

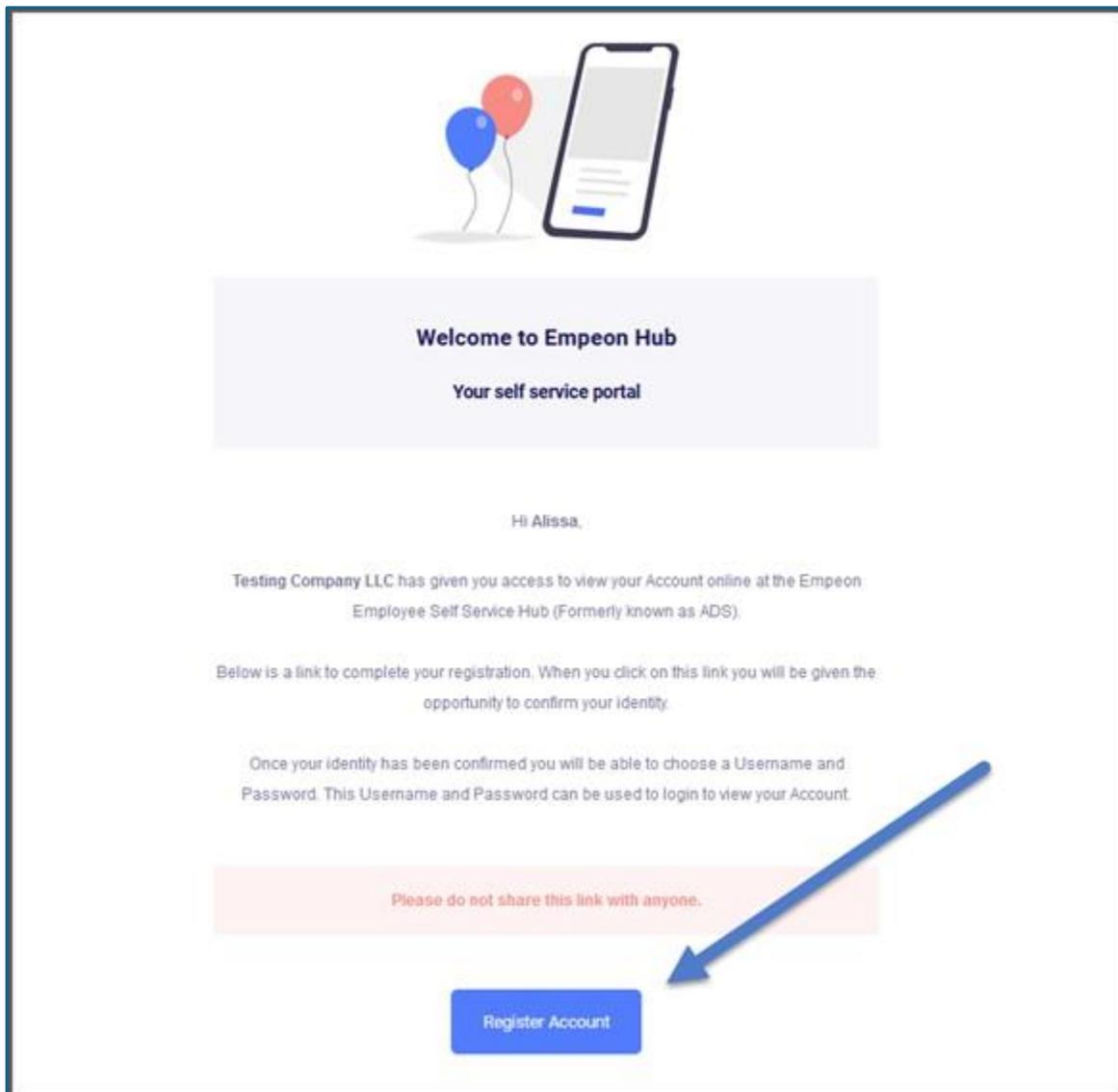
# ESS Hub First Time Login Instructions

## Empeon Hub (Online Paystub) Instructions

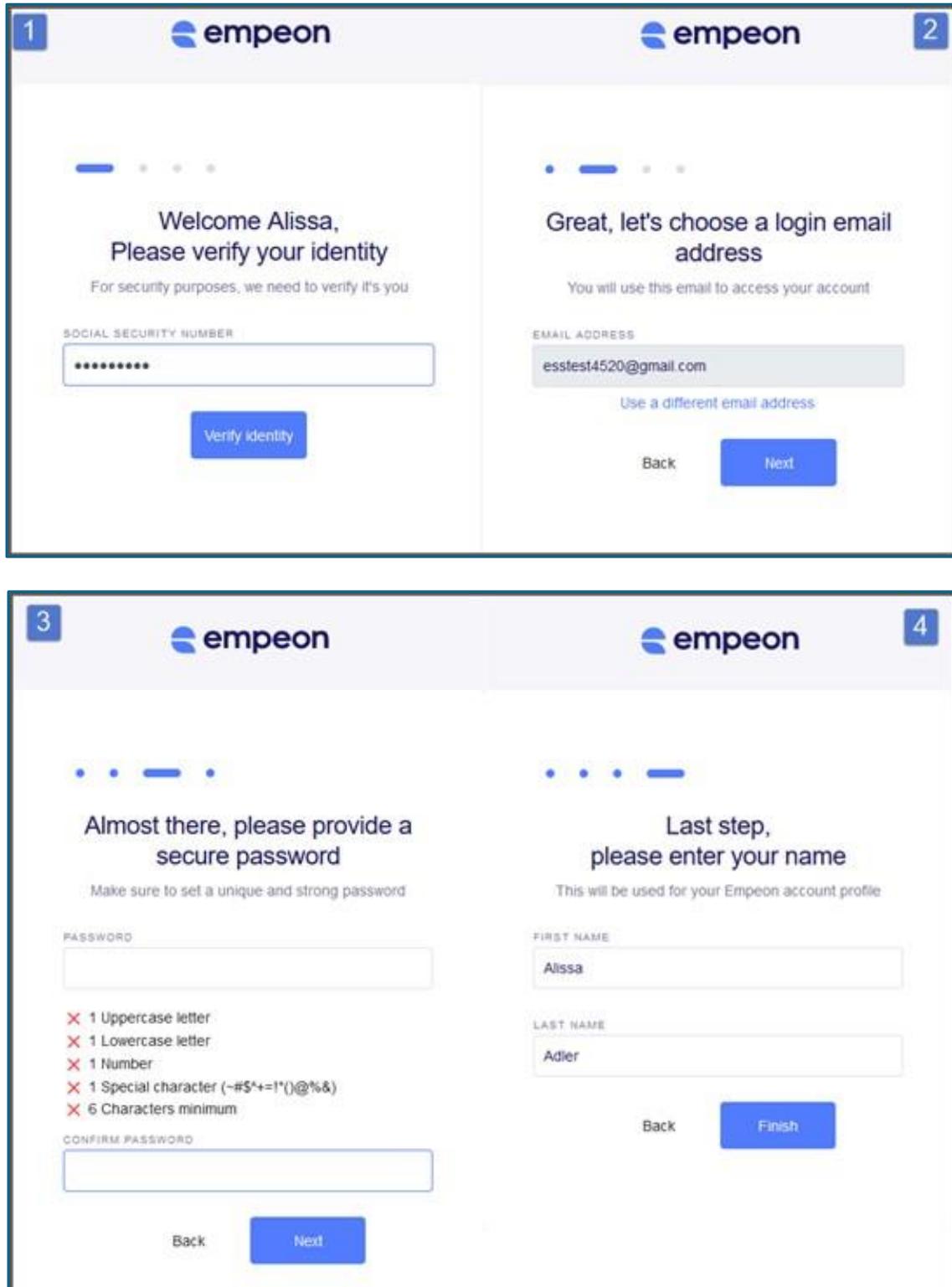
Empeon is pleased to provide employees with an enhanced Employee Self-Service (ESS) portal to review their employment profile, paystubs and tax documents at their convenience. This online resource is easy to use and it supports access from both PC's and smart devices. Review the information below for steps on how to register and review the ESS Hub when needed.

*Please Note: Recommended browsers to access the ESS Hub are Google Chrome and Mozilla Firefox. Internet Explorer **is not** supported.*

After providing your email to you HR or Payroll department, they will send you an email invitation to register your ESS Hub. The email will come from [notifications@em.empeon.com](mailto:notifications@em.empeon.com) and look like the email below. Click the blue button that says "Register Account" to begin setting up your account.



You will then be taken to a secure web page where you will first need to verify your identity by keying in your social security number. You will then be prompted to confirm your email, set up your password and confirm both your first and last name.



