



Green Employee Login

User Guide

Greenshades

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1 Introduction

Green Employee, the employee portal of the Greenshades Software platform, provides a company's employees with access to their pay, tax, and additional HR information in a self-service fashion. This platform has historically needed employees to establish a username and password to access their information (commonly referred to as their account). However, this process introduced complications for a variety of use cases that created frustration for employees and administrators alike. The enhanced login experience solves for these complications while modernizing the employee's login experience to be more aligned with the marketplace, asking for minimal information, verifying their identity through text, call or email, and allowing password as an option that can be configured. This user guide will walk through those changes.

2 Current Employee Login

2.1 Employees with accounts

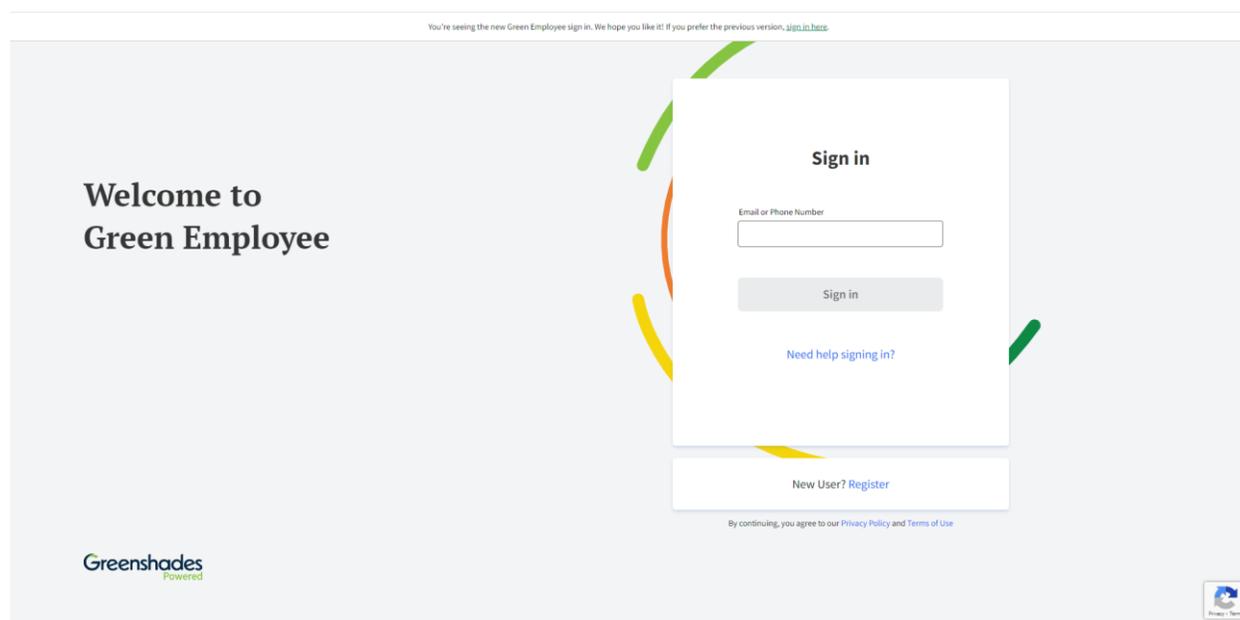


Figure 1. The new Green Employee login page

For employees that have previously created an account to be able to login to Green Employee with an email and password, not much will change for their new login experience. Employees will access their Green Employee account through the URL provided by the administrator. This will either be a company specific URL (company.greenemployee.com) or the general greenemployee.com (see Figure 1). The

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first thing that the employee will enter is either their email address or their phone number and click the “Sign in” button (see Figure 2).

Sign in

Email or Phone Number

Sign in

[Need help signing in?](#)

New User? [Register](#)

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Figure 2. The new Green Employee login page

From there, once the system finds their information, the page will display their first name on the screen with a “Hello <name>!” and the employee will be redirected to the verification page. This will allow them to verify themselves by any of the following methods—automated call with a six-digit code, text message with a six-digit code, email with a six-digit code, or provide their password (see Figure 3). The verification options can be configured by the administration team on Greenshades Online under Employee Access Settings. At this time, these are the only verification options that can be configured for the employee.

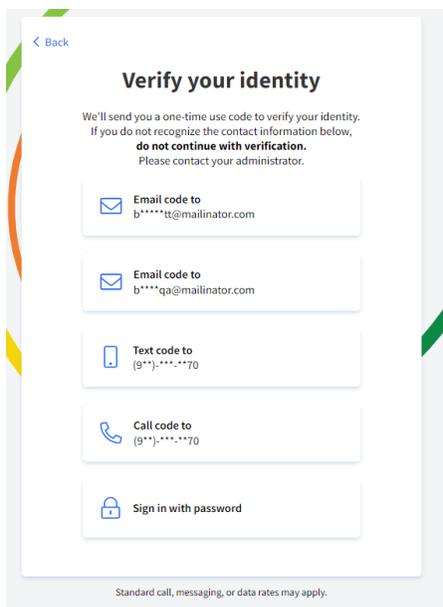


Figure 3. Verification options (including password)

Once the employee selects their verification option, they will be directed to enter either the code sent or their password.

