

# Self Service Access - How to Enable, Update and Reset



1

Navigate to <https://connect.threadhcm.com/default.aspx>

The screenshot shows the Thread HCM self-service dashboard for Ryan Cynkar. The page includes a navigation menu on the left, a welcome message, a profile section, a calendar, and a payroll schedule table.

**Client:** CYN22 - CynTech    **Legal:** Cynkar Technologies

**Welcome Ryan** isolated University

**MY PROFILE**  
Ryan Cynkar  
Boss  
rcynkar@threadhcm.com

**MY REMINDERS**

**MY ACCOUNT REPS**

**QUICK LINKS**  
NEW! New Isolated Release - 12/23  
NEW! As part of our agreement with our bank we are required to remind our clients of their responsibilities regarding electronic funds transfers on an annual basis. The following attachment is a summary of the most common NACHA "Rules"  
HR Consultation

**CALENDAR**  
JANUARY 2026  
Legend: Payroll Due (blue), Pay Date (red), Run Date - Off Cycle Run (black)

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

**ANNOUNCEMENTS**

**NEXT SCHEDULED PAYROLL**

Pay Group	Frequency	Due In Date	Check Date	Period Begin	Period End	Period	Run Type	Processing Schedule
Bi-Weekly	Bi-Weekly	01/28/2026	01/30/2026	01/11/2026	01/24/2026	01	Regular Payroll	<a href="#">View</a>

## 2 Go to Employee Management > Employee Maintenance > General

Client: CYN22 - CynTech Legal: Cynkar Technologies

Welcome Ryan

**MY PROFILE**  
 Ryan Cynkar  
 Boss  
 rcynkar@threadhcm.com

**MY REMINDERS**

**MY ACCOUNT REPS**

**QUICK LINKS**  
 NEW! New isolved Release - 12/23  
 NEW! As part of our agreement with our bank we are required to remind our clients of their responsibilities regarding electronic funds transfers on an annual basis. The following attachment is a summary of the most common NACHA "Rules"

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Bi-Weekly	Bi-Weekly	01/28/2026	01/30/2026	01/11/2026	01/24/2026	01	Regular Payroll	<a href="#">View</a>

## 3 Choose the employee you need to edit

Employee List

Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column

Legal Name	Pay Group	Employee ID	First Name	Preferred Na...	Middle Name	Last Name	Status	Team	Department
Cynkar Technolo...	Bi-Weekly	2357	Jose			Mondragon	Active		
Cynkar Technolo...	Bi-Weekly	0019	Brandon			Moore	Active		
Cynkar Technolo...	Bi-Weekly	2383	Test			Morrison	Active		
Cynkar Technolo...	Bi-Weekly	2379	Elon			Musk	Active		
Cynkar Technolo...	Bi-Weekly	2394	Ryan			Onboarding	Active		
Cynkar Technolo...	Bi-Weekly	2404	Ryan			Onboarding	Active		
Cynkar Technolo...	Bi-Weekly	2413	Ryan			Onboarding	Active		04 - Warehouse
Cynkar Technolo...	Bi-Weekly	2414	Ryan			Onboarding	Active		04 - Warehouse
Cynkar Technolo...	Bi-Weekly	2392	Test			Onboarding	Active		
Cynkar Technolo...	Bi-Weekly	2415	Test			Onboarding	Active		
Cynkar Technolo...	Bi-Weekly	2401	TEST			ONBOARDING	Active		
Cynkar Technolo...	Bi-Weekly	2347	Choice			Payroll	Active		
Cynkar Technolo...	Bi-Weekly	0022	Dylan			People	Active		
Cynkar Technolo...	Bi-Weekly	37	William			Pudinka	Active		
Cynkar Technolo...	Bi-Weekly	2393	Burt			Reynolds	Active		

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On the right side, you'll see the Self-Service Information section. If the employee already has an account set up and Self-Service Enabled, the email field will be grayed out. The next steps will show how to update the email address.

The screenshot shows the 'isolved' HR system interface for 'Ryan Onboarding' (Employee # 2413). The page is divided into several sections: Employee Name, Employment Information, Self-Service Information, Employee Address, Current Status, Tax Location, Personal Information, and Contact Information. In the 'Self-Service Information' section, the 'Enable Self-Service Access' checkbox is checked, and the 'Self-Service Email' field is grayed out. A note below the checkbox states: 'If email address is not currently active the email address will be blocked and the EE will not receive the activation link.' Other fields like 'Self-Service Account Locked' and 'Last Login Date' are also visible.

