

Checking New Hire Notifications and Email Filters

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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.

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 displays the 'Company Notifications' configuration interface. On the left, a sidebar menu is open, showing a path: 'Global Setup' > 'Notifications'. The main area shows a table of notifications with the following data:

System	Event	Name	Description	Enabled
ACCOUNT	Checklist Created	Checklist Created - Onboarding	*Enable prior to Go-Live if using Onboarding Checklists	
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	
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
APPLICANT TRACKING	Applicant Password Reset	Applicant Password Reset		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 **WurkMobile 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.

würk 01:44 PM (Mountain) My Team Search ? SA

My Team > Employee Information

← Employee Information HIRE TERMINATE REHIRE VIEW ...

1 of 1 3 Rows [System]

	Employee Id	Badge	Username	First Name	Last Name	Role	Default
<input checked="" type="checkbox"/>	starts with	=	=	starts with	starts with		
<input type="checkbox"/>	123	11111	Testadmin	Test	Admin	Default	
<input type="checkbox"/>	123456		Testmanager	Test	Manager	Default	
<input type="checkbox"/>	654321		Testemployee	Test	Employee	Default	

Early/Late Punch Override
Send Account Created Email
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4. Suggest to the employees that they check spam or junk mail and print out the [Logging Into Würk Cheatsheet](#)(PDF). 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](#).