**1**   **2**

Welcome Alissa,  
Please verify your identity

For security purposes, we need to verify it's you

SOCIAL SECURITY NUMBER

\*\*\*\*\*

Verify identity

Great, let's choose a login email address

You will use this email to access your account

EMAIL ADDRESS

esstest4520@gmail.com

Use a different email address

Back Next

**3**   **4**

Almost there, please provide a secure password

Make sure to set a unique and strong password

PASSWORD

CONFIRM PASSWORD

- ✗ 1 Uppercase letter
- ✗ 1 Lowercase letter
- ✗ 1 Number
- ✗ 1 Special character (-#\*\$+=!')@%&)
- ✗ 6 Characters minimum

Back Next

Last step, please enter your name

This will be used for your Empeon account profile

FIRST NAME

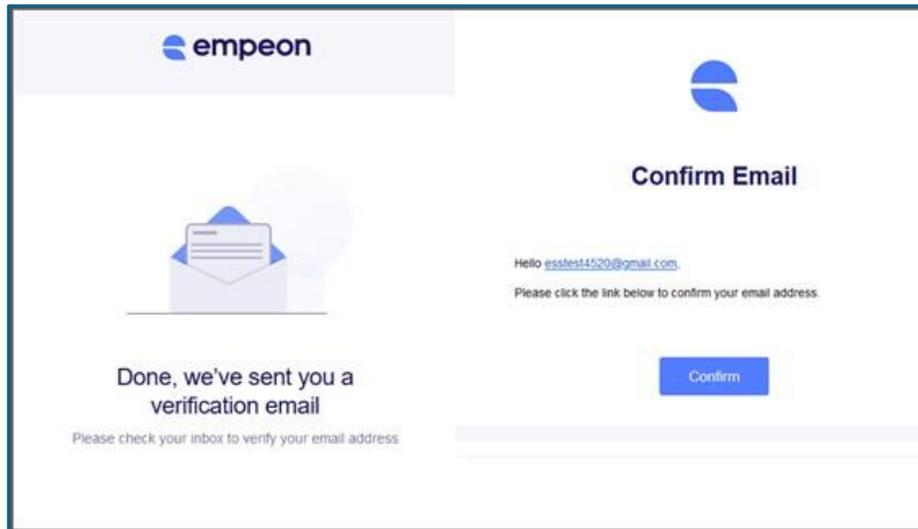
Alissa

LAST NAME

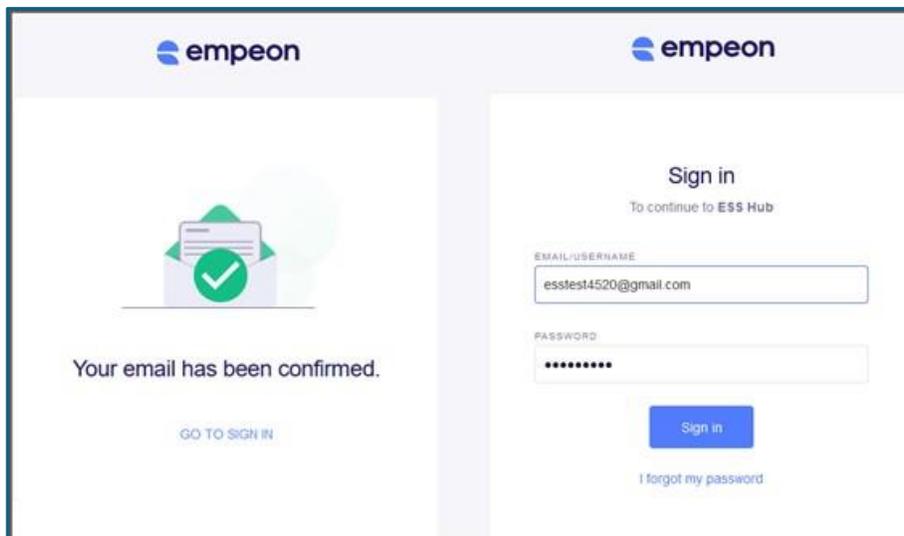
Adler

Back Finish

Once registered, you will be sent another email in order to verify your email and finalize the creation of your ESS account. Check your inbox for an email with the subject line: **Email Address Confirmation**. The email will come from [notifications@em.empeon.com](mailto:notifications@em.empeon.com) and look like the email below. Click the blue button that says “Confirm” to go on to the Sign-In screen.

