Advice on common queries when setting up MFA and accessing Employee Self Service (ESS)

Query	Advice
No email invitation received	- No work or preferred email address for the employee is being held by the council's HR. - Instead, the Form Raiser will need to send an email to the HR Services for Schools Helpdesk shrsportalhelpdesk@birmingham.gov.uk , with the employee's full name, personnel number and email address. - Please note: direct emails from employees will not be dealt with.
Using the authenticator app for setting up multi-factor authentication (MFA)	- Using the Microsoft authenticator app is **not recommended**. - Instead, as part of the set up process, when asked to 'Keep your account Secure', please use the ' I want to set up a different Method'. This will allow the employee to use a telephone number for access instead. - If the Microsoft authenticator app' is used, note that the app is specific to the device. So, if the app is deleted and downloaded again or downloaded to a new device, the authentication process will fail. - If you require 'Authentication Methods' to be changed, the Form Raiser will need to send an email to the HR Services for Schools Helpdesk shrsportalhelpdesk@birmingham.gov.uk , with the employee's full name, personnel number and email address with the details of the change required.
ESS Access	- The original email invitation is a single use email and once selected should be deleted, as you cannot access ESS using the invite email again. - The easiest way to access ESS is to save the ESS link (**https://enre.fa.em3.oraclecloud.com/**) as a favourite or bookmark (depending on your browser) and give it a memorable name such as 'My Work Details' or 'View Payslip'.
Password queries	- The password issue is with the school's or employees (if using their personal email) sp please contact your email service provider. - No passwords are required to access ESS. - Passwords will only be requested to access your email account. - If any users see a password reset prompt, wrong password etc, this is not related to ESS.
404 or server error message	- As within any internet-based system, you may experience intermittent issues - please try again a little later. - If the issues persist, the school Form Raiser should contact the HR Services for Schools Helpdesk via email: shrsportalhelpdesk@birmingham.gov.uk or by phoning **0121 675 9283**
Any other access issues	- For any other issues with ESS, and for data security purposes, contact can only be accepted from a school's Form Raiser. - Form Raisers should contact the HR Services for Schools Helpdesk with the employee's full name, personnel number and email address. This information can be provided via email: shrsportalhelpdesk@birmingham.gov.uk or by phoning **0121 675 9283.** - Please include screen shots of any error messages.