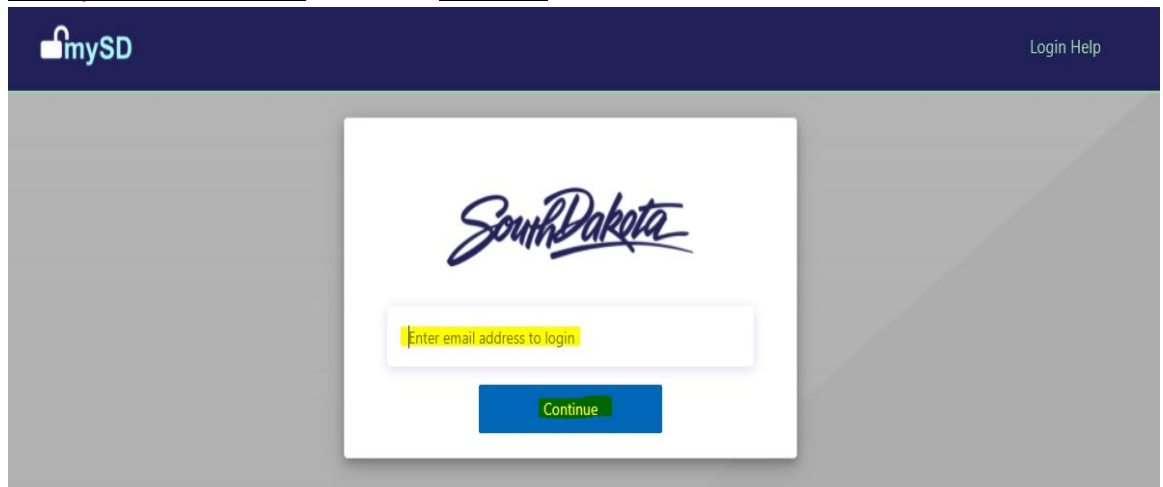


## FY23 Benefits Open Enrollment Troubleshoot Login Guide

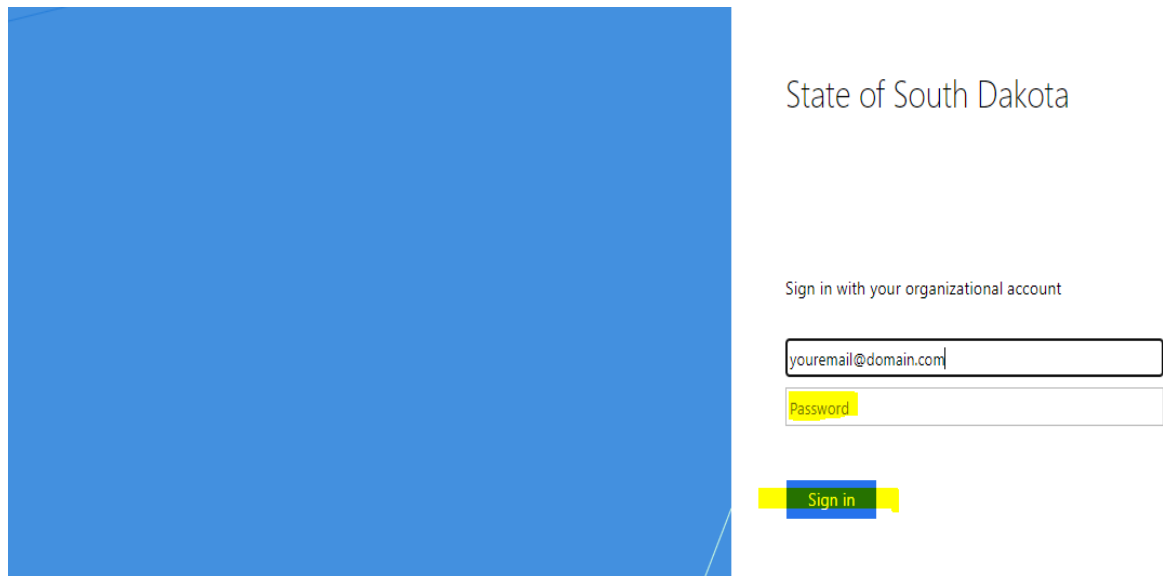
If you are experience login issues, this guide offers different tips to help you navigate through these issues. While all the scenarios may not pertain to you, please carefully review each section to help you troubleshoot your particular issue.

