

## Project Utkarsh

### Common Issues & Solutions pertaining to ESS.

- 1) What is the ESS link to access URL  
Ans. Link to access ESS through Intranet

<http://cidcoindia.com/intranet>

The screenshot shows the CIDCO Intranet Portal with the following sections:

- Initiatives:** A large image of an airplane on a runway with the text "NMA" and a progress indicator.
- Circulars / Orders:**
  - 06 Jul, 2017: CIDCO TRAINING POLICY, TRAINING PORTAL AND TRAINING CELL
  - 04 Jul, 2017: Expiry of Registration of RMC Plant-Swastik Infra Logic (India) Private Limited dated 04.07.2017 - CE(NM)
  - 16 Mar, 2017 (PERSONNEL): Provisional Seniority List 2017
  - 08 Feb, 2017 (DATA CENTER): REQUEST FOR NEW PC SHOULD BE MADE ONLINE THROUGH INTRANET
  - 02 Dec, 2016 (PERSONNEL): Employee Retirement List 2016
  - 02 Dec, 2016 (PERSONNEL):
- Meetings / Initiatives:**
  - 05 Dec, 2016 (MD): HOD meeting every monday at 10:30am at Cidco Bhavan 2nd floor conference room
  - SAP ESS / MSS Portal: Portal for Employees & Managers to access and maintain all their HR services online.
- Sign In:** Fields for User ID and Password, a "Sign me in" button, and links for "I forgot my password" and "New Login".
- Social networks:** Icons for Facebook, Twitter, YouTube, and Google+, along with "e-office" and "e-Phonebook" buttons.

At the bottom, it says "Iness] - Mahatma Gandhi".

- 2) Unable to open or view any page/service in ESS ,nothing is opening  
Ans. Check pop-up blocker as service open in new tab . So if popup blocker is on , kindly allow popup for mentioned link.

- 3) What is my ESS user id & password  
Ans.

Enter Your User ID and PW

User ID : **Employee ID**

Password: **combination of first 4 or 3 letters (as applicable) of surname( first letter in capital)and year of birth ( AbcdYYYY)**

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Example : User ID : **1234**

Password: **Pati1980 OR Pai1965**

Please verify the same. In case of any issues related to the User ID and or PW please write mail to [basissupport@cidcoindia.com](mailto:basissupport@cidcoindia.com)

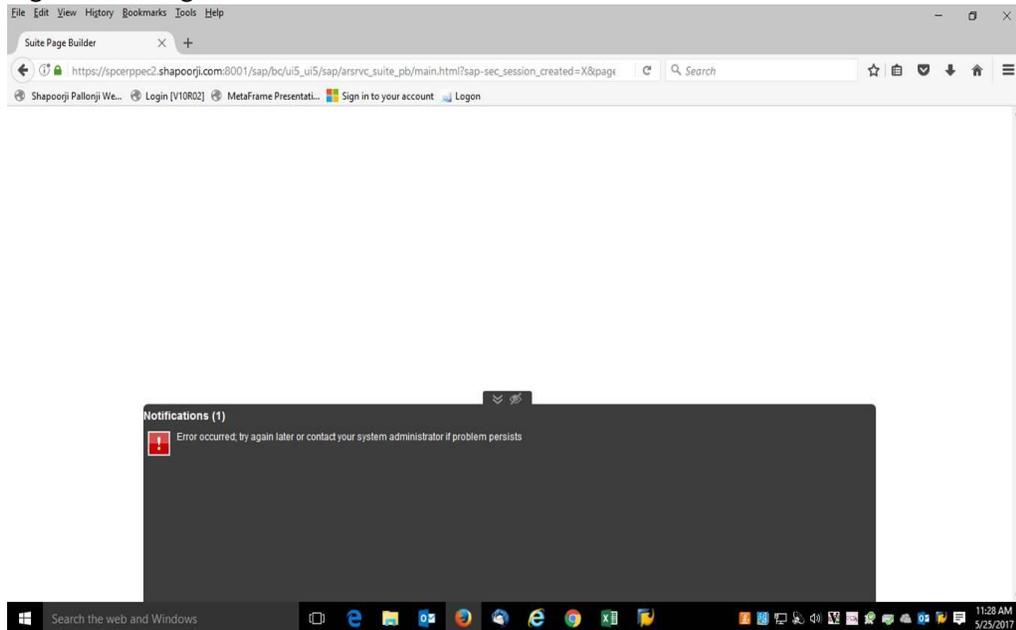
- 4) first time login to ESS asking for change password ,enter current password -received and new password ,click on change next screen you will get as below and click on continue to view ESS services

