

## USER GUIDELINES

To improve the effectiveness of ESS, we have formulated the following guidelines. The aim is to make ESS more 'user friendly'.

### A. General Guidelines

The following guidelines are applicable for the entire ESS application.

1. **Exclusive Use:** ESS services are being simultaneously accessed and used by many users across the country. To ensure reasonable performance, we were compelled, though reluctantly, to put a limit on maximum idle time that can be allowed on any ESS service. Thus on reaching the maximum idle time allowed, the session gets automatically closed and the data to the extent already entered but not saved is lost. We have to use ESS exclusively without keeping it idle.
2. **General Queries:** Queries on Policies and Guidelines, Entitlements, Procedures. If you have any such queries mentioned above, please log your queries in ESS->MY HR Tile->Log New Request. After you log a request, your HRBP will respond to your queries within 2 working days.
3. **Email:** In all your communications, please provide following details so that the support / help can be provided to you without loss of time.
  1. Your ESS Login ID
  2. Your Employee Code
  3. Your Contact Telephone Number
  4. The service / menu in which problem is faced
  5. Brief description of the problem along with print screen

**Note:** - Do not provide your password to anybody under any circumstances.

4. **Slow response:** If ESS response becomes unusually slow, in general, please bring it to the notice of Local IT Helpdesk.

**Action for:** Local IT Helpdesk

1. Please check the speed of LAN and take corrective action if the speed is found to be slower.

## B. Login Related Problems

### 1. Error page display "Page Not Found"

While entering the URL <https://ess.recron.com>, if this message appears, please contact your Local IT Help Desk.

**Action for:** Local IT Helpdesk

1. Check if the user's Network Connection is working fine.
2. If Network Connection is fine, check the PING Response for [ess.nw18.com](https://ess.nw18.com)
  - a) If User is working from **Recron Premises** the response should be from IP **10.XX.XX.XX**
  - b) If User is working from **Any Other premises other than Network 18**, the response should be from IP **116.50.79.175**
3. Check TELNET on the Concerned IP on Port 443.
4. If the TELNET Response is not received, it means the port 443 is not Opened. Initiate port opening. ( ONLY VALID on Network 18 Premises/Network )
5. Under any Circumstances, Do Not Maintain the Entry for **ess.nw18.com** in User's Terminal/Laptop Local Host File without Consulting SAP Basis Team

### 2. Error messages:

#### A. "R/3 connection failed".

Please close the browser and try to login after a little while.

#### B. "Session time out".

Please close the browser and login again to ESS.

#### C. "Name or password is incorrect. Please re-enter".

If this message appears while trying to enter ESS with your user id and password, please recheck the user id and password actually entered.

#### D. "User is locked".

Please note that if you try to login with an invalid password repeatedly for 5 times your user id will get locked. After that even with the correct password you will not be able to login to ESS. If you have forgotten your ESS password or if your user id is locked due to incorrect logins, then please click on "**Forgot Password**" button available on login page.

Following points to remember while resetting ESS password:-

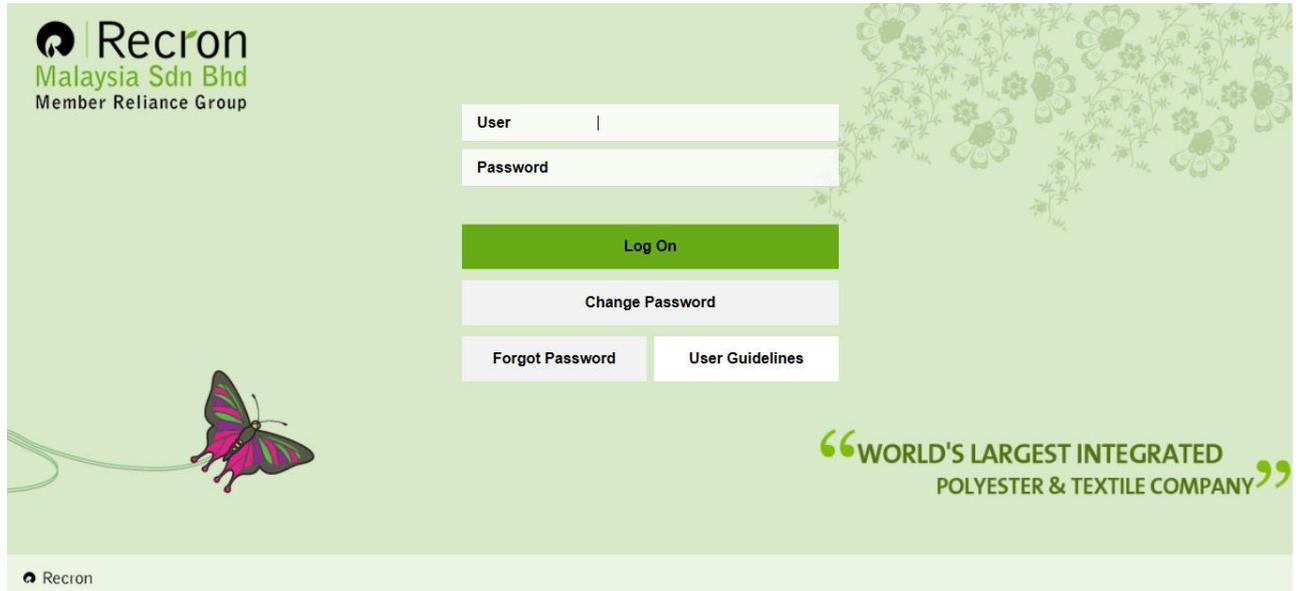
- Password should be of minimum 6 character and maximum up to 32 characters
- Password should have at least one digit (0 – 9)
- Password should contain minimum two alphabets (a-z) and (A-Z). Minimum one upper case and one lower case.

