

Employee Space Sign On and Troubleshooting Guide for HR Staff

HR Troubleshooting Guide

Trouble Logging Into Employee Space

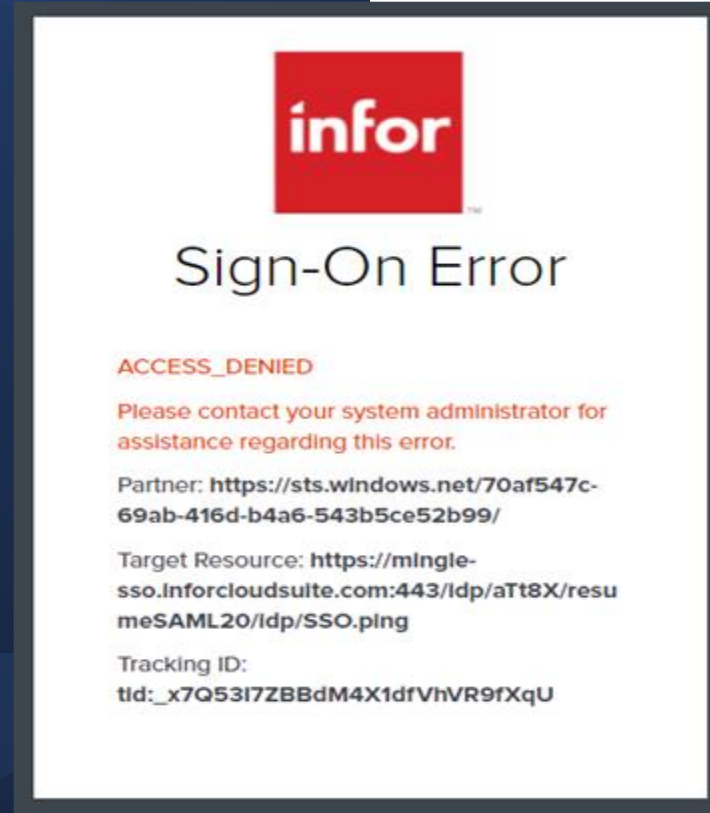
Authentication Failure Error



- Look up the employee's primary email in MT-PRD . Make sure they are using the primary email address.
- Check spelling of the email.
- Advise the employee to clear cache & cookies or use an incognito window to access employee space and log in. (see page 9 and 10 for instructions)
- This should resolve 90% of issues

Trouble Logging Into Employee Space

Sign-On Error



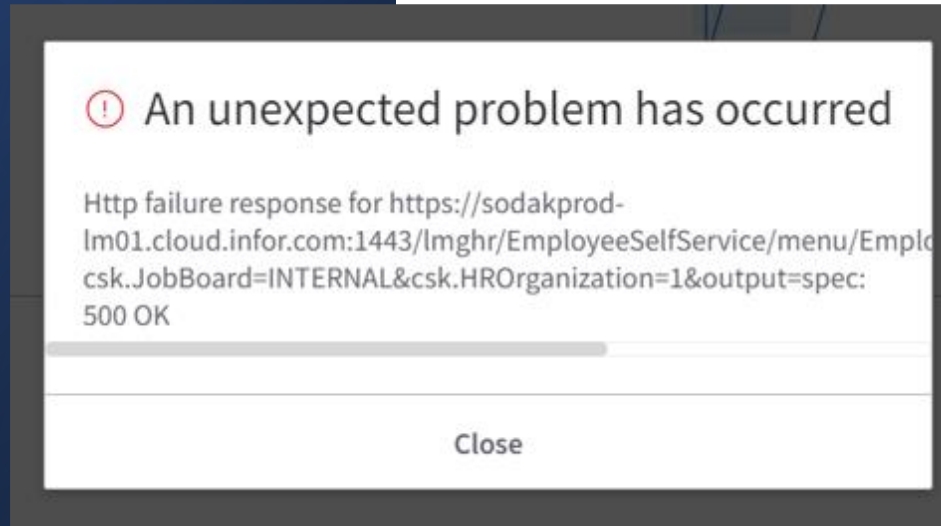
- Make sure the employee is signing in with MySD Link not the AzureAD Link*



- The employee should be able to log in and update their password at this point.
- If employee is receiving the authentication failure error from the previous pages after doing this, please have them try a different email.
- *This error is more typical for a BOR employee

