



# Troubleshooting: Logging in to EPM Connect

## EPM Connect Guide

# Document Control

**Document Overview:** This document provides a troubleshooting guide to EPM Connect.

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## Document Approval

The Director of Operational Excellence shall review this guide annually and shall determine whether any further changes need to be made prior to approval.

This document was approved by Keren Prior, Director of Operational Excellence on 23rd October 2025 and is issued on a version-controlled basis under her signature.

## Document History

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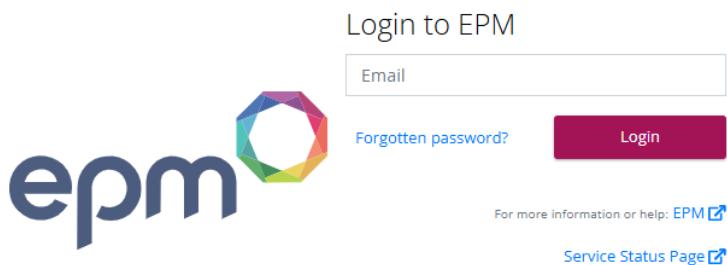
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## Logging in to EPM Connect for the first time

If you're experiencing difficulties logging in to EPM Connect for the first time, please work through the following steps to resolve the issue:

### Step 1: Verify you are using the correct link

Ensure you are using the correct EPM Connect link: <https://www.epmportal.uk/>.



We recommend bookmarking this link for future use.

### Step 2: Check your email address

Your EPM Connect login email should be your **current work email address**. This may be different from:

- Email addresses used for the previous e-payslips portal.
- Previous email addresses used for other company systems.
- Personal email addresses.

If you're unsure of your work email address, please check with your HR Department or Line Manager.

### Step 3: Reset your password

If you're unable to log in, use the **Forgotten Password** link on the login page to reset your credentials:

1. Click **Forgotten Password** on the login screen
2. Enter your work email address
3. Check your email inbox (including spam/junk folders) for reset instructions.
4. Follow the link in the email to create a new password
5. Return to the EPM Connect login page and log in with your new credentials

## Still having issues?

If you've completed all the above steps and are still unable to access EPM Connect, please contact your usual HR/Payroll contact at the school with the following information:

- The email address you're attempting to use
- A screen shot of the full screen displaying the error message you are receiving / issues you are experiencing
- Confirmation of any steps you have taken so far to resolve the issue

## Access Denied

An **Access Denied** message once logged in, indicates that the user does not have the relevant user permissions assigned to their user profile.

If an employee cannot view **My Portal**, this usually indicates that they have not been added to the **Employees** user group.

### Assign a user to the Employees User Group

1. From the left-hand navigation pane, select **Admin**. The **Admin** menu is expanded.
2. From the **Admin** menu, select **User Administration**. The **User Administration** page is displayed.
3. Click on the **User Groups** tab. A list of the user groups available for the school is displayed.
4. From the list of user groups, find the user group you want to assign the user to.
5. Click on the pencil icon in the right-hand column. The **Edit User Group** page is displayed.
6. Click on the **Add User** button. The **Add Users in User Group** window is displayed.
7. Find the user you want to assign to the user group, in this case **Employees**.
8. Check the check box in the right-hand column.
9. Click on the **Add Users** button. The user is added to the user group.

 + Add User

10. Click the **Close** button. The **Add Users in User Group** window closes.

 Close

11. Select the blue **Users** tab. A list of all users is displayed with the user groups that you have assigned in the **User Group** column.
12. Repeat the steps to add any additional users.