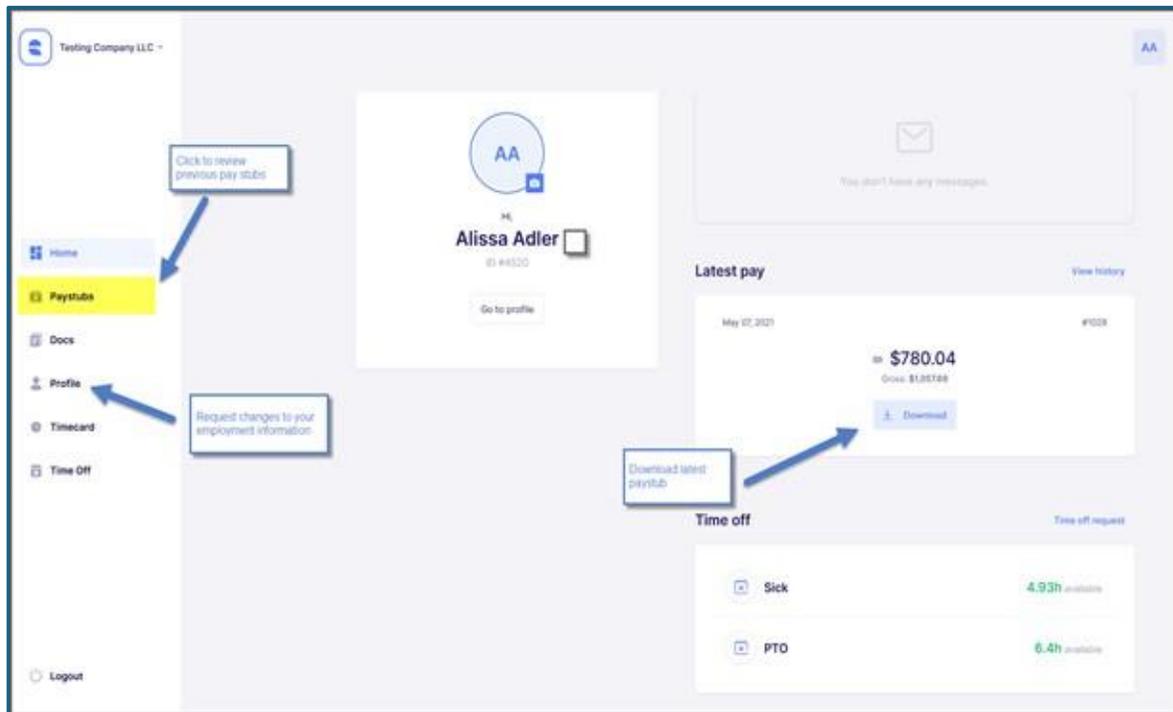


Once the email is confirmed, click “Go To Sign In” and login using the email and password you created. The website/URL for the ESS Hub is <https://hub.empeon.com>. If you ever forget your password, click the “I forgot my password” link to reset it.



When you first login to Empeon Hub; you will be taken to your Home Dashboard. Here you can review your profile and download your latest pay stubs. To access more pay information, click the “Paystubs” tab from the left-hand menu to review pay stubs from previous check dates.

Depending on your employer’s setup with Empeon; there may be additional features available for you to do things like request changes to your employment info, setup direct deposit, or request time off. Confirm with your Payroll or HR department if these features are available to you. For more information on how to interact with the ESS Hub, please reference Empeon’s article for ESS Hub Primary Features.



## Troubleshooting Tips

Review tips below for technical challenges you may encounter and how you can address. For additional assistance contact your Payroll or HR department.

- Registration and access to Empeon ESS needs to be done through Chrome or Firefox. If Internet Explorer/Edge is your default browser; when registering right-click and copy the “Register Account” link and paste it into Chrome or Firefox. Be sure to complete your entire registration in Google Chrome or Mozilla Firefox.
- When accessing the ESS Hub from a smart device, the link to download a paystub may be hidden. To address, tap the Gross/Summary card for the needed pay stub and a "download" link will appear.
- Registration/confirmation emails are sometimes delayed or blocked as spam. If trying to register using your work email request for your IT to whitelist mail from *notifications@em.empeon.com*. Emails sometimes go to the “Promotions” section of Gmail or spam/promotions of other email services.
- For any challenges registering or accessing with a smart device; utilize a PC to access instead.
- Your latest paystub is only available for review in Empeon ESS when the current date is the same day or after your paystub's check date.
- The clock on the PC or device from which you are trying to access Empeon ESS must match the actual current time. If it does not match, the site will not load after login.
- For any other issues where the site fails to load after login; go to your browser’s settings and clear its cache for at least the last 7 days.