Trouble Logging Into Employee Space

An unexpected problem has occurred error message



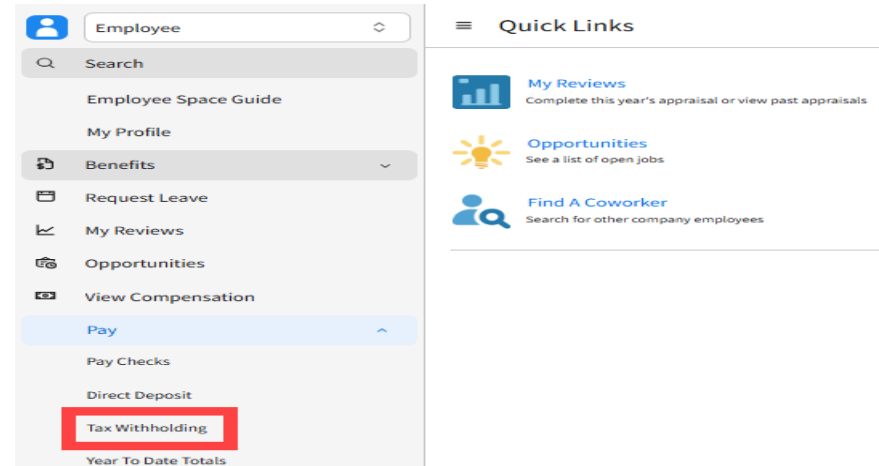
- These errors are usually timing errors. Allow 24 hours for the system to update then try to log in again.
- If this is a BOR employee and made changes to their SSN or DOB, they will have to wait 24 hours and try again
- Advise to clear cache & cookies or use an incognito window to access employee space and log in. (see page 9 and 10 for instructions)
- If none of the above work, please put the issue on the TA Candidate and Employee Space Issue Tracking for BFM to look at. This would also be true for “500” Internal Errors and 403 forbidden error you would get.

403 Forbidden

Microsoft-Azure-Application-Gateway/v2

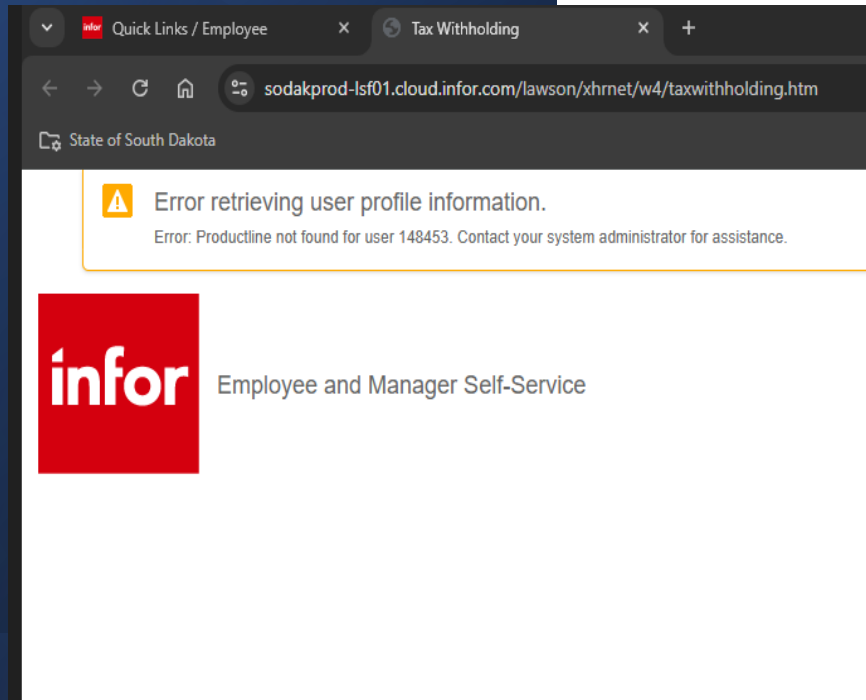
Productline Not found Error

- This error may occur when the employee has already logged into Employee space and clicks on Tax withholding



- If the employee receives this error when clicking on Tax Withholding, please reach out to TJ/William including screenshots of the error (example to the left that has the web address included)

Other errors



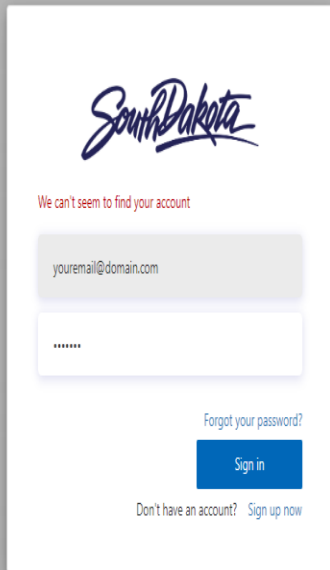
Other Troubleshooting

Other Troubleshooting Information

- Make sure that the person calling is an actual employee
- Have them clear cache and cookie or use an incognito window to access employee space and log in (see page 9 and 10 for instructions)
- If someone has recently changed their last name, they may have to use the email with their maiden name depending on timing
- If they are receiving an account not found error
 - Have them check the spelling of the email they are using
 - Have them try “[Forgot your password?](#)”
 - Go to login help at the top right if needed

mySD

Login Help



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 main content area features the South Dakota logo, a red error message 'We can't seem to find your account', an email input field containing 'youremail@domain.com', a password input field with masked characters, a 'Forgot your password?' link, a blue 'Sign in' button, and a 'Don't have an account? Sign up now' link at the bottom.

