

Fixing Employee Self-Service Single Sign-On Errors

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Logging out of ESS

- Click on your name at the top right of the ESS website page.
- Click **Log Out**.

Google Chrome

Step 1 - Clearing cookie data

- Click the 3-dots icon in the top right of the Chrome browser window.
- Select **More tools > Clear browsing data**.
- Click on the **Time range** drop-down and select "**All time**".
- Check the Cookies and other site data box
- Click **Clear Data**.
- Once the process is finished, close and reopen the tab and revisit the site.

Step 2 - Clearing ESS saved passwords

- Click the 3-dots icon in the top right of the Chrome browser window.
- Select **Settings**.
- In Chrome Settings search for passwords>manage passwords
- In the Search passwords field (top right) type "munis" or "selfservice"
- Next click the 3 vertical dots to the right of any ESS saved passwords and select remove for each
- Log in again

Safari

- In the menu bar at the top of the screen click on the **Safari** menu.
- Select **Preferences**.
- Go to the Autofill tab.

- Click the Edit button for Usernames and **Passwords**.
- Delete any "munis" or "selfservice" saved password.
- Close and reopen a new tab in the browser

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=1037>