2.1.1 Verification with a code (text message, email, automated phone call)

Should the employee choose to authenticate via a six-digit verification code, they will receive that code via the method of their choosing (call, text, email). Their email address or phone number that will receive the code will display on the screen, however, for security reasons, part of the email or phone will not be fully displayed. The employee will be redirected to a screen that prompts them to enter the code they received (see Figure 4). In the off chance they did not receive a code to the method of choosing, they can resend the code via the “Resend Code” button.

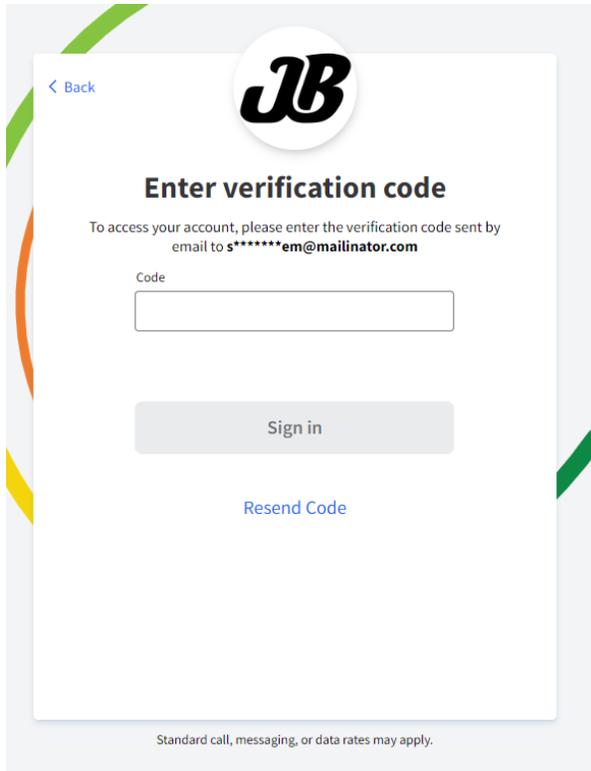


Figure 4. Verification code for login with a code

Once the user enters the six-digit code received, they can select the “Sign in” button. If the code is correct, the user will be redirected to the home page of Green Employee (if two-factor authentication is enabled, please see section XXX for additional steps).

2.1.2 Verification with a password

Should the employee choose to authenticate via their password, they will be redirected to a screen that allows them to enter their password (see Figure 5). Once their password has been successfully entered, they will be redirected to the home page of Green Employee. (if two-factor authentication is enabled, please see section XXX for additional steps).

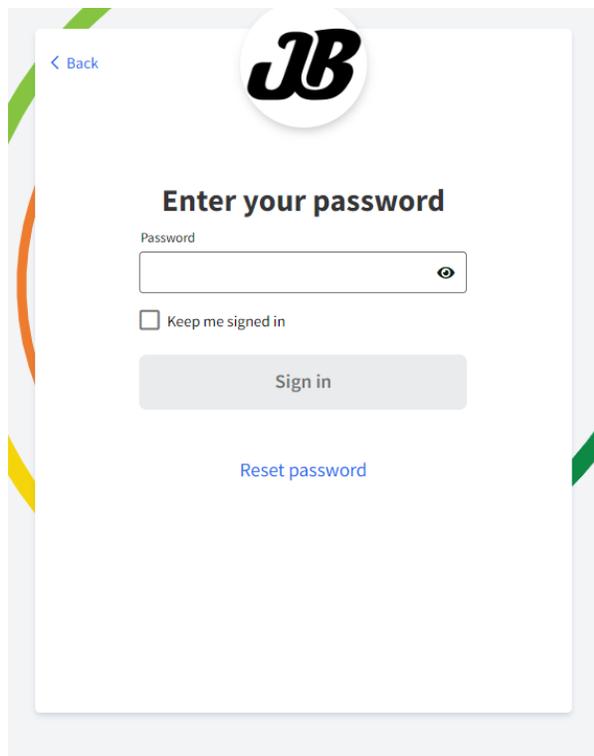


Figure 5. Password entry screen

2.1.2.1 Resetting a password

If the employee forgot their password or would like to reset it for any reason, they can select “Reset password”. They will then be able to choose a method to receive a link to reset their password (this is set to be their email address they used to set up their account) (see Figure 6).

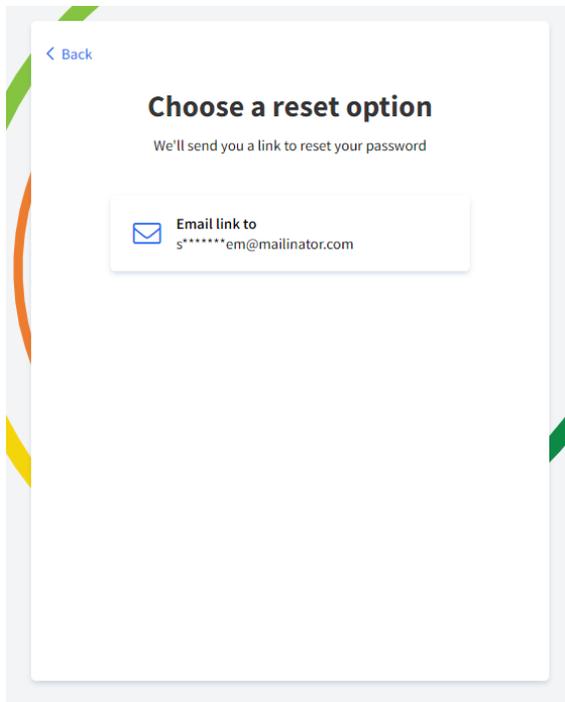


Figure 6. Reset password options

Once they select their email address, they will see a screen that lets them know their link has successfully been sent (see Figure 7). They can resend the link for any reason by selecting their email again on this page.