State of

South Dakota

BUREAU OF HUMAN RESOURCES
AND ADMINISTRATION

Tracking Employee Space Log In Issues

Tracking Log in Issues that need to go to BFM

- For Errors that can not be resolved without the intervention of BFM, you will need to enter them on the shared spreadsheet “**TA Candidate and Employee Space Issue Tracking**” on the tab labeled “**Employee Log in Issue**”
- This will be a shared spreadsheet that is updated *live* by both HRSS, Benefits and BFM. It is advised to look at it each day to ensure that you are following up with employees who are having login issues.
- Remember the more details you can provide in the spreadsheet, the faster BFM can fix the login issues.
- Complete all fields on the spreadsheet, this includes identifying yourself as the person who is creating/logging the issue on the spreadsheet.

Tracking Log In Issues

Tracking Log in Issues that need to go to BFM

THE MORE
DETAILS IN
THE ISSUES
SECTION
YOU CAN
GIVE BFM
THE BETTER

Resolved	Date	HRS/Benefit Specialist	Emp Num	Email	First Name	Last Name	Issue	Contacted re: resolution	Action taken (BFM)	Notes
yes	05/02/2022	Katheryn	159601	Jamie.Vanderham@state.sd.us	Jamie	Vanderham	EE attempted to login via mySD and Azure. She gets the Authentication Failure and Access Denied error screens. Unclear why this is occurring as she did clear her cache and used the incognito window.	yes	was set to a MySD username. I updated to state email by resaving it as the primary on her resource record	
yes	05/02/2022	Corrine	148377	Amanda.Marsh@sdlegislature.gov	Amanda	Marsh	Power BI has Amanda.Marsh@sdlegislature.gov email address. GHR has	yes	I talked to her. It's done. Needs to use MySD with marsh email	
yes	05/03/2022	Corrine	535073	chloe.druskoff@sdstate.edu	Chloe	Druskoff	EE attempted to login via mySD and Azure. She gets the Authentication Failure and Access Denied error screens. Unclear why this is occurring as she did clear her cache and used the incognito window.	yes	not registered. Advise to follow NH login instructions	
yes	05/03/2022	Corrine	140903	Jillian.Sheldon@ujs.state.sd.us	Jill	Sheldon	EE attempted to login via mySD and Azure. She gets the Authentication Failure and Access Denied error screens. Unclear why this is occurring as she did clear her cache and used the incognito window.		MySD with Jillian.Sheldon@ujs.state.sd.us	May need to create my SD account. Reset work email as primary with current date and advised to give it a minute, then login. - KM
yes	05/03/2022	Jill	531798	joseph.berendse@sdstate.edu	Joseph	Berendse	No access allowed error	yes	fixed	
yes	05/03/2022	Zena	164105	j_harn@hotmail.com	Justin	Harn	EE attempted to login via mySD and Azure. She gets the Authentication Failure and Access Denied error screens. Unclear why this is occurring as he did clear her	yes	MySD with justin.r.harn.nfg@army.mil	
yes	05/03/2022	Corrine	534784	Lesli.Olson@usd.edu	Lesli	Olson	EE attempted to login via mySD and Azure. She gets the Authentication Failure and Access Denied error screens. Unclear why this is occurring as she did clear her	yes		They haven't done the registration step...

