Fixing Employee Self-Service Single Sign-On Errors

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

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