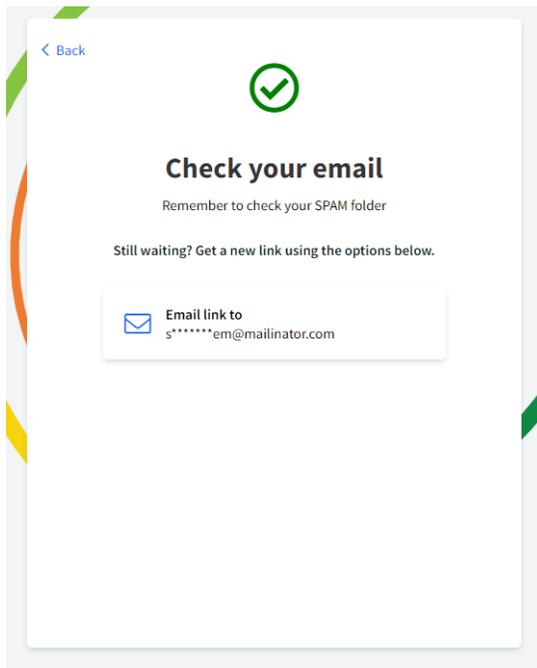
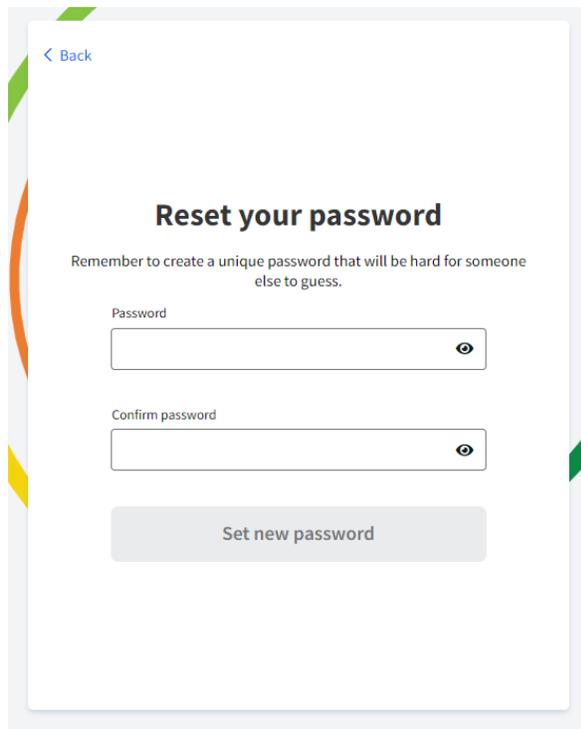


Figure 7. Confirmation of reset password email sent

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The user should then check their email address for the link provided to reset their password. Once they select the link, they will see a page in their internet browser that allows them to set and confirm their new password (see Figure 8).



< Back

Reset your password

Remember to create a unique password that will be hard for someone else to guess.

Password

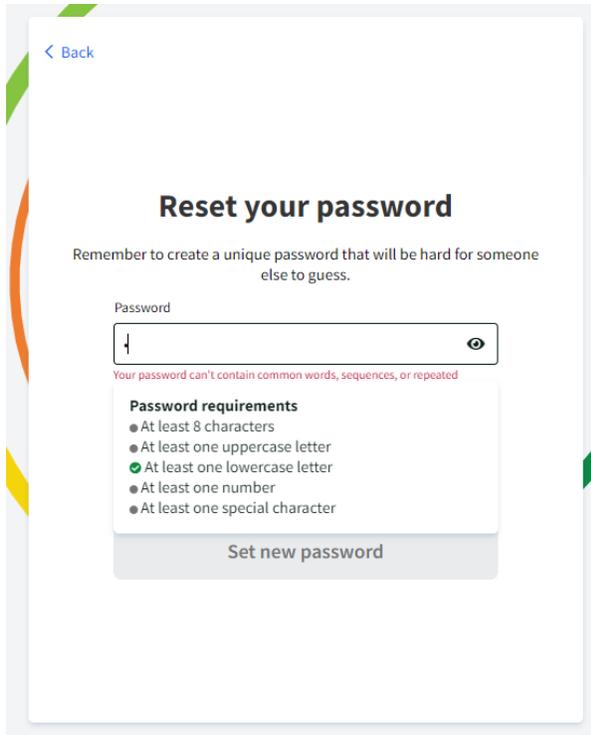
Confirm password

Set new password

Figure 8. Reset your password screen

For security reasons, password criteria have now been standardized for all workspaces. A password now requires the following (see Figure 9):