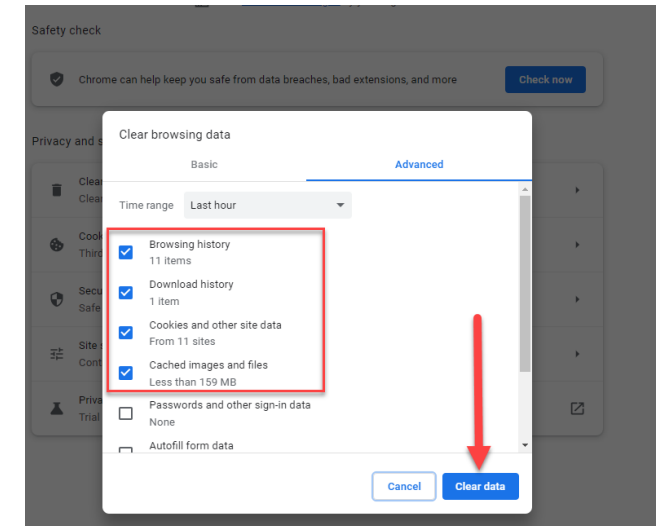
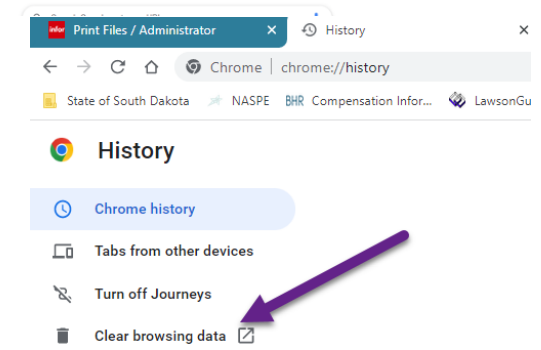
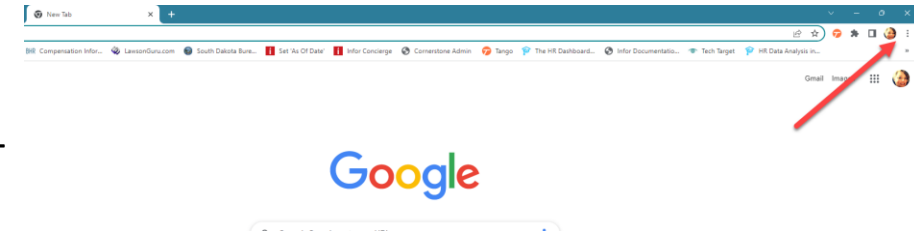
- Fill out each column in the row you are logging the issue in, except “Action taken by (BFM)” column. BFM will fill this column out.
- You will need to check back the next day to see if you need to contact the employee and have them try logging into employee space again.

Clearing Cache and Cookies

Clearing cache is an important first step for any troubleshooting of internet browsing. The 'cache' is a tool used by your internet browser to speed up the page loading process. Clearing cache and cookies is a way that we can be sure that any issues that we come across are actually proving something is wrong with the websites, rather than inconsistencies caused by different browsers.

How to clear cache and cookies

- Click the tools menu (three dotted lines in the upper-right corner).
- Select History (you may have to select history again)
- Select Clear browsing data from the left-hand side. Set the time range to All Time
- Check-Mark:
 - Browsing history
 - Download history
 - Cookies and other site data
 - Cached images and files
- Click on the Clear Data button

