

# Adding New Hires to Wurk: Troubleshooting Guide

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These instructions guide you in troubleshooting problems with adding new Wurk users, on systems upgraded to the latest Wurk release. These instructions call for Administrator permissions.

The final step for new hires in Wurk requires that their login request be approved within 72 hours. If an employee attempted to log in and could not proceed, this may be the problem.

During the process of **hiring an employee**, you may experience the following issues:

- The employee does not receive the initial email notification to log into Wurk
- Notifications not sent to approve employees' requests for time off, timesheets, or first log in.
- Employees locked out 72 hours after the first attempt to log in.

## START HERE

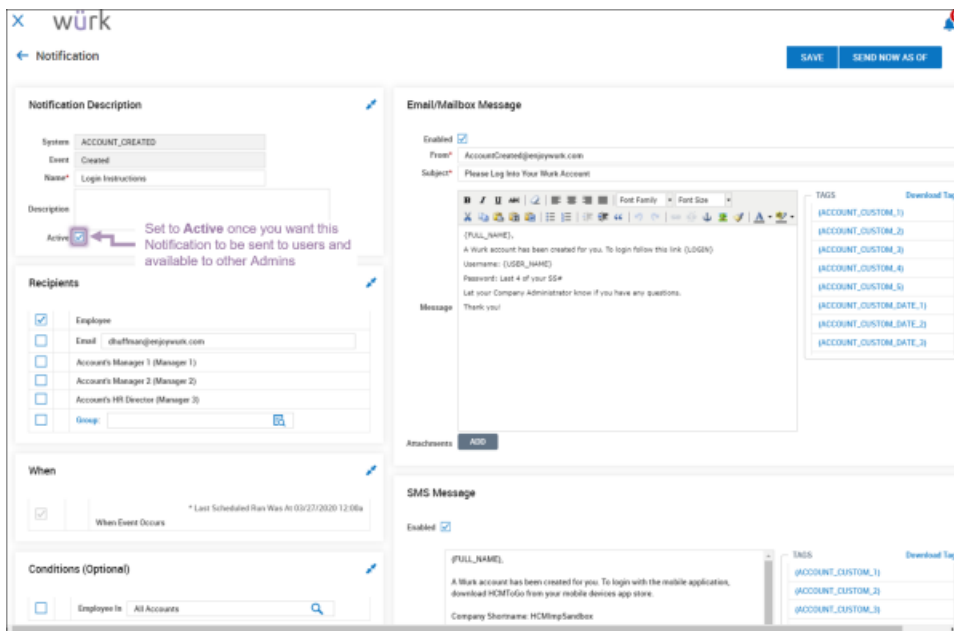
### Checking New Hire Notifications and Email Filters

1. Check that your notifications for new hires are set up and active (under Admin Settings). For example, make sure you have enabled the **ACCOUNT Created** notification. This automatically notifies new hires with a link to Wurk and guidance on the initial username and password to enter.

**Warning:** If you de-activate this notification, you must create and activate your own, or new hires will not receive messages about Wurk. Additionally, it is possible that other users in your system may have de-activated it in the past, so we recommend that you check that it is turned on going forward.

The screenshot shows the 'würk' interface with 'COMPANY SETTINGS' and 'Company Notifications' selected. The table below lists various notifications:

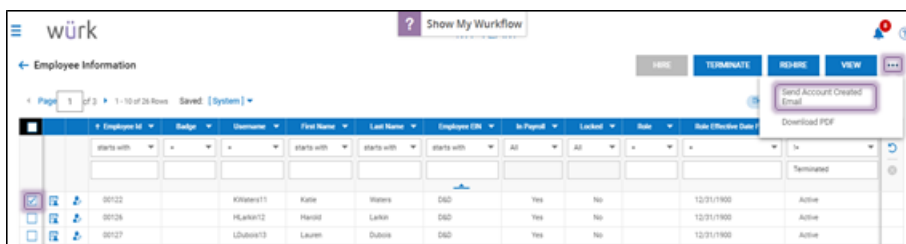
System	Event	Name	Description	Enabled
starts with	starts with	starts with	s	All
ACCOUNT	Checklist Created	Checklist Created - Onboarding	*Enable prior to Go Live if using Onboarding Checklists	Y
ACCOUNT	W4 Processed	W4 Processed		Y
ACCOUNT	Credential Expiration	30 Day Credential Expiration	*Update Credential Type filter if not applicable to all Credentials	Y
ACCOUNT	Credential Expiration	60 Day Credential Expiration	*Update Credential Type filter if not applicable to all Credentials	Y
ACCOUNT	Password Reset	Password Reset		Y
ACCOUNT	Created	Account Created w/Login Instructions	*Enable prior to Go Live	Y
ACCOUNT	Checklist Reminder	Checklist Item Reminder		Y
ACCOUNT	I9 Expiration	I-9 Expiration: 14 Days	Employee & HR Admins	Y
APPLICANT TRACKING	Applicant Opened Account	Applicant Opened Account		Y
APPLICANT TRACKING	Applicant Applied For Job	Applicant Applied for Job		Y
ADMIN TRACKING	Admin User Dismissed	Admin User Dismissed		Y



If your company has purchased SMS Integration With **Twilio**, you can also send the message by text. This is especially helpful if you are encouraging your workforce to use the WürkMobile App, HCM ToGo.