- At least 8 characters
- At least one uppercase letter
- At least one lower case letter
- At least one special character
- At least one number
- Cannot contain any personal information (email address, phone number, name)
- Cannot be the same as the last 3 passwords
- Cannot contain the word 'password'



The screenshot shows a mobile application interface for resetting a password. At the top left, there is a blue '< Back' link. The main heading is 'Reset your password' in bold black text. Below the heading is a reminder: 'Remember to create a unique password that will be hard for someone else to guess.' A 'Password' input field contains a single character, and a red error message below it reads 'Your password can't contain common words, sequences, or repeated'. To the right of the input field is an eye icon for toggling visibility. Below the input field is a 'Password requirements' section with a list of five criteria, each with a radio button: 'At least 8 characters', 'At least one uppercase letter', 'At least one lowercase letter' (which is selected and highlighted in green), 'At least one number', and 'At least one special character'. At the bottom of the form is a grey button labeled 'Set new password'.

Figure 9. Reset password requirements

As the employee types their new password, they will be shown these requirements. The requirement will turn green when their password contains that criteria. Once they key in a successful password, they will confirm that same password, and then select “Set new password”. This will successfully reset their password. The employee can then login again using that new password.

2.2 Employees without accounts

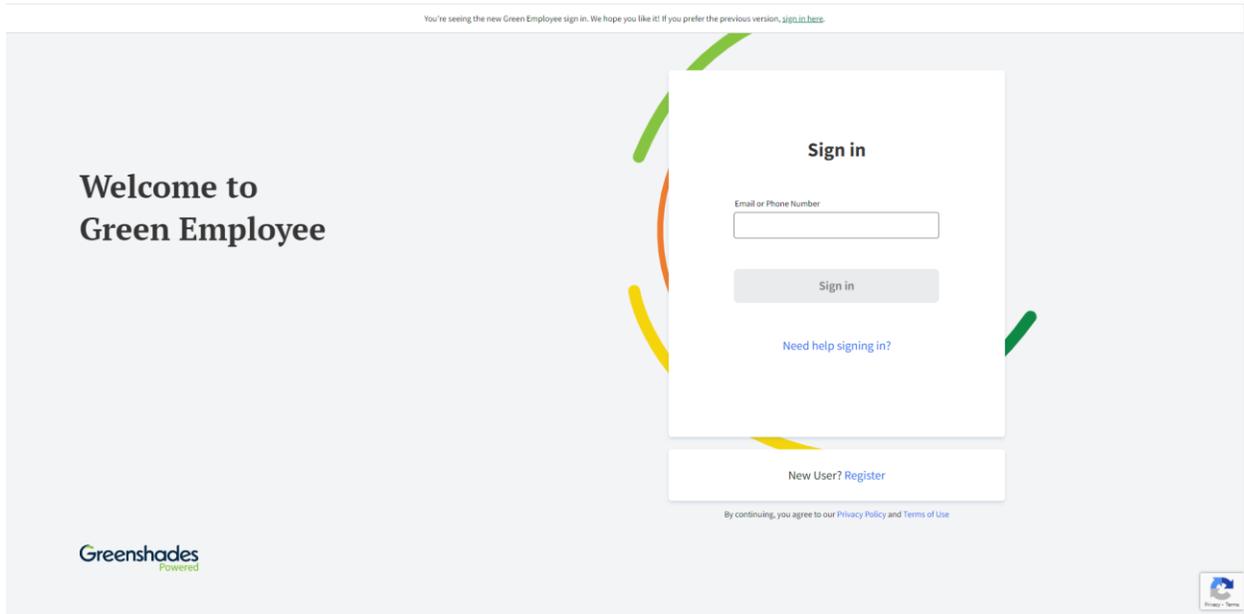


Figure 10. The new Green Employee login page

In the new employee login experience, any employee that historically not used an email/password account to login to their Green Employee will still be able to login without the need of a password. Employees will access their Green Employee account through the URL provided by the administrator. This will either be a company specific URL (company.greenemployee.com) or the general greenemployee.com (see Figure 10). The first thing that the employee will enter is either their email address or their phone number and click the “Sign in” button (see Figure 11).

Sign in

Email or Phone Number

Sign in

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New User? [Register](#)

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Figure 11. The new Green Employee login page

From there, once the system finds their information, the page will display their first name on the screen with a “Hello <name>!” and the employee will be redirected to the verification page. This will allow them to verify themselves by any of the following methods—automated call with a six-digit code, text message with a six-digit code, or email with a six-digit code (see Figure 12). The verification options can be configured by the administration team on Greenshades Online under Employee Access Settings. At this time, these are the only verification options that can be configured for the employee.