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Click the "Enable Self-Service Access" checkbox

This screenshot is identical to the one above, showing the 'isolved' HR system interface for 'Ryan Onboarding' (Employee # 2413). The 'Self-Service Information' section is highlighted with an orange circle, specifically focusing on the 'Enable Self-Service Access' checkbox, which is checked. The email field is grayed out, and the activation link note is visible below it.

## 6 Click "Save" and the email field will be editable

**General**

Save Cancel Terminate Reset ESS Login

**Employee Name**

\* First Name: Ryan  
 Preferred Name:  
 Middle Name:  
 \* Last Name: Onboarding  
 Prefix:  
 Suffix:

**Employment Information**

\* Status: Active  
 \* Hire Date: 1/15/2026  
 Adjusted Service Date:  
 \* Employee Number: 2413  
 Timeclock ID:  
 Include In Next New Hire Report

**Self-Service Information**

Self-Service Email: theadtest50@gmail.com  
 Enable Self-Service Access  
 If email address is not currently active the email address will be blocked and the EE will not receive the activation link.  
 Self-Service Account Locked  
 Uncheck and save to unlock account.  
 Last Login Date: 1/23/2026 1:26:45 PM  
[User Activity Report](#)

**Employee Address**

\* Address: 123 W Main St  
 \* Zip Code: 30904  
 Hit Enter Key in zip code field to retrieve city list.  
 \* City: AUGUSTA  
 \* State: Georgia

**Current Status (as of today)**

Status: Active  
 Employment Category: Full Time

**Tax Location**

\* Residence Location: GA2450090  
 Remote Worker  
 \* Work Location: Augusta - Augusta, GA  
 School District:  
 Reciprocity Rule:

**Personal Information**

SSN: 123-45-6789  
 ID Type:  
 Please select ID Type to update SSN  
 Update SSN:  
 Marital Status:  
 Birth Date: 7/2/1990  
 Update Birth Date:

**Contact Information**

Home Phone:  
 Mobile Phone: (605) 555-4380  
 Work Phone:  
 Fax Number:  
 Personal Email:

**Electronic Consent**

Electronic Consent Date: 1/15/2026 1:17:51 PM  
 Consent Withdrawn:  
 YE Delivery Consent Date:  
 YE Consent Withdrawn:

## 7 Update the email

**General**

Save Cancel Terminate Reset ESS Login

**Employee Name**

\* First Name: Ryan  
 Preferred Name:  
 Middle Name:  
 \* Last Name: Onboarding  
 Prefix:  
 Suffix:

**Employment Information**

\* Status: Active  
 \* Hire Date: 1/15/2026  
 Adjusted Service Date:  
 \* Employee Number: 2413  
 Timeclock ID:  
 Include In Next New Hire Report

**Self-Service Information**

Self-Service Email: theadtest50@gmail.com  
 Enable Self-Service Access  
 If email address is not currently active the email address will be blocked and the EE will not receive the activation link.

**Employee Address**

\* Address: 123 W Main St  
 \* Zip Code: 30904  
 Hit Enter Key in zip code field to retrieve city list.  
 \* City: AUGUSTA  
 \* State: Georgia

**Current Status (as of today)**

Status: Active  
 Employment Category: Full Time

**Tax Location**

\* Residence Location: GA2450090  
 Remote Worker  
 \* Work Location: Augusta - Augusta, GA  
 School District:  
 Reciprocity Rule:

**Personal Information**

SSN: 123-45-6789  
 ID Type:  
 Please select ID Type to update SSN  
 Update SSN:  
 Marital Status:  
 Birth Date: 7/2/1990  
 Update Birth Date:

**Contact Information**

Home Phone:  
 Mobile Phone: (605) 555-4380  
 Work Phone:  
 Fax Number:  
 Personal Email:

## 8 Click the "Enable Self-Service Access" field.

The screenshot shows the 'Ryan Onboarding' form in the 'isolved' system. The 'Self-Service Information' section is highlighted with an orange circle, showing the 'Enable Self-Service Access' checkbox. The form includes sections for Employee Name, Employment Information, Employee Address, Personal Information, Current Status, Tax Location, and Contact Information.

