

Employee Central IT Guide and Tips

Before enrolling in Employee Central please remember:

- Request your RACF and Employee number from your manager or Human Resources.
- Have the enrollment instructions in front of you and review carefully.
- Other than to request your RACF and Employee number, Human Resources should not be contacted. You can contact Corporate IT at (904) 905- 8737 to assist you. Please see below for common IT issues and resolutions.

Problem #1: You are receiving the error “the credentials you typed are incorrect” on the initial Citrix NetScaler (Page #1 of the instructions).

Solution: Please call Corporate IT @ 904-905-8737 (Option #1, Option #2). Please tell the IT representative that you need a password reset on the DOMAIN page.

Problem #2: You are receiving the error “Authentication Failed” when you enter your Corporate Domain RACF and ticket number (Page #3 of the instructions).

Solution: Please call Corporate IT @ 904-905-8737 (Option #1, Option #1). Please tell the IT representative that you need a MobilePASS/ ticket number reset.

Problem #3: After entering your software token passcode (Page #10), you receive the message “Please contact your administrator”.

Solution: Please call Corporate IT @ 904-905-8737 (Option #1, Option #1). Please tell the IT representative that you need a MobilePASS/ ticket number reset and start the enrollment from the beginning on the Citrix NetScaler page (Page #1 of the instructions).

Problem #4: You are attempting to login on Employee Central and receiving the error “The security information you provided does not match our records”.

Solution: Please call Corporate IT @ 904-905-8737 (Option #1, Option #2). Please tell the IT representative that you need a password reset on the PMI page.

Please remember that your **password expires every 30 days**. However, if you do not login to Employee Central within those 30 days, you will miss the notification allowing you to easily change your password. If you happen to miss this prompt, the system will not allow you to login until you have called Corporate IT to update your password.