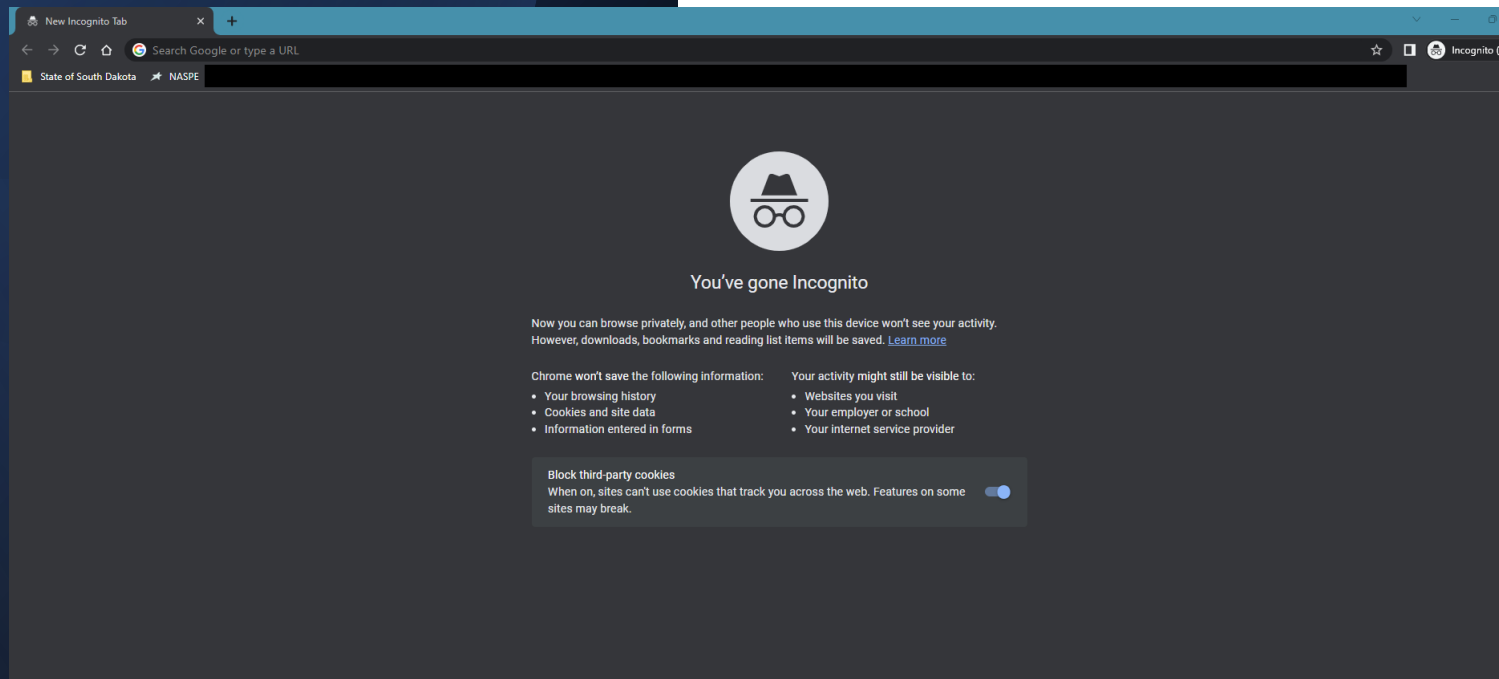
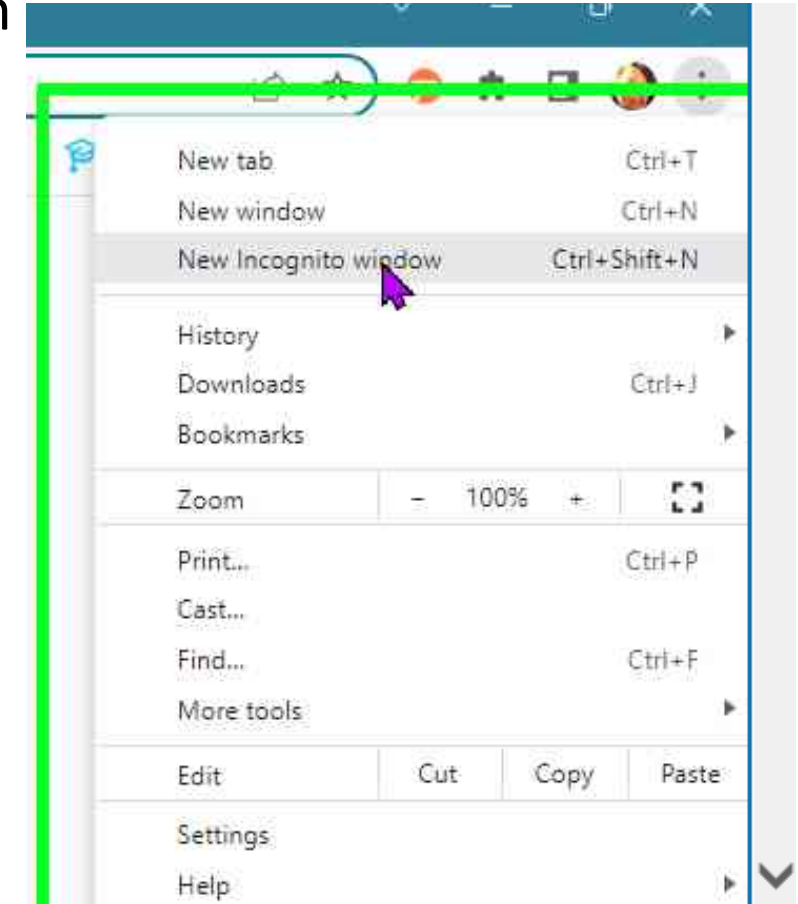


