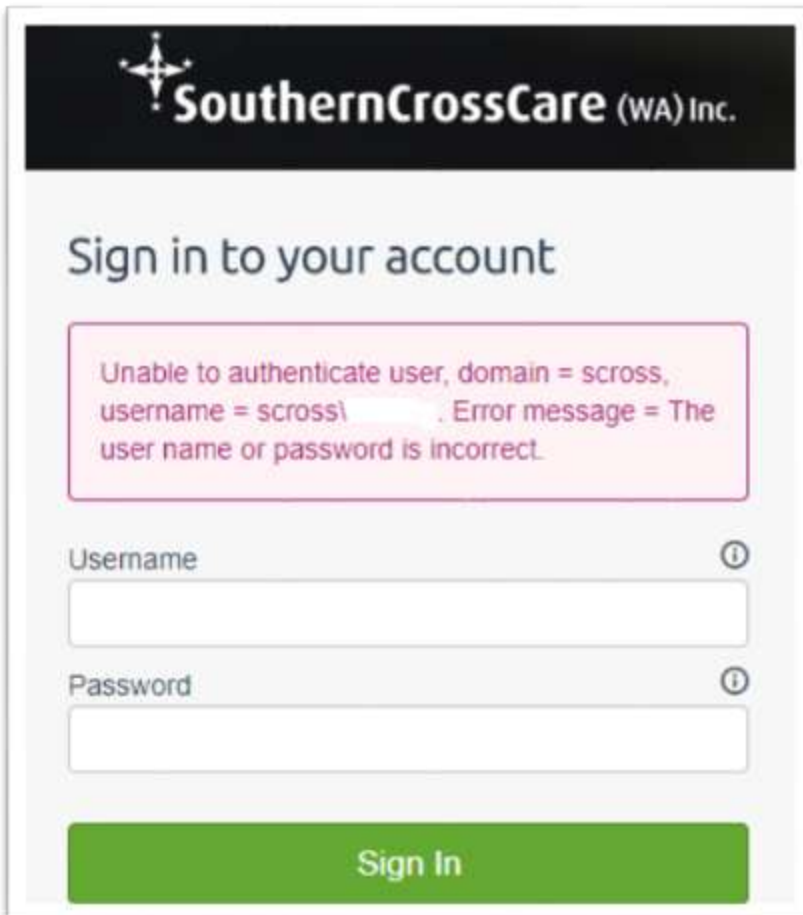


# Potential issues for staff logging on to ESS

**Message: “Unable to authenticate user - The username or password is incorrect.”**



The screenshot shows the login interface for SouthernCrossCare (WA) Inc. At the top, the company logo and name are displayed. Below this, the text "Sign in to your account" is centered. A red-bordered box contains the error message: "Unable to authenticate user, domain = scross, username = scross\ . Error message = The user name or password is incorrect." Below the error message are two input fields: "Username" and "Password", each with an information icon to its right. At the bottom of the form is a green "Sign In" button.

## Three possible reasons:

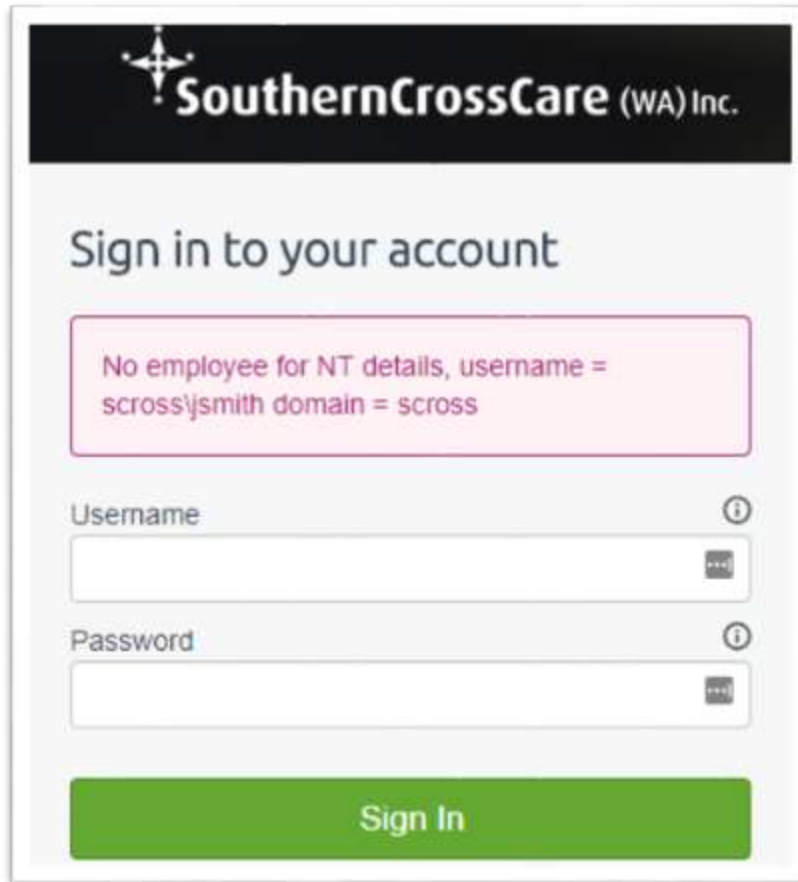
1. The password is incorrect
2. This is a new employee who has not yet enrolled in the My Password website.
3. The username may be incorrect

