

Employee Self-Service Setup Guide – New Users

Employee Self-Service Initial Registration Email

Your employer will initiate a system-generated email to you inviting you to register for Employee Self-Service. This email is from a no-reply email address (ahola@mysolved.com).

Hello Daniel,

Your account with AP Master Test Company is ready to be activated. The link below will take you to the account setup page, where you will be asked for your Authorization Code/PIN (This will be the last 4 digits of your SSN). Please click on the activation link below to get started.

<https://aholawebpr.com//AuthenticateUser.aspx?ticket=64e1d68a-0703-416f-a1ec-c522d0858a7b&eid=252246&peid=&>

You must click on the link provided in the email.

Note: You must register your self-service account within 72 hours of receiving this email. If the email was sent more than 72 hours ago, ask your supervisor or company payroll contact to resend the email.

Employee Self-Service Initial Account Setup – New Users

solved

New User Account Setup
To activate your new account please enter the following information into the fields below and click the Continue button.

Account Information

User Name:

Client Code:

Company Name:

Employee Name:

Identity Confirmation

* Authorization Code/PIN:

This information is located in the activation email sent to you.

Setup Account Password

* New Password:

Choose a password for your new account. Please ensure that passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of easier to remember passphrases. Going forward, your password will not expire.

* Confirm New Password:

Re-enter your password to ensure it is correct.

* Challenge Question:

Choose a question only you would know the answer to. You will be prompted to answer this question if you need to reset your password.

* Challenge Answer:

Specify the answer to the challenge question you created above.

* Confirm Answer:

Re-enter the answer from above to ensure it is correct.

Contact Information

Mobile Phone:

Registering a cell phone number will give you the option to have login Authorization Codes texted to you.



Once you click on the link provided, you will be directed to the authentication page.

- The **User Name** will be pre-filled with the email address provided or given to you by your employer where you received the email to register for self-service. This may be your work email address or a personal email address. Whichever email address is provided will be your username each time you log into Employee Self-Service.
- You must add your one-time **Authorization Code/PIN** number, which is the last 4 digits of your SSN.
- Create and confirm a **Password**. Please ensure that passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of easier-to-remember passphrases. Your password will not expire.
- You then must select a **Challenge Question/Answer**, and confirm your answer. It is advisable to select a question for which the answer is unlikely to change over time. Be sure to take note of your challenge question/answer in a secure location; you will be prompted to answer this question if you need to reset your password in the future.
- Under **Mobile Number**, it is best to add your cell phone number in order to receive text messages to authenticate future logins if you are accessing your Employee Self-Service account from a different IP address.
- Once you click **Continue**, you will be logged into Employee Self-Service.

Employee Self-Service – Future Logins

After completing registration, to return to your account in the future, go to <https://aholawebpr.com/cloudservice/> and enter the credentials you created when you authenticated your account. Your **Username** is your email address provided in the self-service registration email.

Pay History

To view and download copies of each check stub available, navigate to **Pay and Tax**, then select **Pay History**.

The screen default will be a view of your most current pay stub. For confidentiality purposes, only the “Gross” and “Net Pay” displays, along with the hours you worked (if applicable). The “Pay Date” also appears in the center. In order to see the details of your check, you may click on any of the sections of your **Paystub Detail**, which may include **Filing Status**, **Earnings and memos**, **Employee taxes**, **Employee deductions**, **Time off**, and **Direct Deposit**. If you choose the > next to the details section, the area will expand with full details. Please make sure you are viewing in a private location.

You can change the check detail by using the < in the top left-hand corner to move backward through pay dates. You can also toggle between years using the dropdown on the right-hand side of the screen.

To download a copy of your pay stub, navigate to the bottom of the screen and click the arrow next to **Download Pay Stub**.

Year-end Tax Forms

To obtain a PDF copy of either your W2, ACA 1095 Form or a 1099 Form, if applicable, navigate to **Pay and Tax**, then select **Year-end Tax Forms**.

To view your year-end tax form, click on the form’s name in blue under the **Name** column. A pop-up appears indicating that your form is generating. Once available, the form is available in PDF. Open the PDF and view and/or print your year-

end Tax Form.

- Forms will be available for any years that is/olvid produced the forms.
- Employee Self-Service will not normally post the current year form until near the deadline (January 31st).

Employee Self-Service Registration Troubleshooting

Occasionally, an employee may have an issue with getting logged in. Here is a list of issues that may occur and the solutions.

Issue	Resolution
Employee did not receive registration email	Check your junk or spam folders. If you still don't see the email, please contact your supervisor or your company's payroll contact. The email will be sent to the email address you have provided to your company's payroll administrator and could be a work or a personal email.
Employee who <u>has not</u> previously registered for self-service cannot go to the authentication page by clicking on the link provided in the registration email	Depending on the mailbox settings, the ESS email may not have allowed a direct link to the activation page. You may need to copy the URL into the address bar to link to the activation page. If the activation link has wrapped onto two lines, select both lines before copying into the browser address field.
Employee who <u>has</u> previously registered for self-service is taken to the is/olvid login page, rather than the authentication page, when clicking on the link provided in the registration email	This means that an account already exists for this email address. To access your account, go to https://aholawebpr.com/cloudservice/ and enter your existing self-service account credentials. If your account was previously activated with another employer, you will find your new account linked to the previously existing account upon login. For more information, refer to the document "Employee Self-Service Account Setup Guide – Existing Users and Linked Accounts" found on Ahola's New Employee Webpage.
Employee who <u>has not</u> previously registered for self-service sees an error message indicating that the account is disabled after clicking on the link provided in the registration email. <i>"This user account is currently disabled. Please contact your account administrator for assistance."</i>	An account may be disabled if the registration email was sent more than 72 hours ago. To correct this situation, ask your supervisor or company payroll contact to resend the email.

Questions or concerns about your Self-Service account should be directed to your supervisor or company payroll contact.