2. Confirm that the employees' email addresses are correct in the system (work versus personal).

3. Re-send the employee Account Created email (under **Team>My Team>Employee Information**) as shown below.



4. Suggest to the employees that they check spam or junk mail and print out the **Logging Into Würk Cheatsheet**. If this does not work, using a different method than email, give the employees the login link and login credentials, plus the link to **Logging In**.

## Safelisting Domains, Email Addresses, and IPs

If the issue is with your company email system, you or your IT department should consider applying white list groups for email domains and IP addresses to allow employees to receive emails from Würk. This includes all "From" addresses in the Global Notifications rule and all Generate E-mail Workflow steps:

- noreply@enjoywurk.com
- donotreply@enjoywurk.com

This also includes the following

IPs:

- 173.46.134.27
- 173.46.134.192
- 216.12.149.100

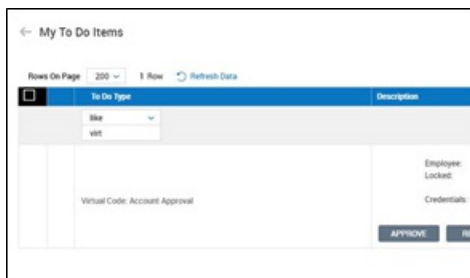
## Preventing and Resolving Locked Accounts

These steps require

VCA Admin. permissions, typically given to Company Administrators.

### Approve First-Time Log-Ins Within 72 Hours

5. In your My To Do items, look for Virtual Code: Account Approval items waiting to be approved, like the example below.



You can filter for To Do Type “like” Virtual.

If

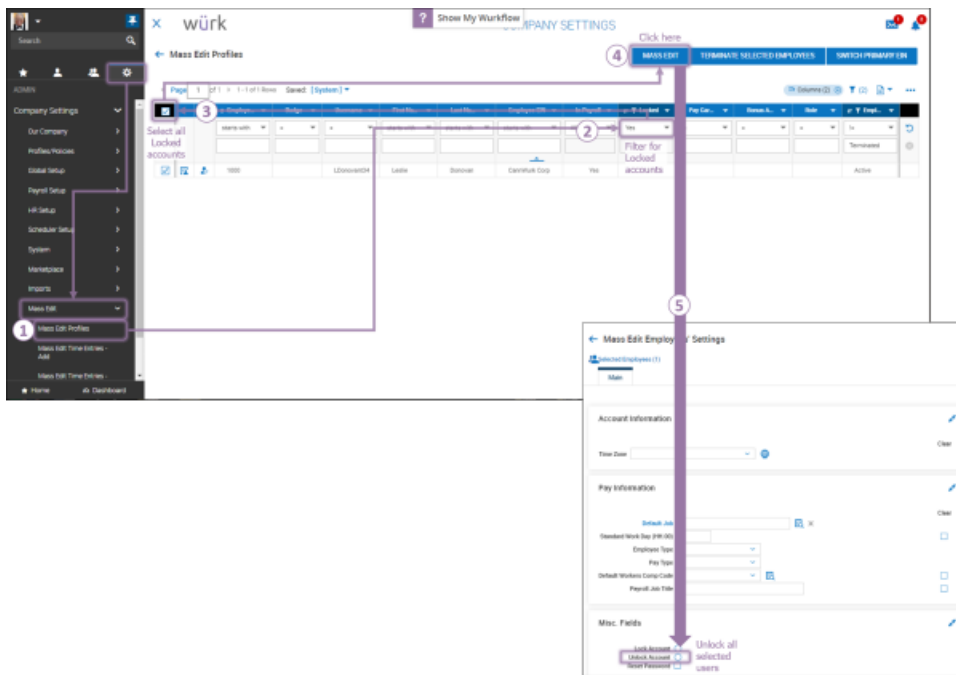
VCAs are not approved within 72 hours, the user accounts will lock.

8. Once you APPROVE these, the employees can log into Wurk.

### Mass Unlock Employee Accounts

6. Navigate to Admin Settings>Mass Edit>Mass Edit Profiles.

7. Follow the steps shown below.



For further assistance, submit specific errors to [support@enjoywurk.com](mailto:support@enjoywurk.com) with screenshots and example employees.