## Resolution

1. All passwords expire after two months - the Password must be changed to a new one at the Password Self Service website (<https://mypassword.scrosswa.org.au>)  
*continued below...*

2. The staff member must enrol in Password Self Service website (<https://mypassword.scrosswa.org.au>) before attempting to use ESS for the first time
3. Check the spelling of the username again making sure that **scross\** is used before the correct username

## Message: “No employee for NT details” or “Multiple Employee for NT Details”



The screenshot shows the login interface for Southern CrossCare (WA) Inc. At the top, the company logo and name are displayed. Below the header, the text "Sign in to your account" is centered. A pink error message box contains the text: "No employee for NT details, username = scross\smith domain = scross". Below the error message are two input fields: "Username" and "Password". Each field has an information icon (i) to its right and a password toggle icon (eye) to its left. At the bottom of the form is a green "Sign In" button.

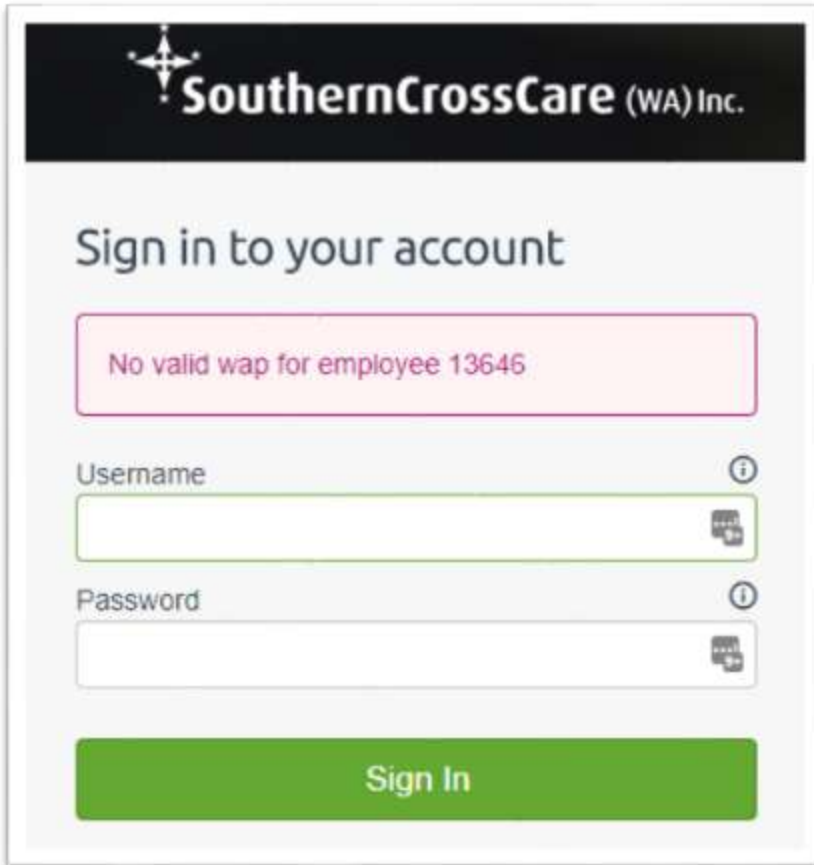
### Two possible reasons:

1. **scross\** has not been entered before the username, eg. scross\smith
2. Payroll have not set this person up in the ESS system yet or Payroll have set them up incorrectly

### Resolution:

1. Enter **scross\** before the username and try again.
2. Call Payroll on **9282 9977** or email at [payroll@scrosswa.org.au](mailto:payroll@scrosswa.org.au)

## Message: “No valid WAP for employee”



The image shows a login page for SouthernCrossCare (WA) Inc. The page has a black header with the company logo and name. Below the header, the text "Sign in to your account" is displayed. A pink error message box contains the text "No valid wap for employee 13646". Below the error message are two input fields: "Username" and "Password". Each field has a small information icon (i) to its right. Below the input fields is a green "Sign In" button.

### Reason:

There are issues with this persons account in ESS.

### Resolution:

The ITC Helpdesk are unable to access staff member's accounts in ESS. Call Payroll on **9282 9977** or email at [payroll@scrosswa.org.au](mailto:payroll@scrosswa.org.au)