



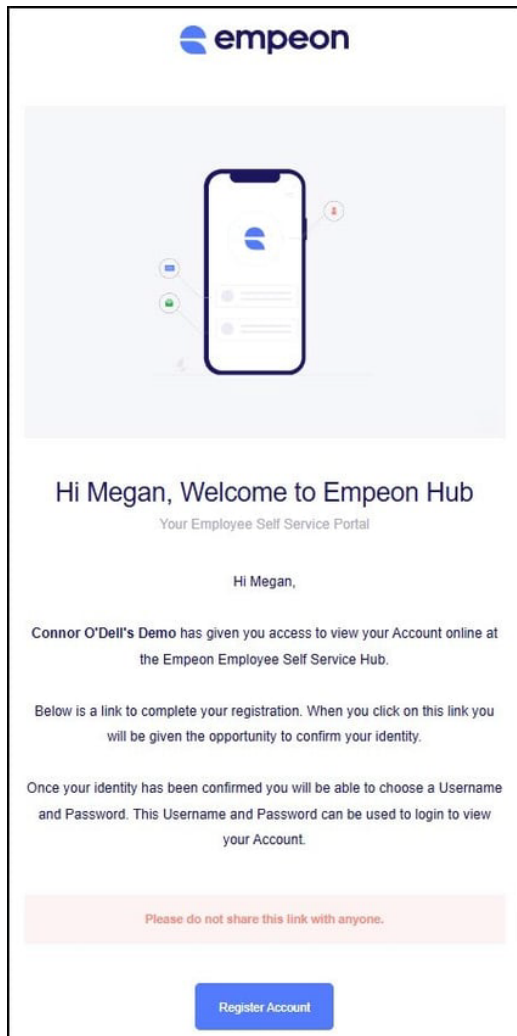
EMPLOYEE SELF SERVICE (ESS HUB) FIRST TIME LOGIN INSTRUCTIONS

[ESS Hub Registration](#)

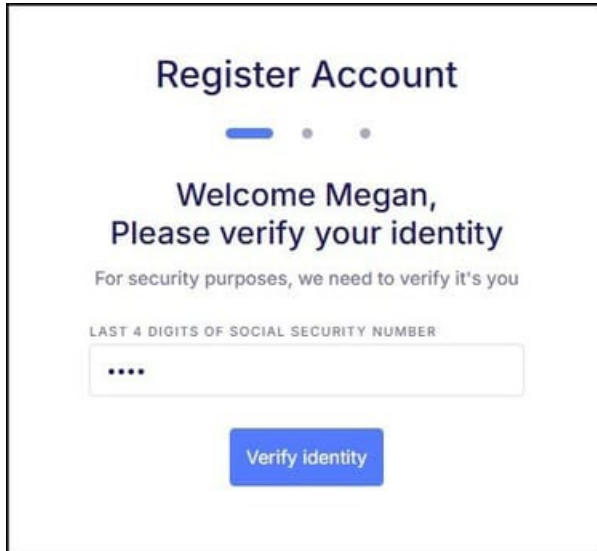
The [ESS Hub](#) is designed specifically for employees to view and manage their personal information and pay for information during employment.

This outline provides the steps to register for an ESS account and log in for the first time. Please note that Google Chrome and Mozilla Firefox are recommended browsers for accessing ESS Hub. Internet Explorer is not supported.

1. **Registration Email** - An email invitation to register for the ESS Hub will be sent from notifications@em.empeon.com. The email will resemble the example below. Click the blue "**Register Account**" button to begin setting up the account. If the email does not arrive, verify that the email address on file with Human Resources is correct.

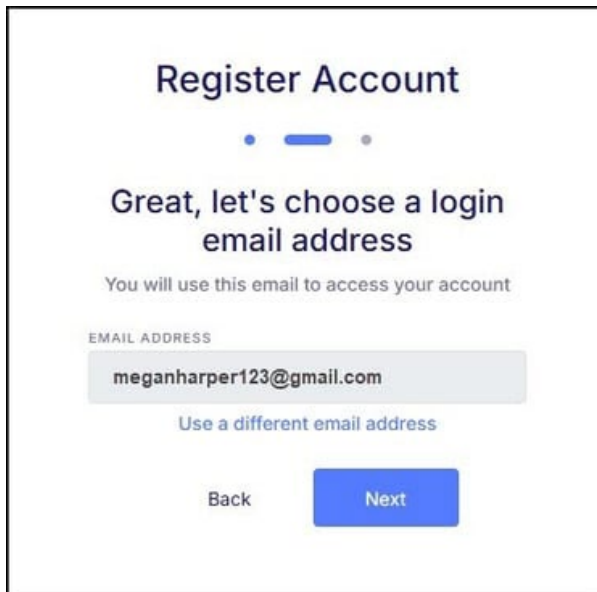


2. **Verify identity** - After being directed to a secure web page, the next step will be to confirm the last four digits of your Social Security Number. Then click "**Verify Identity**".



