

USER GUIDELINES

To improve the effectiveness of ESS, we have formulated the following guidelines. This has been done based on the feedback received from you all and our subsequent analysis of the same. The aim is to make ESS more 'user friendly'.

A. General Guidelines

The following guidelines are applicable for the entire ESS application.

1. Exclusive Use: ESS services are being simultaneously accessed and used by thousands of users across the country. To ensure reasonable performance, we were compelled, though reluctantly, to put a limit on maximum idle time that can be allowed on any ESS service. Thus on reaching the maximum idle time allowed, the session gets automatically closed and the data to the extent already entered but not saved is lost. We have to use ESS exclusively without keeping it idle.

Please note that incomplete data cannot be saved in SAP as you can save while using Excel.

2. General Queries: Queries on Policies and Guidelines, Entitlements, Procedures.

If you have any such queries mentioned above, please log your queries in ESS->MyHR->New Request. After you log a query, MyHR team will respond to your queries within two working day.

3. Email: In all your communications, please provide following details so that the support / help can be provided to you without loss of time.

1. Your ESS Login ID
2. Your Employee code
3. Your Contact telephone number
4. The service / menu in which problem is faced
5. Brief description of the problem along with print screen

Note:- Do not provide your password to anybody under any circumstances.

4. Slow response: If ESS response becomes unusually slow, in general, please bring it to the notice of Local IT Helpdesk.

Action for: Local IT Helpdesk

Please check the speed of LAN

1. Please take corrective action if the speed is found to be slower.

B. Login Related Problems.

1. Error page display "Page Not Found"

While entering the URL <http://ess.ril.com> if this message appears, please contact your Local IT Help Desk.

Action for: Local IT Helpdesk

1. Ping ess.ril.com and check for its available connectivity
2. Check for the host entry in 'dns' server and make entry of 10.66.4.37 & ess.ril.com, if found missing.
3. If the 'dns' server information is not maintained, then maintain the above mentioned details at each of the applicable machines.

Please do not try to access the ESS using IP address as this creates problem.

If the problem persists please contact Local Network Administrator.

2. Error messages:

A. "Interpreter failed".

Please report the problem to your MU/SU/BU HR team who in turn should contact ESS Technical team for suitable solution.

B. "R/3 connection failed".

Please close the Internet Explorer and try to login after a little while.

C. "Session time out".

Please close the Internet Explorer and login again to ESS.

D. "Name or password is incorrect. Please re-enter".

If this message appears while trying to enter ESS with your user id and password please recheck the user id and password actually entered.

E. "User is locked".

Please note that if you try to login with an invalid password repeatedly for 5 times your user id will get locked. After that even with the correct password you will not be able to login to ESS. If you have forgotten your ESS password or if your user id is locked due to incorrect logins, then please click on "**Forgot Password**" button available on login page. After you click on this button, it is desirable to refer the User manual to get well versed with the process of "Reset Password".

Following points to remember while resetting ESS password:-

- Password should be of minimum 6 character and maximum up to 32 character
- Password should have at least one digit (0 – 9)
- Password should contain two letters (a-z) and (A-Z) minimum one upper case and one lower case.

For example "**UseR123**"

In case you do not receive any system generated auto mail for default password then please contact **MyHR** for help.

Contact details are;

Email ID - rilhr.help@ril.com (MyHR)

Help line no - 022-447 76947 (Between 11 to 17:30 hours on RCP working days).

3. New Employees :

First time ESS login credential for new employees will be as follows if Single Sign on not activated:

Login ID – P + Employee code (For Eg.P50010560)

Default Password – Hr + DOB in “YYYYMMDD” format (For Eg.Hr19881231)

4. Separated Employees :

After Separation ESS login credential will be as follows:

Login ID – S + Employee code (For Eg.S50010560)

Default Password – Hr + DOB in “YYYYMMDD” format (For Eg.Hr19881231)

Ensure to update personnel mail ID in separation request which will help to reset your ESS password after your last working date.

For reset password please click on Forgot Password->Enter employee code prefix with S for Eg.S500010560” ->Enter personal email ID as provided in separation request->Enter security question – year of birth e.g.1988 >Reset password will be communicate to your personal mail ID.

In case you are unable to recover your password, please contact Separation team on mail ID HRSO.SEPARATION@ZMAIL.RIL.COM