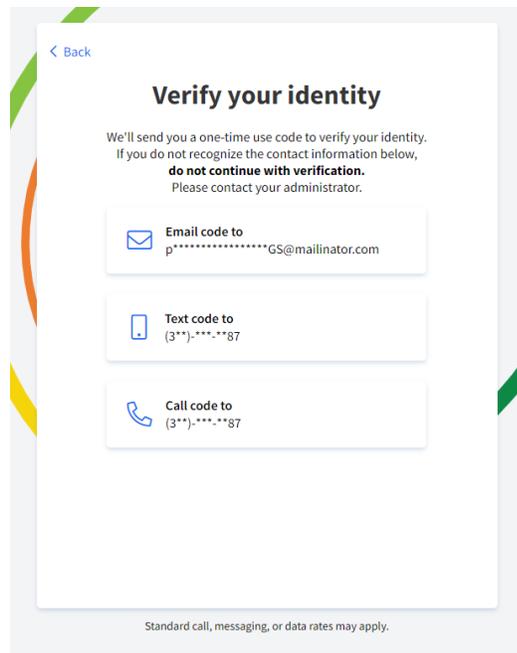


Figure 12. Verification options for employee without an account

Once the employee selects their verification option, they will be directed to enter the code sent.

2.2.1 Verification with a code (text message, email, automated phone call)

Should the employee choose to authenticate via a six-digit verification code, they will receive that code via the method of their choosing (call, text, email). Their email address or phone number that will receive the code will display on the screen, however, for security reasons, part of the email or phone will not be fully displayed. The employee will be redirected to a screen that prompts them to enter the code they received (see Figure 13). In the off chance they did not receive a code to the method of choosing, they can resend the code via the “Resend Code” button.

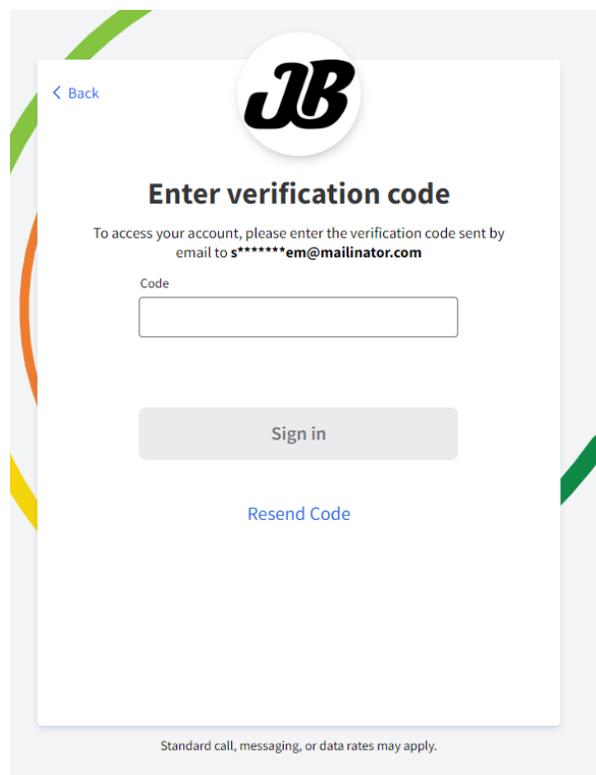


Figure 13. Verification code entry

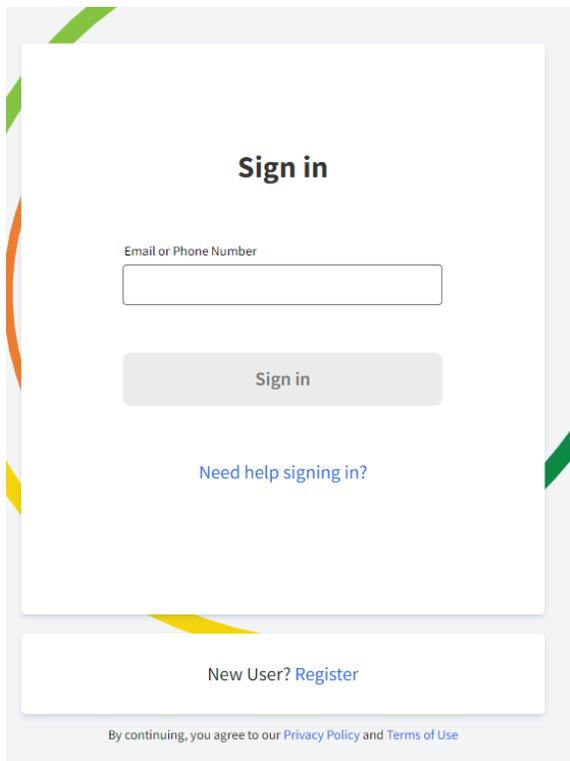
Once the user enters the six-digit code received, they can select the “Sign in” button. If the code is correct, the user will be redirected to the home page of Green Employee.

3 New Employee Login and Account Registration

With the new and improved employee login experience, new employee registration and login is easier than ever! Similarly, to the previous experience, **employees will not need to create an account to access their Green Employee**. If they currently exist in Greenshades Online as an employee, they can simply enter their email or phone number, verify themselves via a six-digit code, and access the system. However, if an employee would like to set up a password, they can do so by registering their account.

Employees will first access the Green Employee login page through either the general URL (greenemployee.com) or their company specific URL (company.greenemployee.com). They can then select “New User? Register” to be redirected to the registration process (see Figure 14).

