

**UPDATED 12/05/2018**  
**Having Trouble Logging in?**

### How do I register for the first time?

1. Click on **Register Account** and **Enter**: **(1)** Your e1 username, **(2)** Your Date of Birth in MMDDYYYY format (for example, if your date of birth is July 18, 1950, you would enter 07181950. Make sure you don't forget any leading zeros). and **(3)** Last 4 digits of your SSN (for example, if your SSN is 987-65-0098, you would be required to enter 0098)
2. If you enter your information successfully, you will see a new page where you can:
  - Enter a password of your choice.
  - Choose a password that is between six and fifteen characters and contains at least one number and one character (A-Z or a-z). (If you are resetting a password, please be aware that you cannot select a password you used in the past.)
  - **NEW** - Select and enter your MFA information. Please select more than one method for your onetime-use verification code to be send to you to allow yourself more options.
  - Select and answer two "secret questions." Remember – you only need to answer **two!**
    - Your answers must be at least three characters, but no more than 20.
    - If you forget your password, you can answer the questions to gain access to your account.

With the website's security features, if you try to register or log in, three times and are unsuccessful, you will be locked out of the site. **If you receive an error message regarding incorrect data, please verify your entries.** Did you:

- Enter e1 username correctly?
- Enter your date of birth in the correct order – Month, day and Year (MMDDYYYY)?
- Enter the last 4 digits of your SSN, including any leading zeros?

If you are locked out after three attempts (either during the registration process or during login), go back to the login page and click on **Forgot Your Password?** to reset your account yourself.

### What do I do if I lock myself out after I've registered?

If you have already registered on the site, click **Forgot Your Password?** On the first screen, enter:

- Your e1 username
- Your date of birth in MMDDYYYY format
- The last 4 digits of your SSN, and
- The code of letters and numbers, entered exactly as it appears on the screen.

If you enter your information correctly, you will be asked if you want to:

**Option 1**  
Answer all your secret questions (you must answer **exactly** as you did when you registered)

**OR**

**Option 2**  
Send yourself an e-mail to your work e-mail address. The e-mail will include a link back to the login page.

When you have successfully answered your questions or you've click on the link in the email, you can re-register, following the steps outlined above. Then you're ready to enter the site.

### **NEW** - What if I lock myself when using MFA?

Please call the HRIT Help Desk at 831-761-7888 or email ithelp@gcinc.com to request your MFA account be reset. Make sure you provide your Incident Ticket Number. It is required in order for your MFA account to be unlocked.



## What if I lock myself out before I completed my registration?

If you have **NEVER logged in before**, please call the HRIT Help Desk at 831-761-7888 or email [ithelp@gcinc.com](mailto:ithelp@gcinc.com) to request your account be reset. In doing so, you will be able to review your personal information, ensuring that the website has accurate information for you. **If the lock out message includes an Incident Ticket Number, please provide this information.**

## NEW - What Is Multifactor Authentication?

Multifactor Authentication (MFA) combines a User Name and Password with an additional security factor — a temporary numeric code sent to the user — to confirm the identity and keep the information secure. MFA has been widely adopted by banking and social media websites or apps, as it offers an additional level of identity verification and protection to the authentication process.

Think of it as needing a personal identification number to use an ATM card. Both the card and the PIN are needed before money can be withdrawn. Now, when you use MFA, a stolen User Name and Password won't be enough for an unauthorized person to gain access to sensitive data or critical technology systems.

There will be no changes in the application login page. After you enter your User Name and Password, you will be presented with a screen to enroll into MFA. You will have the option to enter an e-mail address, a mobile number, or a land line that will be used to deliver a temporary verification code. We recommend, although it is not required, that you enter at least two fields for notifications. After entering the temporary code, you will be able to access their account.

## NEW - Why Are We Doing This?

To protect your data, our sensitive web-applications, and comply with regulatory obligations.

As security threats evolve, we have added these security features used to access personalized accounts to make sure only authorized users have access to online information. Our employees entrust Granite to protect sensitive data, and we take that seriously. Our employees' privacy and security is our priority, and enhancing account security for online sites containing sensitive information is an ongoing part of our efforts.

## NEW - Frequently Asked Questions

**Q:** Are users required to enter the temporary code every time they log in, possibly multiple times in a day?

**A:** No. We have adopted a risk-based MFA solution. After entering the User Name and Password, users will be challenged to enter a temporary code only the first time they use a device or if risk conditions are detected.

**Q:** What happens if enter the incorrect code and my account gets locked?

**A:** Excessive failed attempts entering the incorrect temporary code will cause the account to be locked. Please contact the HRIT Help Desk at 831-761-7888 or email [ithelp@gcinc.com](mailto:ithelp@gcinc.com) to request that your account is unlocked.

**Q:** What happens if I have registered the wrong e-mail/phone number or need to update my e-mail/phone number with new ones?

**A:** You cannot update this information in the application. Please contact the HRIT Help Desk at 831-761-7888 or email [ithelp@gcinc.com](mailto:ithelp@gcinc.com) to request a new MFA enrollment process. In this case, you will be prompted to register your e-mail, mobile number, and landline.