

ES ONLINE

HOW TO LOGIN GUIDE





LOGGING IN FOR THE FIRST TIME

Welcome to ES Online

The online service provided by JTC Employer Solutions

SETTING UP YOUR ACCOUNT:

You will have received two separate emails providing you with your unique 16 digit login ID and a system generated password.

To access the service click here <https://www.jtcgroup.com/esonline/> and click on “Sign in” and then ES Online.

At the Welcome screen, enter your ‘Login’ and ‘Password’ and click on ‘Sign In’.

The first time you login you will be prompted to:

1. Set a new password.
2. Set an 'Identification' question and answer which will be required for subsequent logins.
3. Set a 'Password Reset' question and answer. You will be able to use this to reset your password if you forget it.

If you are not able to login after two attempts please contact the ES Online helpdesk +44 (0) 1534 702 999 or eshelp@jtcgroup.com.

here'."/>

Welcome

Enter your login ID and password

Login: 4519008#####
4519008

Password:

[Forgotten Password?](#)

Sign In

Your ES Online login guide can be found [here](#)



LOGGING BACK IN

Once you have completed the required information on first login you will now be able to log back in.

ACCESSING YOUR ACCOUNT:

- > At the Welcome screen enter:
 1. Your 16 digit Login ID.
 2. Your new Password you have set.

- > You will then be taken to the Identification screen:
 1. You will be shown the Identification Question you set.
 2. You will be asked to enter specific characters from your Identification Answer, in the example shown the 1st, 2nd and 4th characters.

- > Click on 'Continue' to access the site

Welcome

* Required fields

Enter the answer to your Identification Question

Use the text boxes to choose the characters from your Identification Answer:

Identification Question: 6 x a

Identification Answer: **1st** **2nd** **4th**

Please note this selection ignores capital or lower case letters.



FORGOTTEN YOUR PASSWORD?

If at any point you have forgotten your password on the Welcome screen click on "Forgotten Password?"

FORGOTTEN PASSWORD:

- > Step 1:
 1. Enter your 16 digit Login ID.
 2. Enter your Surname, then click on 'Continue'
- > Step 2:
 1. You will be shown the Security Question you set.
 2. You will be asked to enter specific characters from your Security Answer, in the example shown the 1st, 3rd and 5th characters.
- > Step 3:
 1. You will be asked to set a new Password.
 2. You will be asked to confirm that Password.
- > Click on 'Save' to continue to access the site.

If you have forgotten your 16 digit Login ID please contact the ES Online helpdesk on +44 (0)1534 702 999 or by email at eshelp@jtcgroup.com.



Welcome

Login Self Reset: Step 1 of 3

JTC is dedicated to providing you with a secure Online environment.

You will be required to answer your Security Question as part of the Login Self Reset process.

Please enter your login ID and user surname and then select **Continue**.

Login:

User Surname:

Welcome

Login Self Reset: Step 2 of 3 – Security Question

Please enter the 1st, 3rd and 5th characters from the answer to your Security question

* Required Information

Security Question

Please enter the characters from your 'Security Answer' in the text boxes below

Security Question: 6 x a

Security Answer:

Please note: your security answer is not case sensitive.

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Terms and conditions are updated from time to time and can be found at www.itcgroup.com/ES-terms

J T C G R O U P . C O M