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Sign in

Email or Phone Number

Sign in

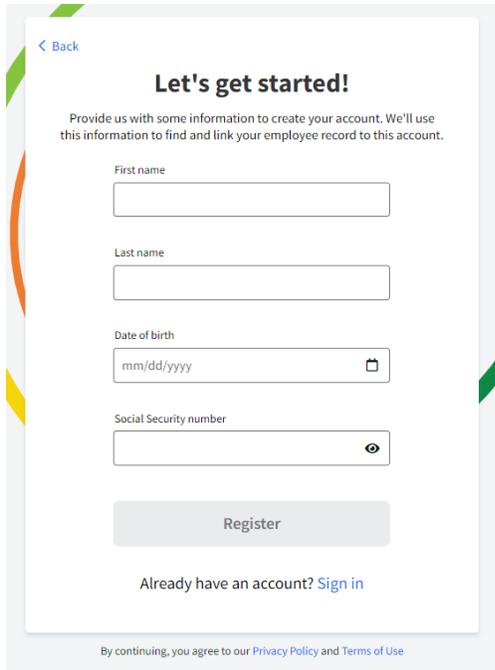
[Need help signing in?](#)

New User? [Register](#)

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Figure 14. The new Green Employee login page with new user registration

The first step of the registration process is to collect key identifying information from the employee. This includes their first name, last name, date of birth, and Social Security number (see Figure 15).



The screenshot shows a registration form titled "Let's get started!". At the top left, there is a blue "< Back" link. Below the title, a message reads: "Provide us with some information to create your account. We'll use this information to find and link your employee record to this account." The form contains four input fields: "First name" (a simple text box), "Last name" (a simple text box), "Date of birth" (a text box with a placeholder "mm/dd/yyyy" and a calendar icon), and "Social Security number" (a text box with a toggle icon for visibility). Below these fields is a grey "Register" button. Underneath the button, it says "Already have an account? [Sign in](#)". At the bottom of the form, there is a small line of text: "By continuing, you agree to our [Privacy Policy](#) and [Terms of Use](#)".

Figure 15. New user registration identifying information entry

Once they enter in these pieces of information and select “Register”, the system will search the company to find them. Once they are found, they will be redirected to the verification step. This step allows them to verify that they are the employee by sending entering a six digit code sent to one of the communication records on file (phone or email) The employee can select their verification method of automated phone call, text message, or email. (see Figure 16). These options of verification are configurable on Greenshades Online for the company, and they are the only options for verification at this time.

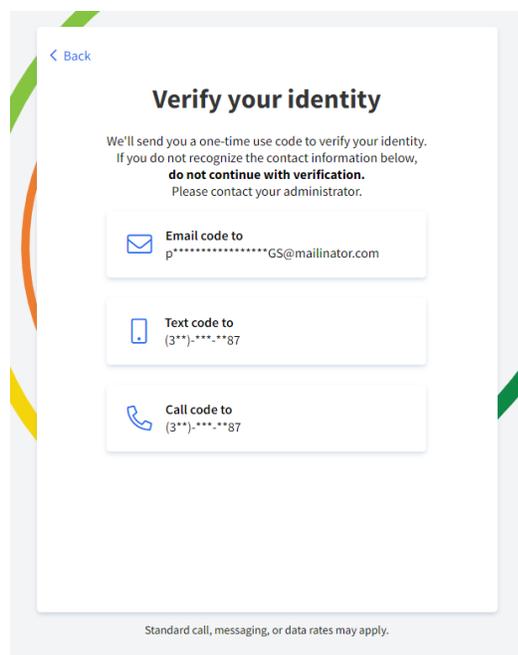
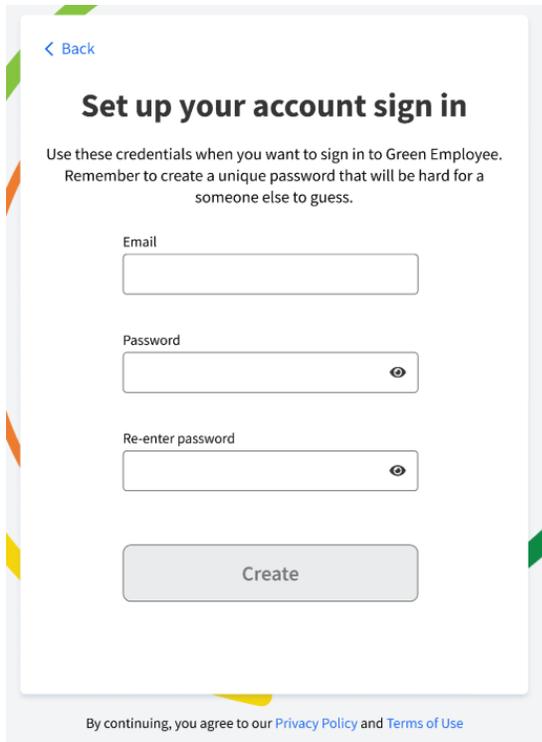


Figure 16. Verification options for new user registration

Once the employee selects their method of verification, they will be prompted to enter in the 6-digit code sent to them. In the off chance they did not receive a code to the method of choosing, they can resend the code via the “Resend Code” button.