1. Step-by-step login instructions for employees that have a state network user name (e.g. [firstname.lastname@state.sd.us](mailto:firstname.lastname@state.sd.us)). When you sign in with mySD, follow the online instructions. It will look something like this.

- a. Enter your email address, then click Continue.



- b. Enter your Password you use to login to your computer, then click Sign in.



- c. Click Yes to stay signed in.



## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

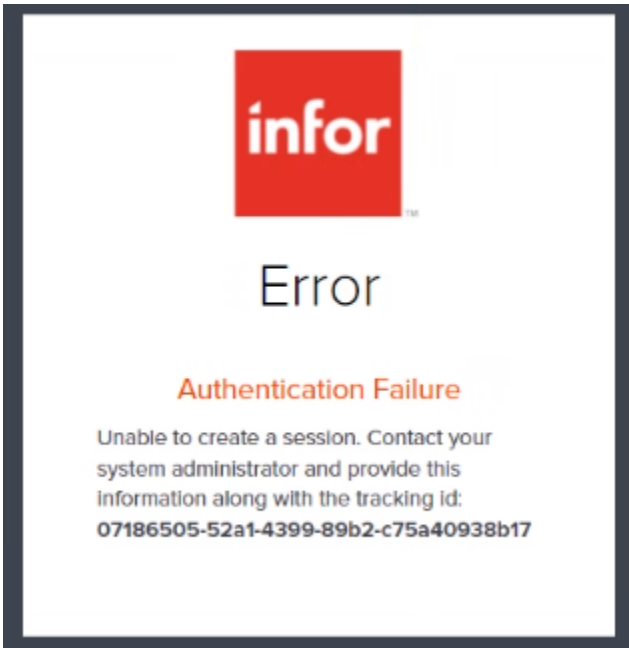
Yes

***This system may contain information which is restricted to authorized users only. Unauthorized access, use, misuse, or modification of this computer system or of the, data contained herein or in transit to/from this system constitutes a violation of, Title 18, United State Code, Section 1030, and may subject the individual to criminal, and civil penalties pursuant to Title 26, United State Code, Sections 7213, 7213A, (the Taxpayer Browsing Protection Act), and 7431.***

2. Step-by-step login instructions for employees that do NOT have a state network user name. When you sign in with mySD, follow the online instructions. It will look something like this.
  - a. Enter your email address and Password you registered with mySD, then click Sign in. If you are unsuccessful try the following:
    - i. Check the spelling of your user id.
    - ii. Try Forgot your password?
    - iii. Review additional Login Help information in the top right.

The screenshot shows the mySD login interface. At the top left is the mySD logo, and at the top right is a 'Login Help' link. The central white box contains the 'South Dakota' logo in a script font. Below the logo are two input fields: the first is for an email address, showing the placeholder 'youremail@domain.com', and the second is for a password. To the right of the password field is a link that says 'Forgot your password?'. Below these fields is a blue button with the text 'Sign in'. At the bottom of the white box, there is a link that says 'Don't have an account? Sign up now'.

3. If you receive the Infor Authentication Failure error your email you entered is not tied to an Infor actor account.



- a. At Open Enrollment last year or if you are a recent newly hired employee, do you recall completing the one-time registration to sign into Employee Space? Below is a step in what the registration would have looked like – you would have had to enter your last four digits of your SSN and your Date of Birth.

A screenshot of a web form for 'User Access & Registration'. The header is a dark blue bar with the BHR logo on the left and 'Infor Sign out' on the right. Below the header, the text reads: 'To complete your account registration, enter your information below. Then click the 'Submit' button.' There are two input fields. The first is labeled 'Last four digits of SSN \*' and contains a yellowed-out area. The second is labeled 'Date of Birth \*' and contains the text 'MM/DD/YYYY' followed by a yellowed-out area.

- b. If you have previously completed your one-time registration (last four digits of your SSN and Date of Birth) and get the Infor Authentication Failure error, contact BHR at 605.773.3148.

4. MySD user account not found. If you are unsuccessful try the following:
  - a. Check the spelling of your user id.
  - b. Try Forgot your password?
  - c. Review additional Login Help information in the top right.

