

Delete EP Users - HRS6000

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This page is used to delete the security information for an EmployeePortal user. This typically occurs when a user forgets their EmployeePortal password and cannot correctly answer the hint question created when they created their account.

- If the user can correctly identify the last four digits of the social security number, zip code, and date of birth displayed on the page, the LEA personnel assumes that the user on the phone and the person whose information is being displayed are the same.
- After the user's security record is successfully deleted, the user will need to establish a new user account using the Employee Guide in EmployeePortal.

To delete a user's security information:

Retrieve a user using one of the following two fields:

Field	Description
Employee Number	Type the employee ID number.
Employee Name	Begin typing the employee's last name, a list of names matching the date that you typed is displayed. Select the name from the drop-down list.

❑ Click **Retrieve**. The following verification data is displayed for the employee:

- **Name**
- **SSN** (only the last four digits)
- **Zip**
- **Date of Birth**

❑ Click **Delete**. A message is displayed prompting you to confirm that you want to delete the user.

- Click **Yes** to continue. A message is displayed indicating that the user was successfully deleted.
- Click **No** to return to the Delete EP Users page without deleting the user.