**Employee Name**

- \* First Name: Ryan
- Preferred Name:
- Middle Name:
- \* Last Name: Onboarding
- Prefix:
- Suffix:

**Employment Information**

- \* Status: Active
- \* Hire Date: 1/15/2026
- Adjusted Service Date:
- \* Employee Number: 2413
- Timeclock ID:
- Include In Next New Hire Report

**Employee Address**

- \* Address: 123 W Main St
- \* Zip Code: 30904
- Hit Enter Key in zip code field to retrieve city list.
- \* City: AUGUSTA
- \* State: Georgia

**Personal Information**

- SSN: 123-45-6789
- ID Type:
- Please select ID Type to update SSN
- Update SSN:
- Marital Status:
- Birth Date: 7/2/1990
- Update Birth Date:

**Current Status (as of today)**

- Status: Active
- Employment Category: Full Time

**Tax Location**

- \* Residence Location: GA2450090
- Remote Worker
- \* Work Location: Augusta - Augusta, GA
- School District:
- Reciprocity Rule:

**Contact Information**

- Home Phone:
- Mobile Phone: (605) 555-4380
- Work Phone:
- Fax Number:
- Personal Email:

**Self-Service Information**

- Self-Service Email: threaddtest150@gmail.com
- Enable Self-Service Access
- If email address is not currently active the email address will be blocked and the EE will not receive the activation link.

## 9 Click "Save"

The screenshot shows the 'Ryan Onboarding' form in the 'isolved' system. The 'Save' button is highlighted with an orange circle. The 'Self-Service Information' section shows the 'Enable Self-Service Access' checkbox checked. A red warning box is visible in the bottom right corner of the form.

**Employee Name**

- \* First Name: Ryan
- Preferred Name:
- Middle Name:
- \* Last Name: Onboarding
- Prefix:
- Suffix:

**Employment Information**

- \* Status: Active
- \* Hire Date: 1/15/2026
- Adjusted Service Date:
- \* Employee Number: 2413
- Timeclock ID:
- Include In Next New Hire Report

**Employee Address**

- \* Address: 123 W Main St
- \* Zip Code: 30904
- Hit Enter Key in zip code field to retrieve city list.
- \* City: AUGUSTA
- \* State: Georgia

**Personal Information**

- SSN: 123-45-6789
- ID Type:
- Please select ID Type to update SSN
- Update SSN:
- Marital Status:
- Birth Date: 7/2/1990
- Update Birth Date:

**Current Status (as of today)**

- Status: Active
- Employment Category: Full Time

**Tax Location**

- \* Residence Location: GA2450090
- Remote Worker
- \* Work Location: Augusta - Augusta, GA
- School District:
- Reciprocity Rule:

**Contact Information**

- Home Phone:
- Mobile Phone: (605) 555-4380
- Work Phone:
- Fax Number:
- Personal Email:

**Self-Service Information**

- Self-Service Email: threaddtest150@gmail.com
- Enable Self-Service Access
- If email address is not currently active the email address will be blocked and the EE will not receive the activation link.

**Warning:** An existing self service account already exists for this e-mail address. The existing login account will be linked to this employee upon save.

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If you need to reset the Employee's login, Click "Reset ESS Login"  
It will ask if you're sure before it resets the account.

The screenshot displays the 'solved' HR system interface for an employee named Ryan Onboarding (Employee # 2413). The page is titled 'General' and contains several sections for managing employee information:

- Employee Name:** First Name: Ryan, Preferred Name: (empty), Middle Name: (empty), Last Name: Onboarding, Prefix: (empty), Suffix: (empty).
- Employment Information:** Status: Active, Hire Date: 1/15/2026, Adjusted Service Date: (empty), Employee Number: 2413, Timeclock ID: (empty), Include In Next New Hire Report: (unchecked).
- Self-Service Information:** Self-Service Email: threaddtest50@gmail.com, Enable Self-Service Access: (checked), Self-Service Account Locked: (unchecked), Last Login Date: 1/23/2026 1:26:45 PM, User Activity Report: (button).
- Employee Address:** Address: 123 W Main St, Zip Code: 30904, City: AUGUSTA, State: Georgia.
- Current Status (as of today):** Status: Active, Employment Category: Full Time.
- Tax Location:** Residence Location: GA2450090, Remote Worker: (unchecked), Work Location: Augusta - Augusta, GA, School District: (empty), Reciprocity Rule: (empty).
- Personal Information:** SSN: 123-45-6789, ID Type: (empty), Birth Date: 7/2/1990.
- Contact Information:** Home Phone: (empty), Mobile Phone: (605) 555-4380, Work Phone: (empty), Fax Number: (empty), Personal Email: (empty).

The 'Reset ESS Login' button is highlighted with an orange circle. The interface also shows a navigation menu on the left, a search bar, and a top bar with 'Save Complete' and 'RC' icons.