The password was changed

Continue

- 5) While login to ESS page following error -

- Error occurred as below ,”try again later or contact your system admin as below while login to ESS Page .



- Error on Catalog - no catalogs assigned to your user, contact your administrator

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Ans. In both case kindly drop a mail to below mail id [hcmsupport@cidcoindia.com](mailto:hcmsupport@cidcoindia.com)

- 6) While adding lanes on ESS. You can get below error message.



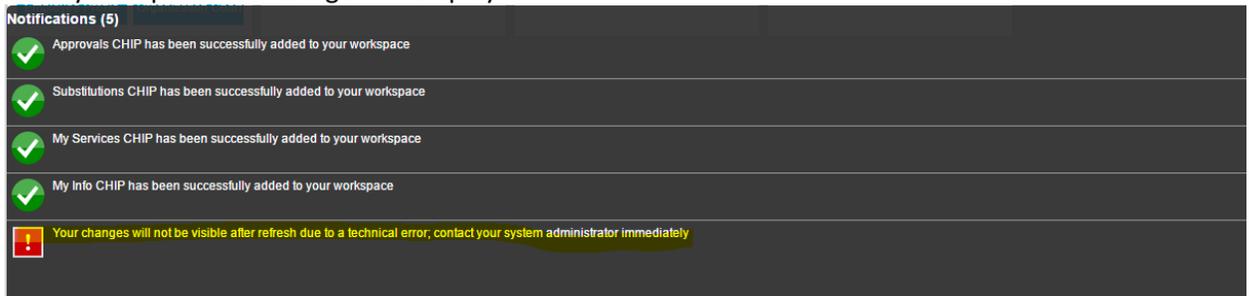
Ans. Just ignore error message. It will not have any impact.

- 7) Getting error message while adding chip .

Ans. Ignore message as chip will add to your page , if it not then check for all error message as shown below ,message with 'Red rectangular ' are error message rest can ignore .

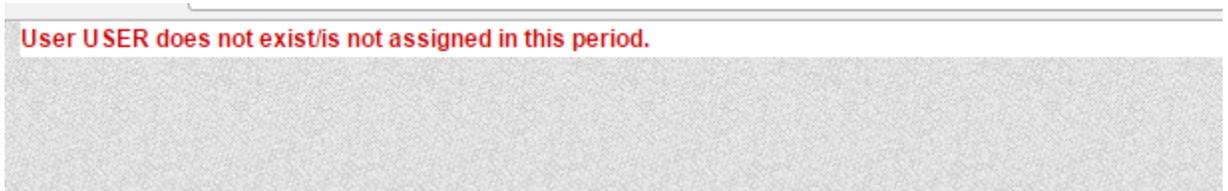


Once you expand all message will display ..



- 8) While opening any service not getting any information and below error message.

9)

