



## EMPLOYEE ESS INSTRUCTIONS

**You must use a computer or laptop, cell phones, tablets/ipads are not as compatible.  
DO NOT USE SAFARI**

### New ESS Account:

Please go to [ess.floridaconference.com](http://ess.floridaconference.com) to create your account. Click on **First-Time User Register Here**.

- You will be taken to a second screen where to input your SS number. **You must include the dashes.**
- Set up your password following the instructions given in the next screen.

### Active ESS Account:

To Log into ESS, please sign in using a computer (not a mobile device). The preferred browsers are Chrome or Edge. ESS is **not** compatible with Safari. **DO NOT** use Safari.

When using a computer that is used by several ESS users, do the following:

- Chrome – Incognito Window
- Edge - New InPrivate Window

### ESS Troubleshooting

**How to reset my password?** To reset your password, please choose “username and password help.” This will prompt you to input your DOB and SS to verify your information. Please be sure to follow instructions carefully as it is case-sensitive and data-sensitive.

### **Forgot Username or Password Instructions**

This can be done by the employee without contacting anyone

- Click on **Username and Password Help** and follow the instructions
  - The system will ask them for the following information
    - Social Security Number (must include dashes ###-##-####)
    - Date of Birth (must include slashes and leading 0s ##/##/####)
    - Security Answer (exactly as typed when creating their account)
- \*What employee types in must exactly match what is in their employee record in Sage
- If you have successfully reset your password and you are still not able to log in. Close out the ESS page, clear your ESS browsing history, and try again.

**I have been locked out of ESS.** ESS Help will need to unlock the account.

**I cannot remember the answer to my security question.** ESS Help will need to reset your account so that you can choose a new security question and answer.

### **FOR ASSISTANCE:**

[ESS.help@floridaconference.com](mailto:ESS.help@floridaconference.com)

Hours of operation: Monday – Thursday 9: a.m. – 6 p.m.