Incognito Windows



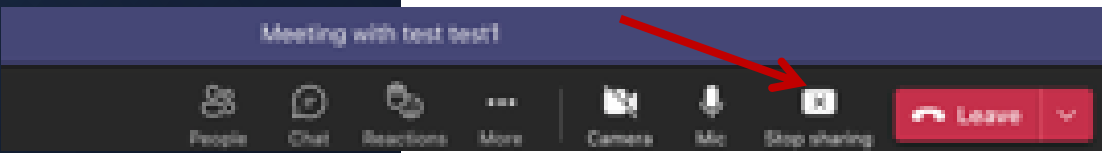
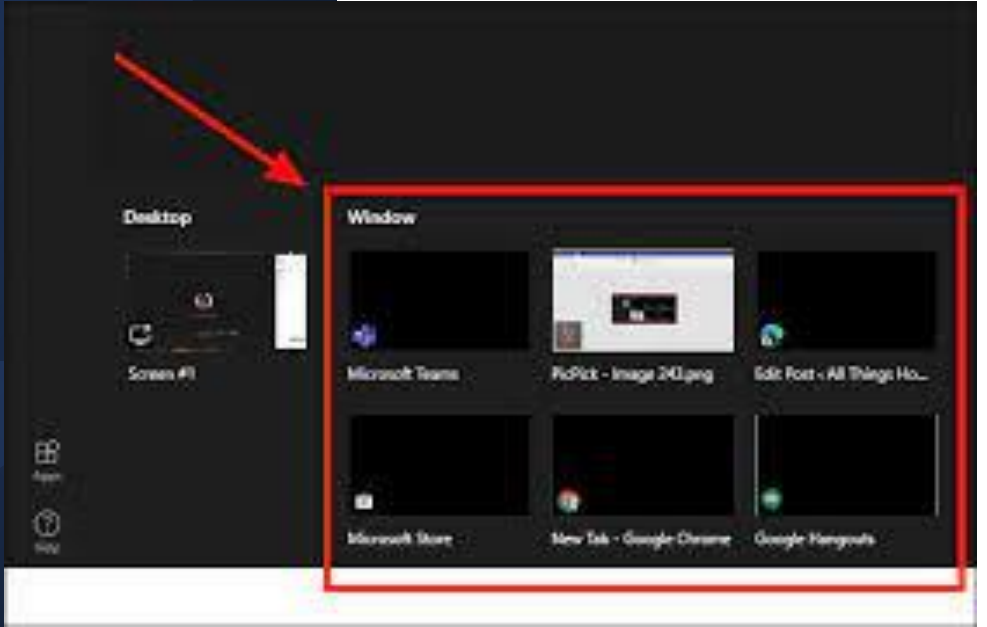
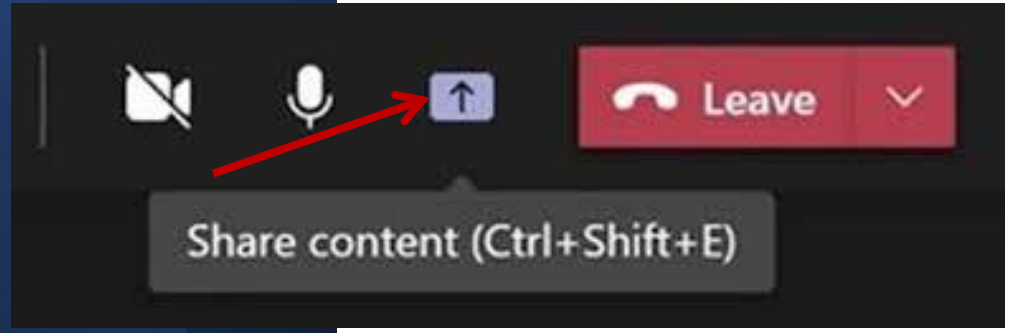
How to open incognito window

- Open the Chrome Menu in the upper-right-hand corner of the browser window and select “New Incognito Window”.
- You can also use the shortcut Shift + CTRL+N



How to Share Screens in Microsoft Teams

Sharing Screens via Teams



- Go to Teams
- Select "Share" icon with the arrow that points up next to the red leave button. This will allow you to share content.
- Select window and make sure to select the window you want to share
 - There will be a border around what you are sharing (usually red) you can select all windows or one window
- Select "Stop Sharing" to stop showing screen

Logging into Power BI

Power BI

Power BI is a tool used to find out if an employee has completed their one-time registration process for MySD. This is typically done as a new hire. To get to Power BI, just click the link to Power BI and it will take you directly to the query

- Is the employee a New Hire?
- Has the employee completed their one-time registration process for MySD?

<https://app.powerbigov.us/reportEmbed?reportId=f0e0dd34-36db-4a34-8794-89d6eed08dae&autoAuth=true&ctid=70af547c-69ab-416d-b4a6-543b5ce52b99>

