N	Entrust OTP Expiry Date : 06/21/2019 09:07:35 PM
Previous Login :	Is OTP Set : Y	Entrust Last Authentication Failure :
Successful Login Attempts :	Password Exp Flag : Y	
Total No Of Unsuccessful Attempts :	Is Reenrolled Set : N	Migrated To Entrust : N
No of Unsuccessful Attempts Since Last Success :		
Internal Message : Set to enroll by batch.		
External Message : Entrust User ID is created and set to Enroll.		

4) Unlocking an Employer Contact

Step 1: On the **ESS Organization Contact Maintenance** screen, navigate to the **Self Service Details** panel and select the **Unlock** button. The unlock button will only appear if the user is locked out. They will receive an email to login within 24 hours to complete unlock process.

Self Service Details

Unlock **Re-Enroll**

User Name (Email ID) : katiecontact@county.xorg	ESS ID : 2973	Entrust Unsuccessful Attempts :
Password Last Changed : 06/28/2019 11:15:21 AM	Status : Locked	Entrust OTP : VHFDRJK
Last Successful Login : 06/28/2019 11:16:51 AM	Enrollment Completed : Y	Entrust OTP Expiry Date : 06/29/2019 06:14:19 PM