

Tufts Employee Self Service Account Creation and Password Security

Welcome!

Welcome to **eServe@HR**, the Tufts Employee Self Service site!

Using Internet Explorer or Mozilla Firefox, you can access your personal, pay and benefit data over the web. This is a fast, convenient, and secure way to see your information. This “tip sheet” describes how to log in for your first time and how to set up your security question and new password. You will receive a confirmation email every time you change your password or security question.

Logging In for the First Time

You must be logged into the Employee Self Service system to use it. Two things are required: your Tufts UTLN (your Tufts email user ID) and your Employee Self Service password. You will receive your first Employee Self Service password at your home through the US mail.



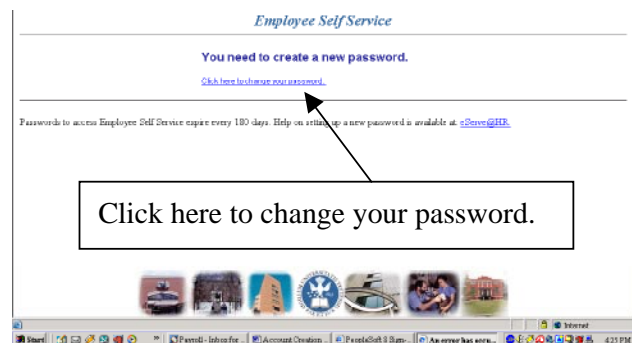
Navigate to the Tufts eServe Splash page: <http://eserve.hr.tufts.edu/>. Please save this page in your favorites.

You can then click on **Employee Self Service Login** to reach the login page.

Once the login page appears, enter your UTLN (your Tufts email User ID) in the User ID field, and the temporary password you received in the mail. Remember, your password is case sensitive. After entering your UTLN and password, click the “**Sign In**” button.

The first time you login, a page will appear telling you that you need to create a new password.

Click on the [Click here to change your password](#) link.



Next, the **General Profile Information** page will appear and you will need to set up a security question and answer. This security question will be used to authenticate your identity if you ever forget your password and need to have it reset.

Click on the [Change or set up forgotten password help](#) link.

General Profile Information

Jane Doe

To change your Password, click on the link below

[Change password](#)

You last changed your Password on: **12/08/2008** Password will expire on: **06/06/2009**

To set up or change your Question, click on the link below

[Change or set up forgotten password help](#)

You last changed your Question on: **07/14/2004 8:43:53AM**

[Return to Main Menu](#)

Now you can choose from a series of questions in the drop down menu. Some choices are:

- What was the name of your childhood best friend?
- What was the name of your elementary school?
- What was the name of your first pet?
- etc...

Select your question, type in your response, and click the “**OK**” button when you are done.

Change or set up forgotten password help

If you forget your password, you can have a new temporary password created for you. Enter a question and your response below. These will be used to authenticate you.

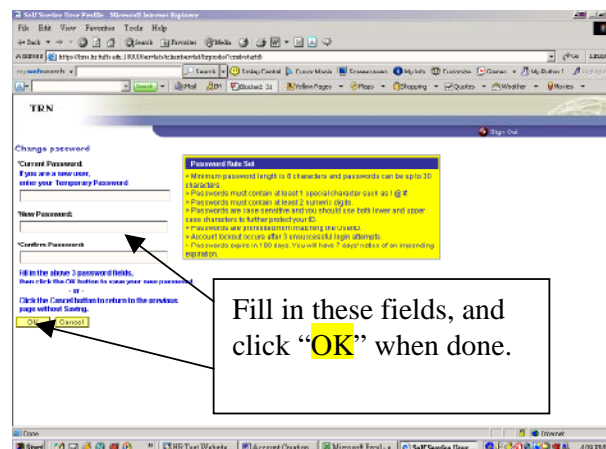
Pick a security question and then enter your response. Click OK when finished to save your selection.

Question:

Response:

On the **Change Password** page, you will now create your new password. Pay attention to the password rules that are outlined on the page.

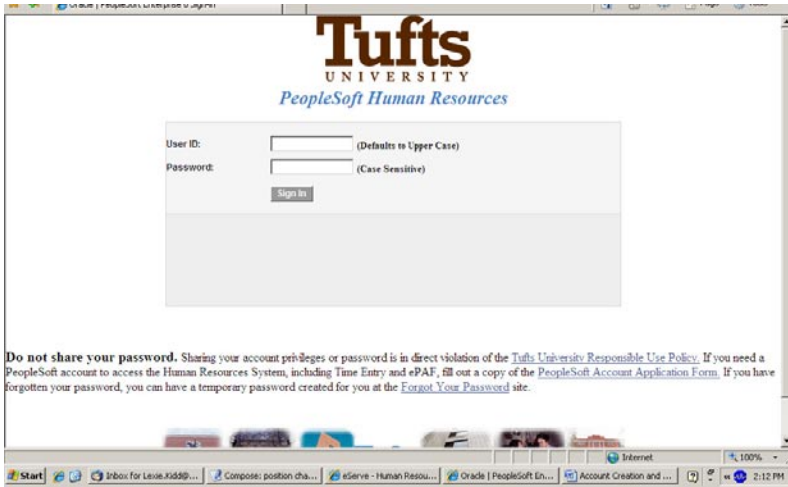
- Enter the temporary password you were given in the “Current Password” field.
- Enter your new password in the “New Password” field.
- Retype your new password in the “Confirm Password” field.
- Click the “**OK**” button.