AddedDate	BenefitsRolesExported	displayName	employeeId	givenName	mail	PortalAccessExported	RegistrationEmailSent	surname
4/22/2025 7:05:56 PM	True	Dahl, Kyle	162866	kyle	Kyle.Dahl@state.sd.us	False	True	dahl
4/22/2025 5:06:34 PM	True	Hacker, Tytun	600898	tytun	Tytun.Hacker@state.sd.us	False	True	hacker
4/22/2025 2:06:42 PM	True	Jenkins, Jaden	165834	Jaden	Jaden.Jenkins@state.sd.us	False	True	Jenkins
4/22/2025 2:06:42 PM	True	Christopher Howell	600911	Christopher	christopher.howell@sdstate.edu	False	True	Howell
4/21/2025 8:05:57 PM	True	Weston Smith	600902	Weston	wes.smith@northern.edu	False	True	Smith
4/21/2025 2:06:06 PM	True	Corinda	600962	Corinda	corinda.hicks@gmail.com	False	True	Hicks
4/17/2025 10:05:56 PM	True	Deal, Sarah	600941	Sarah	Sarah.Deal@state.sd.us	False	True	Deal
4/17/2025 8:05:54 PM	True	Watterson, Cheriee	142446	Cheriee	Cheriee.Watterson@state.sd.us	False	True	Watterson
4/17/2025 7:05:59 PM	True	Blumer, Kyme	600940	Kyme	Kyme.Blumer@state.sd.us	False	True	Blumer
4/17/2025 6:05:58 PM	True	Moret, Connor	600932	Connor	Connor.Moret@state.sd.us	False	True	Moret
4/17/2025 5:06:35 PM	True	Pamarthi, Naren	600824	Narendrababu	Naren.Pamarthi@state.sd.us	False	True	Pamarthi
4/17/2025 4:05:56 PM	True	Jesse Hall	600903	Jesse	jesse.hall@sdstate.edu	False	True	Hall
4/17/2025 2:05:56 PM	True	Madrid, Alicia	600834	Alicia	Alicia.Madrid@state.sd.us	False	True	Madrid
4/16/2025 10:06:33 PM	True	Kylee Alvey	600897	Kylee	Kylee.Alvey@sdstate.edu	False	True	Alvey
4/16/2025 7:05:58 PM	True	Kayla Bossly	600812	Kayla	kayla.bossly@sdbor.edu	False	True	Bossly
4/16/2025 3:05:58 PM	True	Quintana, Sherri	600949	Sherri	Sherri.Quintana@state.sd.us	False	True	Quintana
4/16/2025 3:05:58 PM	True	Munoz Bulto, Diana	600939	Diana	Diana.MunozBulto@state.sd.us	False	True	Munoz Bulto
4/16/2025 2:06:36 PM	True	Smith, Patty	121917	Patty	Patty.Smith@state.sd.us	False	True	Smith
4/16/2025 2:06:36 PM	True	Kiana Campbell	600935	Kiana	kiana.campbell@sdstate.edu	False	True	Campbell
4/16/2025 1:05:58 PM	True	Bly, Regan	174965	Regan	Regan.Bly@state.sd.us	False	True	Bly
4/16/2025 2:05:56 AM	True	Emily Waldon	600866	Emily	ewaldon2002@gmail.com	False	True	Waldon
4/16/2025 2:05:56 AM	True	Emily Waldon	600866	Emily	Emily.Waldon@northern.edu	False	True	Waldon
4/16/2025 1:06:28 AM	True	kayla Hernandez	166630	Kayla	Kayla.Hernandez@state.sd.us	False	True	Hernandez
4/15/2025 10:05:57 PM	True	Hurt, Catherine	600942	Catherine	Catherine.Hurt@state.sd.us	False	True	Hurt
4/15/2025 4:05:56 PM	True	Ireland, Rachel	600944	Rachel	Rachel.Ireland@state.sd.us	False	True	Ireland
4/15/2025 3:06:38 PM	True	Bohman, Daniel	148453	Dan	Daniel.Bohman@state.sd.us	False	True	Bohman
4/15/2025 2:06:34 PM	True	Kate Schnabel	600820	Kate	kateschnabel21@gmail.com	False	True	Schnabel
4/15/2025 2:06:34 PM	True	Fox, Callyn	600819	Callyn	Callyn.Fox@state.sd.us	False	True	Fox
4/15/2025 1:06:34 PM	True	DeGarmo, Caleb	600910	Caleb	Caleb.DeGarmo@state.sd.us	False	True	DeGarmo
4/15/2025 1:06:34 PM	True	Florentz, Tammi	110651	Tammi	Tammi.Florentz@state.sd.us	False	True	Florentz



