

## ACCESSING DOCUMENT SELF-SERVICE FOR LOA OR FORMER ASSOCIATES

Attached are the instructions on how to sign up for Document Self-Service and how to reset your password if needed. Please read the instructions carefully.

### **IMPORTANT NOTES:**

- **All information is case sensitive to include your user name, last name, security code and password.**
- **LAST NAME: The first letter is upper case (Examples: Smith, Brown-Smith)**
- **You only get 4 tries to enter your password. After the 4<sup>th</sup> time your account will be locked for 10 minutes. You will need to come back after 10 minutes to continue working on DSS.**

### **TIP:**

- Open Notepad and enter the credential verification information in there: DOB (MMDDYYYY), Last Name (Ex. Smith), and last four of SSN. Then copy and paste this information to the form. This way you know it is spelled correctly since you will not be able to verify your data in the form itself.

Click on the link below to the instructions you need:

[Registering for DSS](#)

[Forgot Your Password](#)

### REGISTERING FOR DSS

- Go to [www.mwhc.com](http://www.mwhc.com)
- For Associates
- Select “EMSS for Leave for Absence or Former Associates.” Click on the “Click Here,” button.



- On the Login Screen click on the “Register User” link

Mary Washington Healthcare Document Self-Service

Login credentials are needed to access Document Self-Service.

**Login**

Username:

Password:

\* Credentials are case sensitive

[Register User](#)

[Forgot your password?](#)

- 
- **All information is case sensitive to include your user name, last name, security code and password.\*\*\***
- **LAST NAME: The first letter is upper case (Examples: Smith, Brown-Smith)**
- Enter credential verification and security code. (See the TIP on the 1<sup>st</sup> page).
- Click on Submit

Mary Washington Healthcare Document Self-Service

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**Credential Verification**

Please enter your personal information for each field below and then click Submit.

**DOB:**  
  
(MMDDYYYY)

**Last Name:**

**SSN:**  
  
(Last 4 Digits)

Enter security code shown above

- Create user name. In here the user will enter a personal email address.

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### User Registration

Please enter a valid email address to be used as your Document Self-Service Username and Primary Email Address.

Enter New Username:

Confirm New Username:

- Click on Submit
- A pop-up will come up letting the user know a verification email will be sent.
- User needs to log-into his/her email
- Click on the link: "Click here to finish user registration"

Registration Validation Subject

 Today, 9:22 AM  
You

This message was sent with high importance.

**WARNING:** The sender of this email could not be validated. The name displayed in the "From" field may not match the actual sender.

A request has been received to use this email address for your Document Self-Service profile.  
[Click here to finish user registration](#)

If you received this email in error, please delete it immediately.

Thank you.

Payroll Department  
 Mary Washington Healthcare

This electronic message transmission, including any attachments, contains information from Mary Washington Healthcare which may be confidential or privileged. The information is intended to be for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic transmission in error, please notify the sender immediately by a "reply to sender only" message and destroy all electronic and hard copies of the communication, including attachments.

**\*\*The user will only have 1 hour to do this step. The email will expire after 1 hour. If the email expires, the user will have to start the whole process again to get another email.\*\***

- After clicking on the link the user will be directed to verify their credentials one more time.
- User needs to enter information being requested one more time. **\*\*Remember everything is case sensitive.\*\***
- Click on Submit

 **Document Self-Service** Login

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Welcome Test1 Testing!

### Credential Verification

Please enter your personal information for each field below and then click Submit.

DOB:  
  
 (MMDDYYYY)

Last Name:

SSN:  
  
 (Last 4 Digits)



[Generate new security code](#)

Enter security code shown above

- Set password: user needs to enter a password. Password needs to be 6 or more characters.

The screenshot shows the 'Set Password' form within the Mary Washington Healthcare Document Self-Service interface. The page header includes the Mary Washington Healthcare logo, the title 'Document Self-Service', and a 'Login' link. A blue navigation bar contains the text 'Welcome Test1 Testing!'. On the left, a sidebar identifies the service as powered by MHC Software, Inc. with a copyright notice for 2017. The main form area is titled 'Set Password' and contains two input fields: 'Enter New Password:' and 'Confirm New Password:', both filled with black dots. A 'Submit' button is located below the second field.

- Email verification: this step is optional if the user would like to enter a secondary email. If not, the user will need to check mark "I do not want to store a secondary email..."
- Click on Submit

The screenshot shows the 'Email Verification' form in the same Mary Washington Healthcare Document Self-Service interface. The page header includes the Mary Washington Healthcare logo, the title 'Document Self-Service', and a 'Logout martharestrepo431@hotmail.com' link. The blue navigation bar still displays 'Welcome Test1 Testing!'. The sidebar on the left remains the same. The main form area is titled 'Email Verification' and features a section for 'Secondary Email Address (OPTIONAL)'. Below this heading, there is explanatory text: 'Below, you have the option to specify an additional email address for your future communications. Please either specify a secondary communication email address, or check the box below to deny this option.' This is followed by two input fields: 'Secondary Email' and 'Confirm Secondary Email'. At the bottom of the form, there is a checkbox labeled 'I do not want to store a secondary email address on file.' and a 'Submit' button.

