

Employee Self Service (ESS) Portal Frequently Asked Questions (FAQs)

What user type am I?

- **Direct Care Worker (DCW)**
 - **Common Law Employer (CLE)**
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What is my username?

- **Direct Care Worker (DCW)** will use their 6-digit Employee ID (E000000)
 - **Common Law Employers (CLE)** will use their 6-digit Employer ID (R000000)
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What is my password?

First time users will use their “Default Password”. The default password is the last 4 digits of your Social Security Number (SSN) followed by your Birthdate in MMDDYYYY format.

Upon initial login, you will be prompted to change your “Default Password”. Your password is then a password of your choice.

What if I have forgotten my password?

If you forget your password, you can use the [Forgot Password link](#). Once selected, the link will prompt you to enter your “Default Password”. Your default password is the last 4 digits of your Social Security Number (SSN) followed by your Birthdate in MMDDYYYY format.

What are the rules for creating a new password?

The password must contain:

- At least one uppercase letter
 - At least one lowercase letter
 - At least one number
 - At least one special character (@!*#%()&+=)
 - Between 12-24 characters.
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What if I need to change the mobile number used for SMS alerts?

When prompted to enter your verification code, select “Re-setup”. This will send a code via email, to the email address Tempus has on file. Once the time-sensitive code is entered, you will then be able to register a new mobile number.

If you are unsure of the email on file, please contact Tempus at (844) 983-6787.

Can I use an email address for login alerts, or codes?

At this time, we are only able to use SMS alerts. However, emails are used to change the mobile number registered.