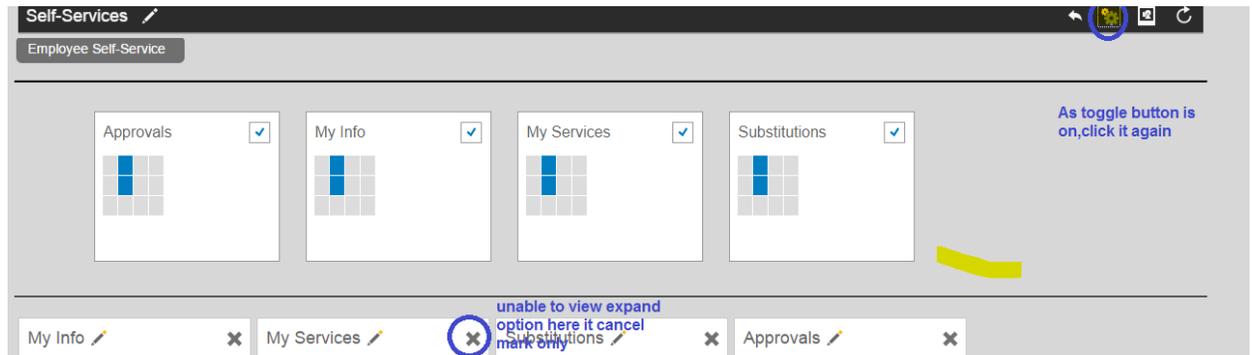


Ans. Reach out to your respective HR and ask them to maintain their user id with Employee number (Infotype 105 subtype 0001)

- 10) Unable to view My services or unable to expand my service from ESS .

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Ans .

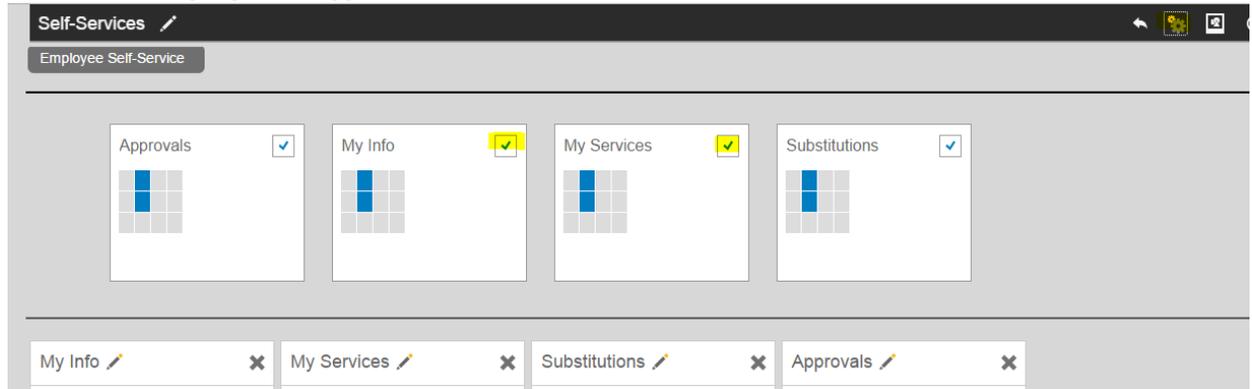


Click to toggle setting it will close top addition part and you will get expand option.as shown below.



11) Unable to view any lane on my ess logon .

Ans. Click on highlighted toggle button to view and add



12) Earliest recalculation for time evaluation exceeded or error on leave request screen ...

**Ans :** Please share screen shot as there might be other message which is in error. As below one is warning message. Please click on highlighted in yellow o view all messages and red one are error message

Ans. Ask Employee to provide details of all message by clicking on highlighted section in yellow for faster resolution.

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13) Leave request Error – Approver does not exist .

Ans. Drop an email to [hiteshpawar.cidco@gmail.com](mailto:hiteshpawar.cidco@gmail.com) , [hcmsupport@cidcoindia.com](mailto:hcmsupport@cidcoindia.com)

14) In Org chart, there are some employees whose names are missing.

Ans : Drop an email to [hiteshpawar.cidco@gmail.com](mailto:hiteshpawar.cidco@gmail.com) , [hcmsupport@cidcoindia.com](mailto:hcmsupport@cidcoindia.com)

15) Unable to view or find personal profile update .

Ans. Expand My services Lane and click on personal profile tab.

16) Can we update own data –

Ans : Only change in marital status, address or addition of spouse, can be done from ESS .  
Email id, mobile number, address nad photo upload can be done .

17) How to reset password or forget password .

Ans . drop a mail to [basissupport@cidcoindia.com](mailto:basissupport@cidcoindia.com)

21 ) Unable to logoff or logout from ESS

Ans. Kindly close all Active browser session , as soon as you will close complete browser ,ESS will automatically log off .

22) where can I find approvals waiting for me .

Ans. Select approval lane and you will be able to view, all pending approval for your action.

**THANK YOU**