- The user will be directed to log-in.

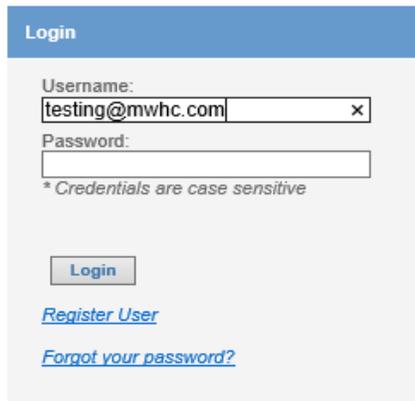
- Enter the user name (personal email address) and password the user just created.
- Click on Login

- The options and screen will look exactly the same as it does internally.

## **FORGOT YOUR PASSWORD**

You will only get 4 tries to enter your password. After the 4<sup>th</sup> time your account will be locked for 10 minutes.

- If you forgot your password and have not locked yourself out, please click on the 'Forgot your password' link.
- If you do not see this link you will need to go back to [www.mwhc.com](http://www.mwhc.com) and go through the steps:
  - For Associates
  - Select "EMSS for Leave for Absence or Former Associates." Click on the "Click Here" button.
  - Enter our Username and click on the "Forgot your password?" link.



The screenshot shows a login form with a blue header labeled "Login". Below the header, there are two input fields: "Username:" with the text "testing@mwhc.com" and a clear button (x), and "Password:" which is empty. Below the password field, there is a note: "\* Credentials are case sensitive". At the bottom of the form, there is a "Login" button, a link for "Register User", and a link for "Forgot your password?".

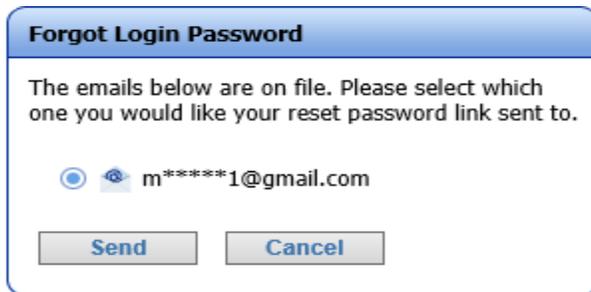
- Once you click "Forgot your password?" link, go through the credential verification process.  
**\*\*\*THIS IS ALL CASE SENSITIVE\*\*\***

### **Document Self-Service**



The screenshot shows a "Credential Verification" form. It has a blue header with the title "Credential Verification". Below the header, there is a instruction: "Please enter your personal information for each field below and then click Submit." There are three input fields: "DOB:" (with a note "(MMDDYYYY)"), "Last Name:", and "SSN:" (with a note "(Last 4 Digits)"). Below these fields is a security code box containing the text "r9y2#". There is a link "Generate new security code" with a refresh icon. Below the security code box is an input field "Enter security code shown above". At the bottom, there is a "Submit" button.

- Click on 'Send'



**Forgot Login Password**

The emails below are on file. Please select which one you would like your reset password link sent to.

m\*\*\*\*\*1@gmail.com

- You will receive an email with instructions on how to reset your password.



Forgot user login password Inbox x

4:34 PM (35 minutes ago) ☆ ↶

Payroll@mwhc.com  
to me

A request has been received to reset your login password.  
[Click here to reset your login password](#)

If you received this email in error, please delete it immediately.

Thank you.

Payroll Department  
Mary Washington Healthcare This electronic message transmission, including any attachments, contains information from Mary Washington Healthcare which may be confidential or privileged. The information is intended to be for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic transmission in error, please notify the sender immediately by a "reply to sender only" message and destroy all electronic and hard copies of the communication, including attachments.

- Click on the link to reset your password
- Enter your new password. Password needs to be 6 or more characters.

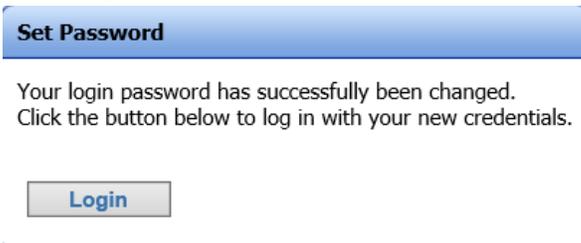


**Set Password**

Enter New Password:

Confirm New Password:

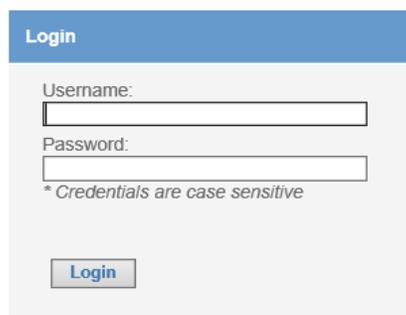
- You will get the following pop-up after you create your new password.



**Set Password**

Your login password has successfully been changed.  
Click the button below to log in with your new credentials.

- Click on the 'Login' button and it will take you to our regular Log-in screen.  
Login credentials are needed to access Document Self-Service



**Login**

Username:

Password:

\* Credentials are case sensitive