After the employee successfully enters the code, they will be prompted to set their password and optionally to set up an email for their account. If the employee has an email address already on their profile, they will not be asked to enter in an email address. For security reasons, password criteria have now been standardized for all workspaces. A password now requires the following (see Figure 17):

- At least 8 characters
- At least one uppercase letter
- At least one lower case letter
- At least one special character
- At least one number
- Cannot contain any personal information (email address, phone number, name)
- Cannot be the same as the last 3 passwords
- Cannot contain the word ‘password’



The screenshot shows a registration form titled "Set up your account sign in". At the top left is a blue "< Back" link. Below the title is a bold heading "Set up your account sign in" followed by instructions: "Use these credentials when you want to sign in to Green Employee. Remember to create a unique password that will be hard for a someone else to guess." The form contains three input fields: "Email", "Password", and "Re-enter password". Each password field has a small eye icon on the right side. Below the input fields is a grey "Create" button. At the bottom of the form, there is a line of text: "By continuing, you agree to our [Privacy Policy](#) and [Terms of Use](#)".

Figure 17. Account set up for new user registration

As the employee types their password, they will be shown these requirements. The requirement will turn green when their password contains that criteria. Once they key in a successful password, they will confirm that same password, and then select “Create”. The employee will have successfully registered their account and will be redirected into Green Employee.

4 Two-Factor Authentication

If an employee has an account that has chosen to enable two factor authentication AND they choose to login with a password, then the employee will be prompted to enter a six digit code sent to their mobile device after verification with a password (see Figure 18). This secondary form of authentication will only be sent if the employee has chosen to verify themselves with a password. Once the employee enters the code, they will be granted access to Green Employee.

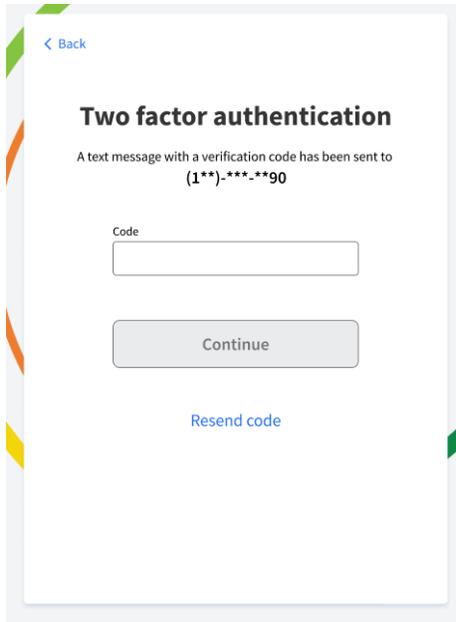


Figure 18. Two factor authentication entry for login

5 Troubleshooting and FAQ

Many times, employees run into trouble logging in for a variety of reasons. We have listed out a few common issues and resolutions below.

5.1 What if the employee doesn't know what email/phone number is on their profile?

If an employee is trying to login either for the first time or any of the subsequent times and does not know their phone number or email in Green Employee, they can select "Need help signing in?" on the main login page (see Figure 19).

Sign in

Email or Phone Number

Sign in

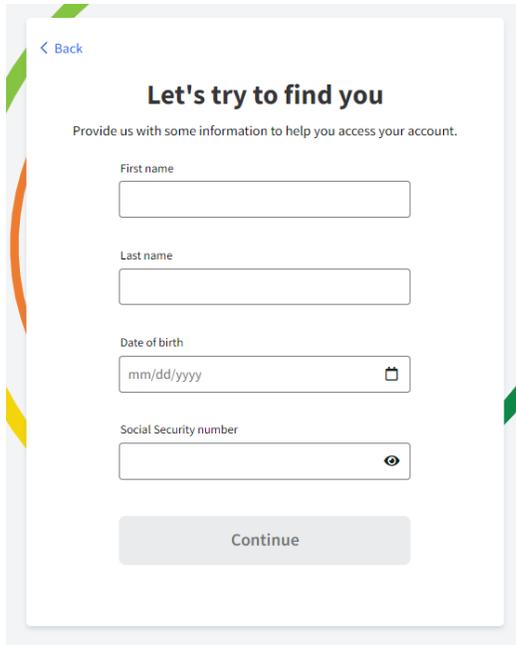
[Need help signing in?](#)

New User? [Register](#)

By continuing, you agree to our [Privacy Policy](#) and [Terms of Use](#)

Figure 19. Need help signing in on the employee login

Here, they will be redirected to enter four pieces of qualifying information for them—first name, last name, date of birth, and Social Security number (see Figure 20). From there, the system will find them in the correct company before showing them the verification page (six-digit code or password).



The screenshot shows a web form titled "Let's try to find you" with a subtitle "Provide us with some information to help you access your account." The form includes four input fields: "First name", "Last name", "Date of birth" (with a date picker icon and placeholder "mm/dd/yyyy"), and "Social Security number" (with an eye icon for visibility). A "Continue" button is located at the bottom of the form. The form is framed by a light gray border with decorative green and orange accents on the left and right sides.

