

Why Can't an Employee Login?

1. Does the employee have an I-9 attached to the Employee Record in Guardian?

There are two ways to tell...

I-9 Number	View I-9	[Primary] Type [*] Setup RH/RA	Date Created	Name on Form	I-9 Location	I-9 Business Unit	I-9 Date Started	Section 1 Signed	Section 2 Signed	Date Completed	Date Approved	Date Expires
No Data												

a) No Data means that there is not an I-9 and one needs to be created.

Employee Name	Title	I-9 Number	Responsible Entity	Date Hired	Location
Test, Test		N/A	HR Admin	08/30/2019	University

b) N/A means that there is no I-9 attached to the record and one needs to be created.

2. Did the employee lock their record by trying to login too many times?

If the box for “Employee May Not Login To System” is checked, make sure to uncheck it and Update Info before sending out a new email with a login and password.

Employee Access

Personal | Job Details | Tasks | I-9 Forms | OnDocs | **Login Info** | Custom Fields | E-Verify

Login Information

Contact Information

E-Mail:

Update Login Name & Password

* New Login Name:

* New Password:

* Confirm Password:

Employee Must Change Password at next Login

Employee May Not Login to System

* Leave these values blank unless you need to change them. Current values are not shown for privacy.

User Needs Help with Login

Click the Reset Password button to generate a random password only and send an E-mail to the employee.

Click the Reset Login button to generate a random login and password, and send an E-mail to the employee.

For questions, visit the [HR Records Administration Contact Us](#) page to contact an I-9 representative.