SCEIS Password Management Troubleshooting Tips

When you have trouble logging into any portion of SCEIS (MySCEmployee, SRM or Citrix) or managing your password with Identity Management, here's what you should check first to get back to work:

1. Make sure **Caps Lock is turned off** and **Num Lock is turned on**.

2. Make sure **you have entered your SCEIS user ID correctly**.
   - Tip: Your SCEIS user ID consists of the first 3 letters of your first name followed by the last 5 digits of your personnel number.

3. When attempting to change or re-set your password, make sure the **new password meets SCEIS password the requirements**. All SCEIS passwords must:
   - be at least 8-characters long
   - include at least one upper-case letter
   - include at least one lower-case letter
   - include at least one number

4. **SCEIS users cannot be logged into SRM and MySCEmployee at the same time.** Check to make sure you don't have sessions open in both these portions of SCEIS. If you do have both open, click "Log off" to end your sessions. Do not "X-out" using the standard Close button in the upper right-hand corner, as this will not end your session.

5. **Re-type your password carefully when you try again**—it's easy to make the same keystroke error multiple times when you're in a hurry.

6. **Check to see if you have accidentally included any spaces** at the beginning or ending of your SCEIS user ID or Password.

7. **Make sure you're using a browser supported by SCEIS: Windows Internet Explorer 6, 7 and 8**
   - Enable Compatibility View for IE9

8. **Sometimes old passwords are stored in on a computer** when the user doesn't know it. To eliminate this possibility:
   - **Check to see if passwords are stored in your browser:** Delete your internet browsing history, close out of all your browser sessions, then open a new Internet Explorer session and try again.
   - **Check to see if passwords are stored in Microsoft Office:** From the start button in the lower left-hand corner of your computer screen, open the Control Panel, select User Accounts and look for the terms "credentials management" or "password management"—this is where any passwords will be stored.

9. **New employees take a full day—24 hours—to be fully set up in SCEIS.** This means new employees must wait until the day after security is given before logging in for the first time.

Remember:
After three unsuccessful log-in attempts, SCEIS will lock your account automatically, so try these solutions as soon as you begin to experience problems logging in.