Figure 20. Let's try to find you screen for employees that need help signing in

5.2 What if the employee does not exist in the company yet, but they try to login?

In order for an employee to be able to login to their Green Employee account, they must exist on the Employee List for Greenshades Online. Adding the employee can be done through a sync with the accounting package, an import process, or added manually by an administrator. If an employee tries to login prior to this, they will be shown a screen letting them know they cannot login and to contact their administrator for further information (see Figure 21).

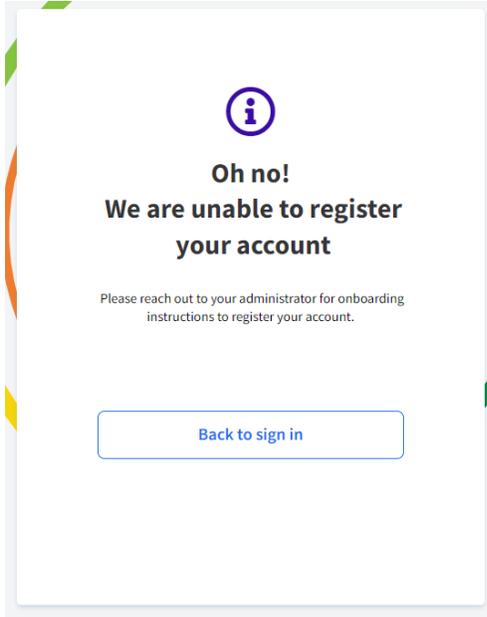


Figure 21. Screen employees will see if they do not exist in Greenshades yet

5.3 What if the employee works or has worked for multiple companies that use Green Employee for their HR software? Will they still be able to login?

If the employee has or has worked for an organization that uses Greenshades, the employee will still be able to login to their Green Employee portal using their email address or phone number. Once the employee enters their identifying information (email/phone), if the system finds the employee in multiple companies, the employee will be shown a screen that allows them to choose the organization they wish to login to (see Figure 22). Once they select a company, they will be redirected to the verification page for that company.

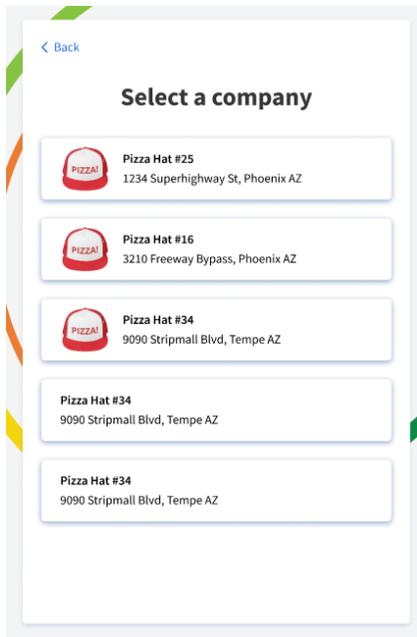
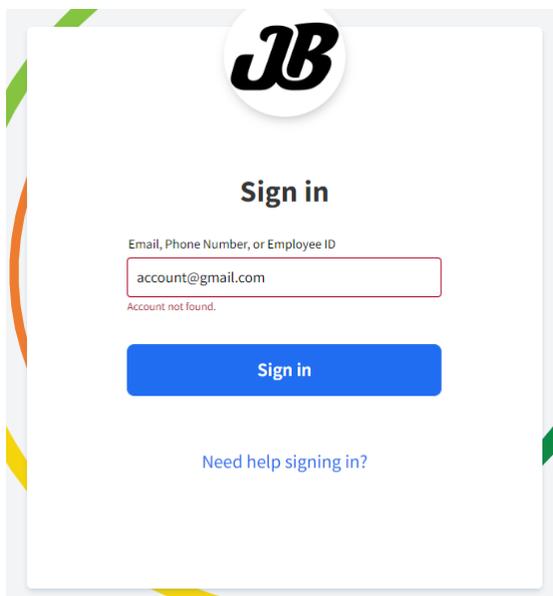


Figure 22. Company selection for employees that exist in multiple companies

5.4 My employee tried to login, but the system said, “No account found”. Why is that?



If the system is struggling to find an employee’s information in Greenshades, it will display an error in red that says, “Account not found”. There are a few reasons this error might appear:

- The employee enters an email address or phone number (or employee ID) that does not exist on their profile page. The information the employee enters must

be the information that is on their employee card. The employee can also enter their account email (the email they used to login to the previous login page) if it is different than their email listed on their profile.

- The email or phone number is not unique to that employee. If the employee shares an email address or phone number with another employee at your organization, then the employee may get an error of “Account not found”. If that is the case, the employee should try the “Need help signing in” feature or enter a phone number/email that is unique to only them if they have one.
- The employee information is duplicated in the system, meaning their employee ID (the unique identifier of an employee) is not unique in the company. Unlike the above scenario, this can happen if there is a data issue created either accidentally or purposefully on Greenshades Online. Any employee that has a duplicated employee ID will not be able to login as the system will not be able to identify them. If this is the case, please contact support at support@greenshades.com to assist in cleaning up the employee’s information.

For additional support please contact us.

(888) 255-3815 ext.1

support@greenshades.com

www.greenshades.com