

# How to Set Up Employee Self Service (ESS) Two-Factor Authentication Secondary Email

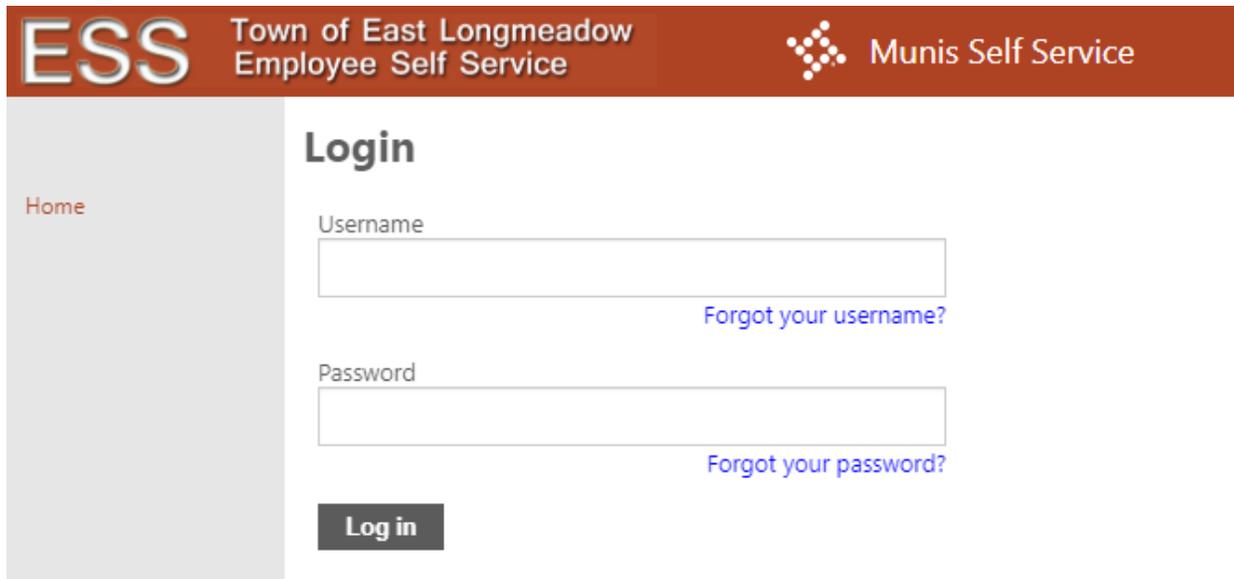
Employee Self Service (ESS) outside our network link: <https://mss.eastlongmeadowma.gov/mss>

Click **Log In**



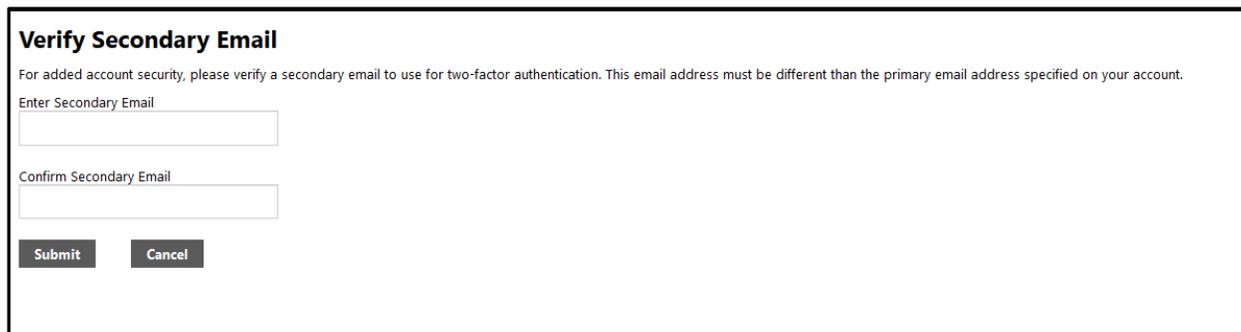
The banner features the ESS logo on the left, the text 'Town of East Longmeadow Employee Self Service' in the center, and the 'Munis Self Service' logo on the right. A 'Log In' button with a right-pointing arrow is in the top right corner. Below the banner, a grey box contains the text 'Welcome to East Longmeadow's Self Service!'.

Enter your **Username** (firstname.lastname) and your network **Password** and select **Log in**



The login form has a header with the ESS logo, 'Town of East Longmeadow Employee Self Service', and the 'Munis Self Service' logo. On the left is a 'Home' link. The main area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the 'Username' field is a blue link 'Forgot your username?'. Below the 'Password' field is a blue link 'Forgot your password?'. At the bottom is a dark grey 'Log in' button.

When you log in to ESS for the first time you will be prompted to set up a secondary email address. This email address must be different than your East Longmeadow email address.



The form is titled 'Verify Secondary Email'. Below the title is a message: 'For added account security, please verify a secondary email to use for two-factor authentication. This email address must be different than the primary email address specified on your account.' There are two input fields: 'Enter Secondary Email' and 'Confirm Secondary Email'. At the bottom are two buttons: 'Submit' and 'Cancel'.

After clicking the Submit button, ESS provides a Verify Secondary Email dialog box.

### Verify Secondary Email

An email has been sent to your secondary email address. Please enter the code you received in the textbox below to continue.

Security Code

[Resend](#)

You will receive a security code at your secondary email address from munis@eastlongmeadowma.gov.

**Note:** If you don't see the email with your security code in your secondary email address inbox, check your secondary email address spam folder.

Enter that security code in ESS and select Submit to complete your log in process.

Your Security Code - Tuesday, April 7, 2020 12:58:11 PM

 NoReply@MUNIS.com  
To: Raven, Jason

Please enter the following security code to continue.

Security code: 498770

If this e-mail message was sent to you in error, or you are having problems logging on to the site, please contact the site administrator.

Once you have set up your secondary email address, each time you enter your Username and Password in ESS, you will receive a new security code at your secondary email address that you will have to enter in to ESS to complete the log in process.