Once you have created a new password, you will be taken back to the **Password Maintenance** page. To get to the main menu, click on the [Return to Human Resources Self Service Menu](#) link.

Forgot Your Password

You can get a temporary password if you forget your Employee Self Service password. Before you use the **Forgot Your Password** tool, you must have set up a security question. Near the bottom of the login page is a [Forgot Your Password](#) link. If you have forgotten your password, click on this link.



The **Forgot My Password** page will appear.

Enter your User ID and the last 4 digits of your Social Security number. Then click the **Continue** button when you are done.



Employee Self Service

Forgot My Password

Enter your User ID and the last 4 digits of your social security number below. These will be used to find your profile in order to authenticate you.

User ID (email UTLN):

Last 4 digits of SSN:



Employee Self Service

Forgot My Password

Enter your User ID and the last 4 digits of your social security number below. These will be used to find your profile in order to authenticate you.

User ID (email UTLN):

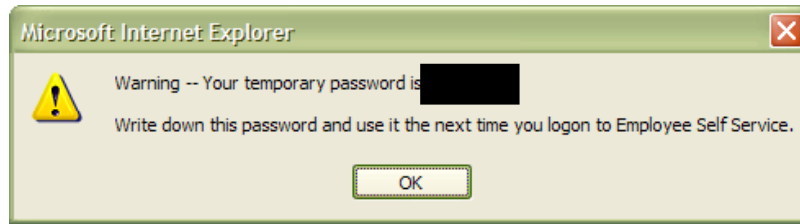
Last 4 digits of SSN:

Employee	
Employee Name:	
Email ID:	

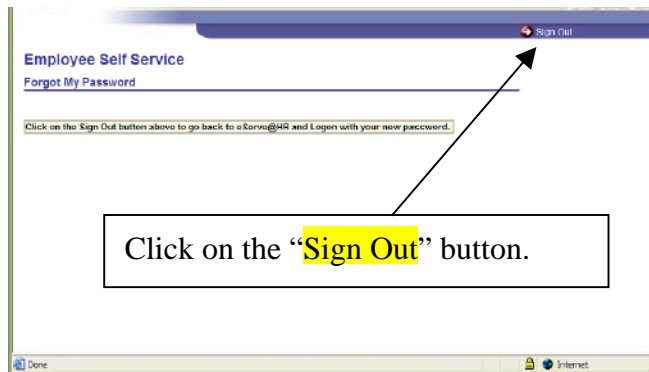
Security Question	
Please answer the following question below for user validation.	
Question:	What was the name of your first pet?
Response:	<input type="text"/> <input type="button" value="Validate"/>

Now you will see a page that displays your security question. Enter your answer to the question in the "Response" field. Click the **Validate** button to continue.

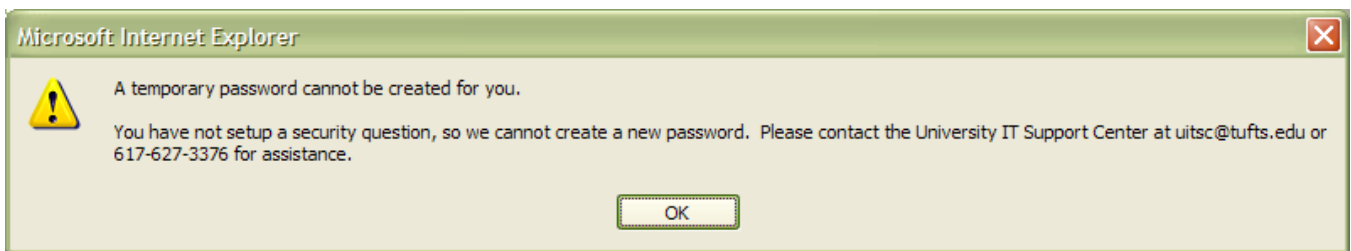
A message will appear giving you your temporary password. Please write down this temporary password and click the **OK** button to continue.



Click on the “**Sign Out**” button to get back to the log in page. Log in again with your temporary password and you will be prompted to create a new password (as you did when you first logged into Employee Self Service).



If you have forgotten your password and not created a security question, the following message will appear. Please follow the contact information and you will be provided with assistance to create a new password.



Once you have created a security question, you will be able to proceed with this process.