For example "**UseR123**"

This SOP is to be used to reset / change password of ESS incase employee forgets the existing password or if ESS id is locked for any reason.

Following are the steps to reset ESS password:-

1. Click on **Forgot Password** button to reset your ESS password.



Request to generate password screen is displayed and following mandatory details are to be entered by employee for receiving new system default password through e-mail.

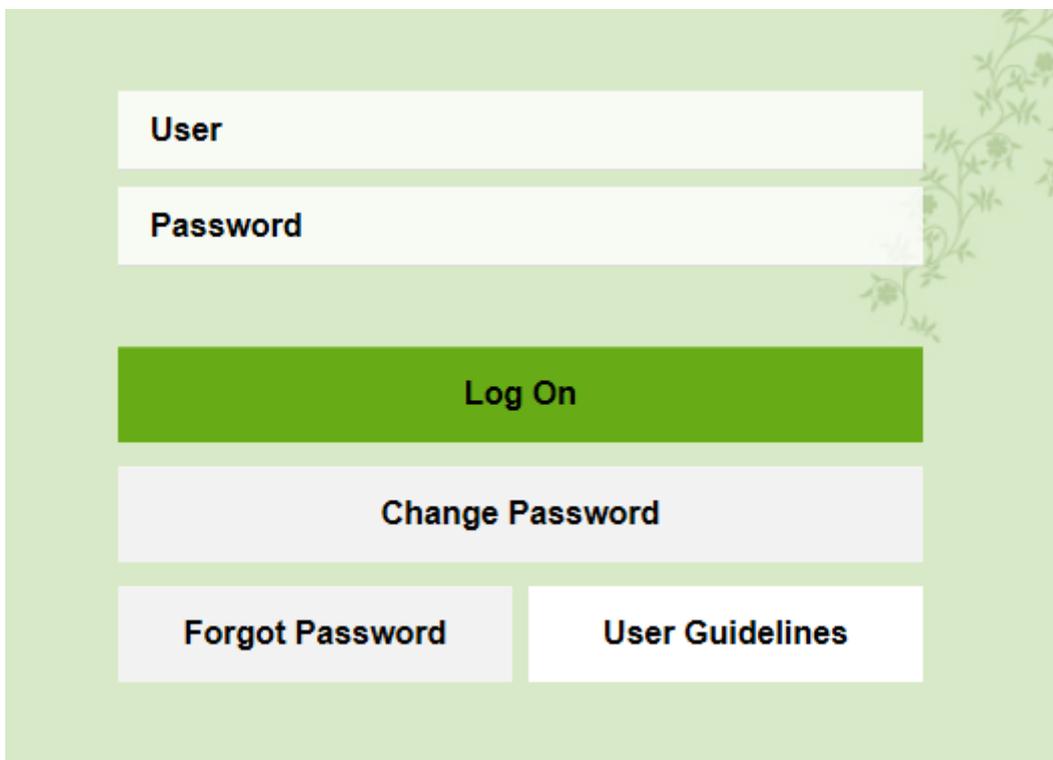
1. ESS User Id
2. Email Id
3. Date of Birth

**Note:** - Please do not enter wrong '**Logon id**' or '**E-mail id**' as system checks correctness with employee data maintained in database.

2. Click on **Ok** and an auto-generated mail with subject '**Password reset**' will be appearing in your mail – Inbox. Copy the password mentioned in mail and login to ESS using the new system default password.



3. Login to ESS by entering your **'USER ID'** and **'Password'** which is mentioned in an auto-mail.



4. A screen of **'Change Password'** is displayed to employees for changing their ESS login password.

User P19910007

Current Password |

New Password

Repeat Password

**Change**

**Cancel**

To personalize your new ESS password following details are to be filled:-

- **Current Password** – The one which is sent to employee through an auto mail.
- **New Password** – Type password of your choice. New password must be alphanumeric having upper and lower cases. For example “**User123**”.
- **Repeat Password** – Repeat the password that is been entered in option ‘**New Password**’.

Click on “Change” button to reset your new personalized password