The screenshot shows a web page titled "Register Account" with a progress indicator showing the first step is active. The main heading is "Welcome Megan, Please verify your identity". Below this, it says "For security purposes, we need to verify it's you". There is a text input field labeled "LAST 4 DIGITS OF SOCIAL SECURITY NUMBER" containing four asterisks. A blue button labeled "Verify identity" is positioned below the input field.

3. **Verify Email** - The next step is to confirm the email address linked to the account. This email will be used for logging into the ESS Hub. In most cases, this will be the email in which the ESS registration was sent to. However, if you prefer to use a different email address, there is the option to do so by selecting "**Use a different email address**".



The screenshot shows a web page titled "Register Account" with a progress indicator showing the second step is active. The main heading is "Great, let's choose a login email address". Below this, it says "You will use this email to access your account". There is a text input field labeled "EMAIL ADDRESS" containing the email address "meganharper123@gmail.com". Below the input field, there is a link that says "Use a different email address". At the bottom, there are two buttons: "Back" and "Next".

4. **Create Password** - After confirming the email the ESS account should be linked to, the next step will be to create a password. The new password must align with the criteria listed on this screen. After establishing the password, click "**Finish**".

Register Account

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**Almost there, please
provide a secure
password**

Make sure to set a unique and strong password

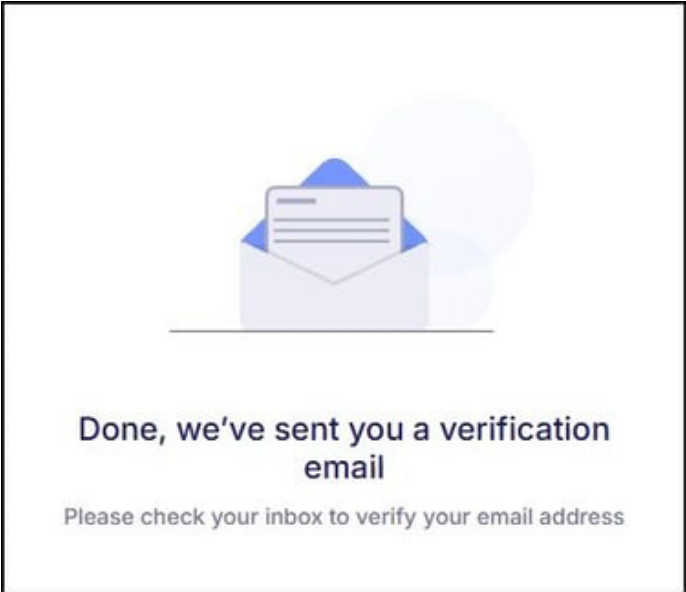
PASSWORD

- × 1 Uppercase letter
- × 1 Lowercase letter
- × 1 Number
- × 1 Special character (~#\$^+=!*()@%&)
- × 8 Characters minimum

CONFIRM PASSWORD

[Back](#) [Finish](#)

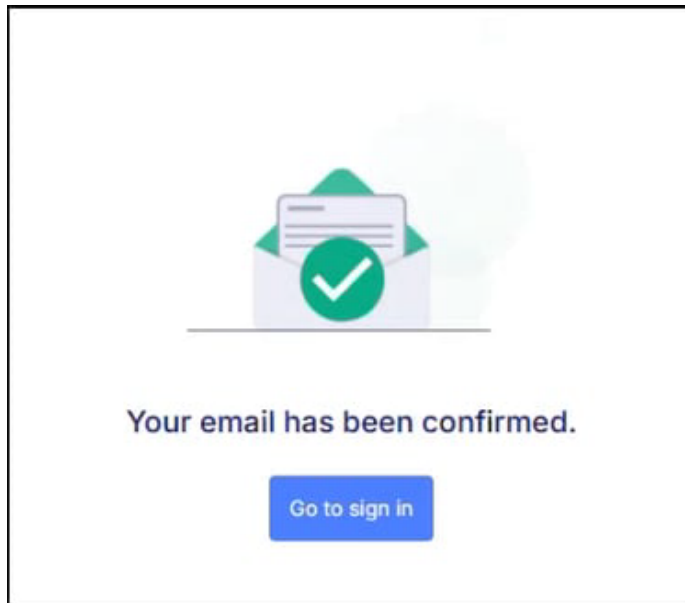
5. **Email Verification** - Once registration is complete, another email will be sent to verify the email address and finalize the creation of the ESS account.



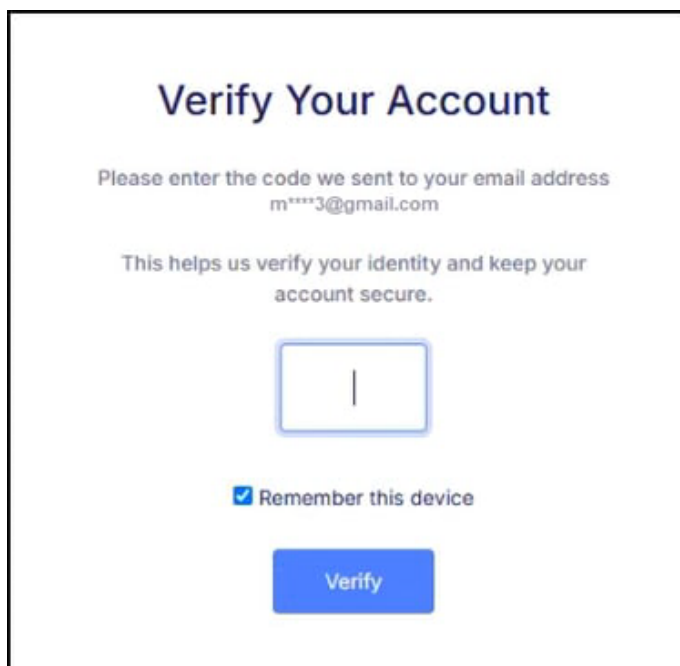
The subject line of the email will say "Email Address Confirmation" and it will come

from notifications@em.empeon.com. Click the blue **"Confirm"** button within the email to proceed to the Sign-In screen.

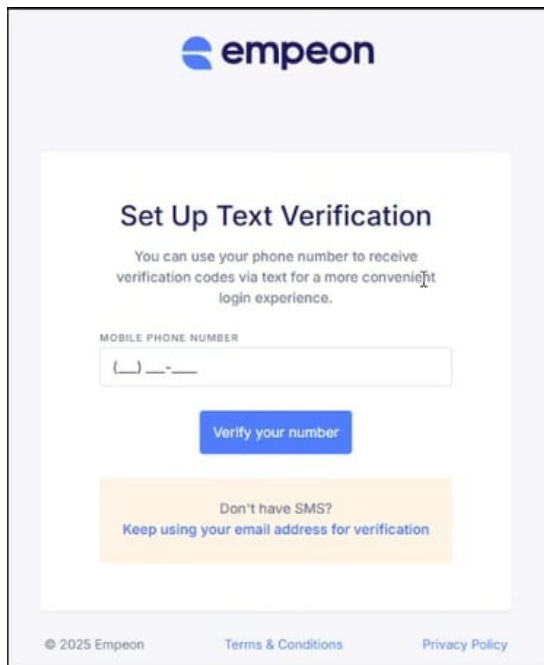
6. **Go To Sign-In** - After clicking "Confirm" within the verification email, a new window will appear confirming that your email has been confirmed.



Click **"Go To Sign In"** and log in using the email and password that was just created. Upon signing in, the system will prompt for two-factor authentication via email. A verification code will be sent to the email address being registered. Enter the code in the provided field, then click **"Verify"**.



After entering the code, the system will prompt a phone number to enable text message verification for future logins. This step is optional.



The screenshot shows the Empeon logo at the top left. The main heading is "Set Up Text Verification". Below it, a paragraph explains that users can use their phone number for verification codes via text for a more convenient login experience. There is a text input field labeled "MOBILE PHONE NUMBER" with a placeholder "() - -". Below the input field is a blue button labeled "Verify your number". At the bottom of the form area, there is a yellow box with the text "Don't have SMS? Keep using your email address for verification". The footer contains the copyright notice "© 2025 Empeon" and links for "Terms & Conditions" and "Privacy Policy".

To continue using email for two-factor authentication, click "**Keep using your email address for verification**" otherwise enter your phone number and click "**Verify your number**". This will send yet another verification code via text to the phone that was entered. This is the final step to successfully completing your account registration.