Power BI

Power Bi Fields

AddedDate	BenefitsRolesExported	displayName	employeeid	givenName	mail	PortalAccessExported	RegistrationEmailSent	surname
4/22/2025 7:05:56 PM	True	Dahl, Kyle	162866	Kyle	Kyle.Dahl@state.sd.us	False	True	dahl
4/22/2025 5:06:34 PM	True	Hacker, Tytun	600898	tytun	Tytun.Hacker@state.sd.us	False	True	hacker
4/22/2025 2:06:42 PM	True	Jenkins, Jaden	165834	Jaden	Jaden.Jenkins@state.sd.us	False	True	Jenkins
4/22/2025 2:06:42 PM	True	Christopher Howell	600911	Christopher	christopher.howell@sdstate.edu	False	True	Howell
4/21/2025 8:05:57 PM	True	Weston Smith	600902	Weston	wes.smith@northern.edu	False	True	Smith
4/21/2025 2:06:06 PM	True	Corinda	600962	Corinda	corinda.hicks@gmail.com	False	True	Hicks
4/17/2025 10:05:56 PM	True	Deal, Sarah	600941	Sarah	Sarah.Deal@state.sd.us	False	True	Deal
4/17/2025 8:05:54 PM	True	Watterson, Cheriee	142446	Cheriee	Cheriee.Watterson@state.sd.us	False	True	Watterson
4/17/2025 7:05:59 PM	True	Blumer, Kyme	600940	Kyme	Kyme.Blumer@state.sd.us	False	True	Blumer
4/17/2025 6:05:58 PM	True	Moret, Connor	600932	Connor	Connor.Moret@state.sd.us	False	True	Moret
4/17/2025 5:06:35 PM	True	Pamarthi, Naren	600824	Narendrababu	Naren.Pamarthi@state.sd.us	False	True	Pamarthi
4/17/2025 4:05:56 PM	True	Jesse Hall	600903	Jesse	jesse.hall@sdstate.edu	False	True	Hall
4/17/2025 2:05:56 PM	True	Madrid, Alicia	600834	Alicia	Alicia.Madrid@state.sd.us	False	True	Madrid
4/16/2025 10:06:33 PM	True	Kylee Alvey	600897	Kylee	Kylee.Alvey@sdstate.edu	False	True	Alvey
4/16/2025 7:05:58 PM	True	Kayla Bossly	600812	Kayla	kayla.bossly@sdbor.edu	False	True	Bossly
4/16/2025 3:05:58 PM	True	Quintana, Sherri	600949	Sherri	Sherri.Quintana@state.sd.us	False	True	Quintana
4/16/2025 3:05:58 PM	True	Munoz Bulto, Diana	600939	Diana	Diana.MunozBulto@state.sd.us	False	True	Munoz Bulto
4/16/2025 2:06:36 PM	True	Smith, Patty	121917	Patty	Patty.Smith@state.sd.us	False	True	Smith
4/16/2025 2:06:36 PM	True	Kiana Campbell	600935	Kiana	kiana.campbell@sdstate.edu	False	True	Campbell
4/16/2025 1:05:58 PM	True	Bly, Regan	174965	Regan	Regan.Bly@state.sd.us	False	True	Bly
4/16/2025 2:05:56 AM	True	Emily Waldon	600866	Emily	ewaldon2002@gmail.com	False	True	Waldon
4/16/2025 2:05:56 AM	True	Emily Waldon	600866	Emily	Emily.Waldon@northern.edu	False	True	Waldon
4/16/2025 1:06:28 AM	True	kayla Hernandez	166630	Kayla	Kayla.Hernandez@state.sd.us	False	True	Hernandez
4/15/2025 10:05:57 PM	True	Hurt, Catherine	600942	Catherine	Catherine.Hurt@state.sd.us	False	True	Hurt
4/15/2025 4:05:56 PM	True	Ireland, Rachel	600944	Rachel	Rachel.Ireland@state.sd.us	False	True	Ireland
4/15/2025 3:06:38 PM	True	Bohman, Daniel	148453	Dan	Daniel.Bohman@state.sd.us	False	True	Bohman
4/15/2025 2:06:34 PM	True	Kate Schnabel	600820	Kate	kateschnabel21@gmail.com	False	True	Schnabel
4/15/2025 2:06:34 PM	True	Fox, Callyn	600819	Callyn	Callyn.Fox@state.sd.us	False	True	Fox
4/15/2025 1:06:34 PM	True	DeGarmo, Caleb	600910	Caleb	Caleb.DeGarmo@state.sd.us	False	True	DeGarmo
4/15/2025 1:06:34 PM	True	Florentz, Tammi	110651	Tammi	Tammi.Florentz@state.sd.us	False	True	Florentz

Added Date – This is the date that the record was added (Please note the time is not correct)

BenefitsRoleExported – If this is marked “True”, then the employee can enroll in benefits.

DisplayName – The name of the employee (Name could be Last, First or it could be First then Last. I think it depends on how the employee added it)

employeeID – Employee ID

givenname – First name of the employee

mail – this is the email they used to register with MySD

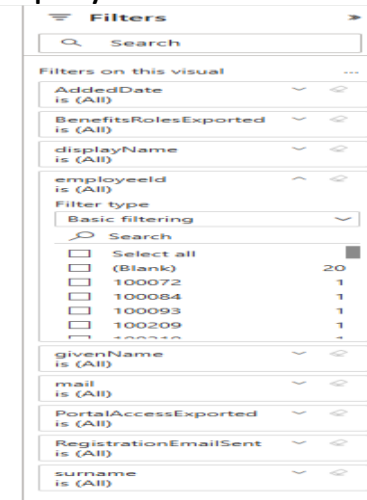
PortalAccessExported- N/A, this field is not used

RegistrationEmailSent – If this is marked "True", then the employee registered and an email was sent to the email address they registered with.

Surname – Last name of employee

Other Power Bi Information

- On the right-hand side, you have filter options. You can filter by employee id, given name, mail or surname. If you don't see the employeeID filter, just click on an employee ID in the query and it will then show all filters on the right. Employee ID is common to use, but BOR employees do not know their SOSD employee ID



- Please use the link that is provided to you to access Power BI
- <https://app.powerbigov.us/reportEmbed?reportId=f0e0dd34-36db-4a34-8794-89d6eed08dae&autoAuth=true&ctid=70af547c-69ab-416d-b4a6-543b5ce52b99>
- A recommendation is to close out of the Power BI link each day and re-open the link each morning so that you have the most recent data. Or click on the refresh icon next to the browser bar: