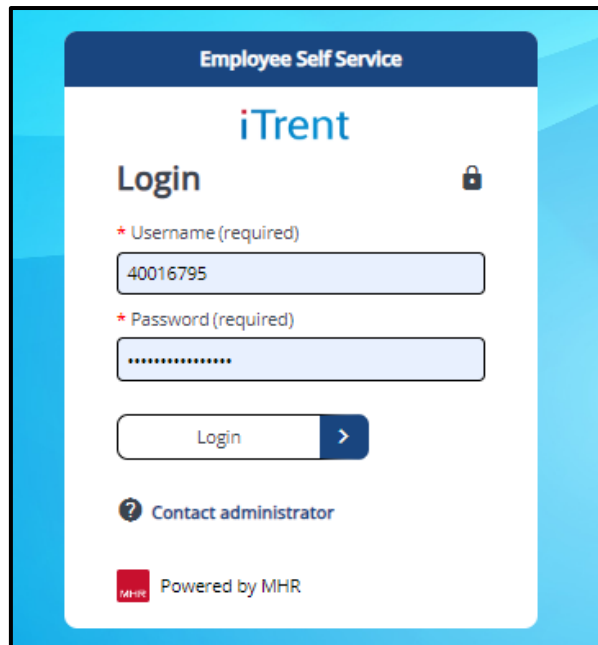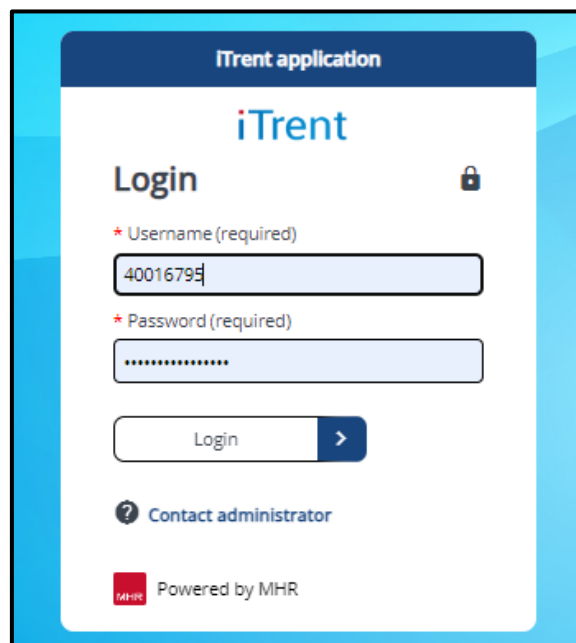When accessing the HR Connect system which includes People Manager and Employee Self Service, if you are presented with either of the below screens and you are not logged in automatically, please **Do Not** click login. There may be a slight delay on the MFA starting so please wait for the page to automatically log you in.

If you have waited and you are not logged in automatically, please ensure you navigate away from HR Connect and clear your browser cache for **All Time**.  HR Connect works with single sign on enabled, clicking on login will lock your account and you will be presented with an invalid log in message. If you lock your account, you will need to raise a case via Uni Desk for the account to be unlocked.

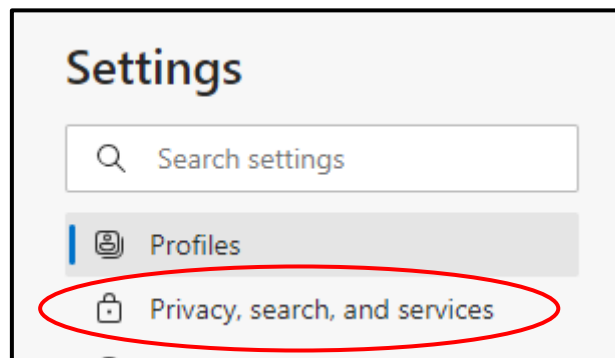**How to clear you browser cache.**

**Microsoft Edge**

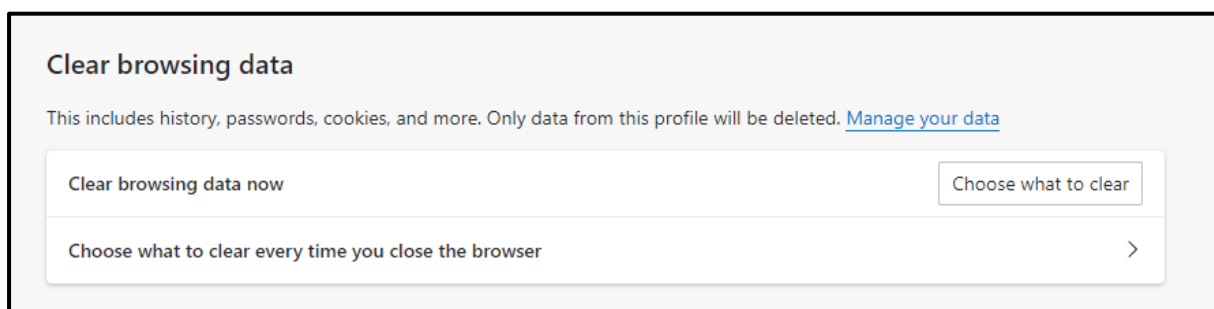Within the browser click on the three dots at the top right of the screen.



From the drop-down menu click on **'Settings'**.

Click on **'Privacy, search, and services'**.



Within the Clear browsing data section, click on **'Choose what to clear'.**

Ensure that the time-range is set to **'All time'.** Please ensure that you have ticked the box next to **'Cached images and files'**. It is up to you what else you wish to clear e.g., download history, browsing history etc. Click on **'Clear Now'**.
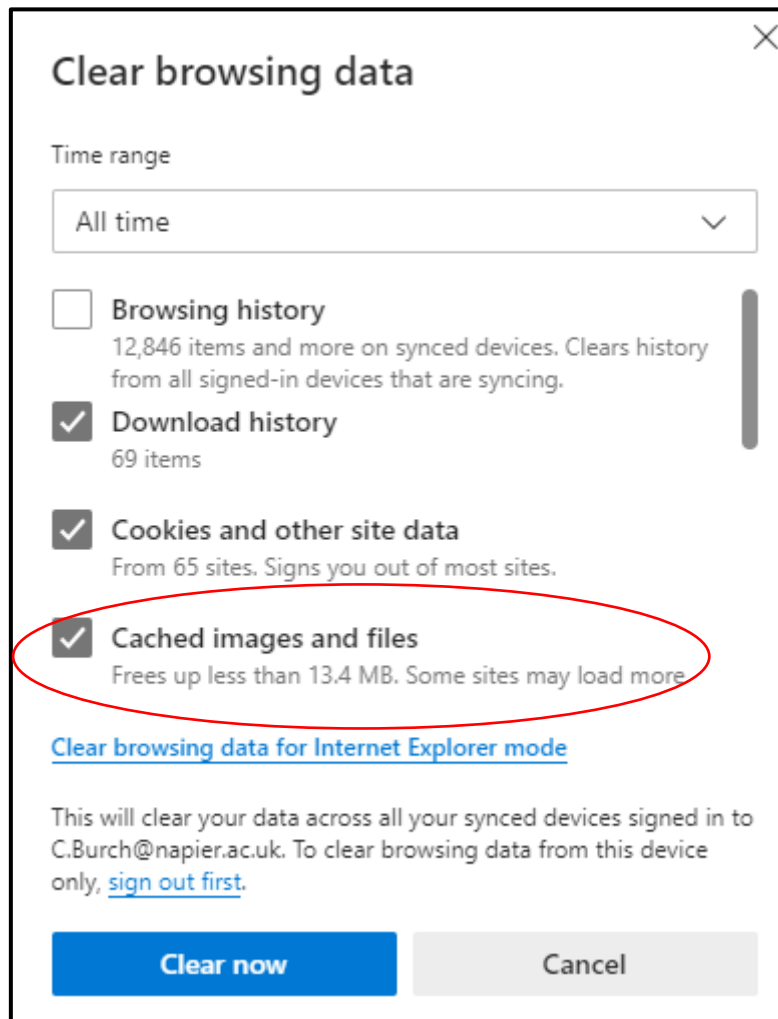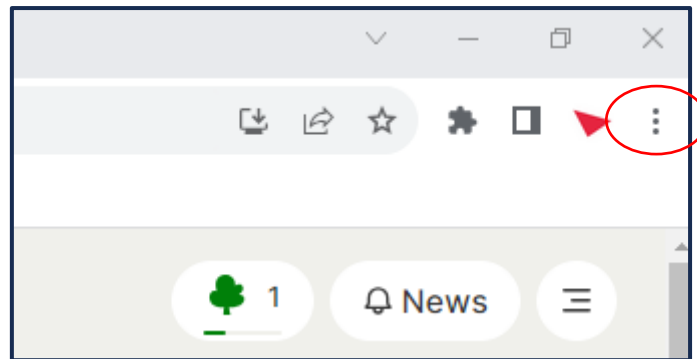


Once the cache has been cleared, please close down the browser completely. It is recommended that you clear your cache periodically.

Next time you access HR Connect single sign on should now work and you will be logged in automatically. If you have cleared your cache, restarted and you are receiving an invalid login message, please raise a call via Uni desk for the account to be unlocked.
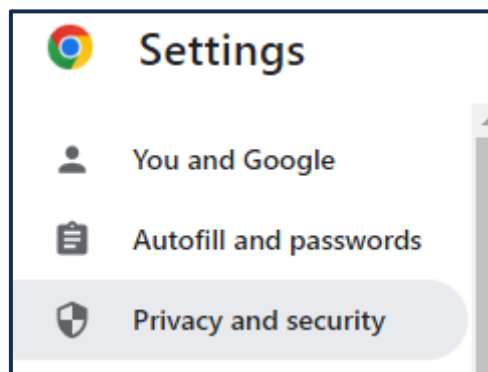
**<u>Chrome</u>**

Within the browser click on the three dots at the top right of the screen.
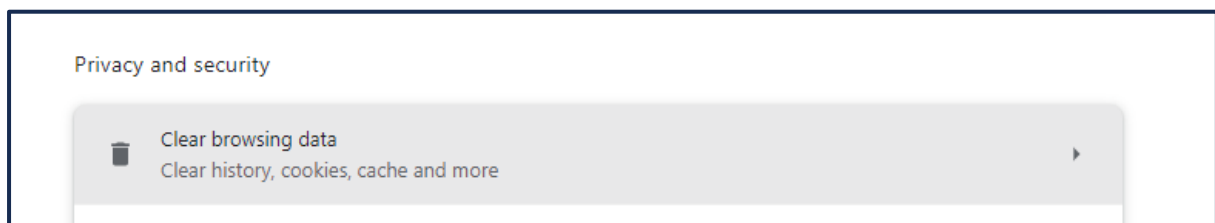


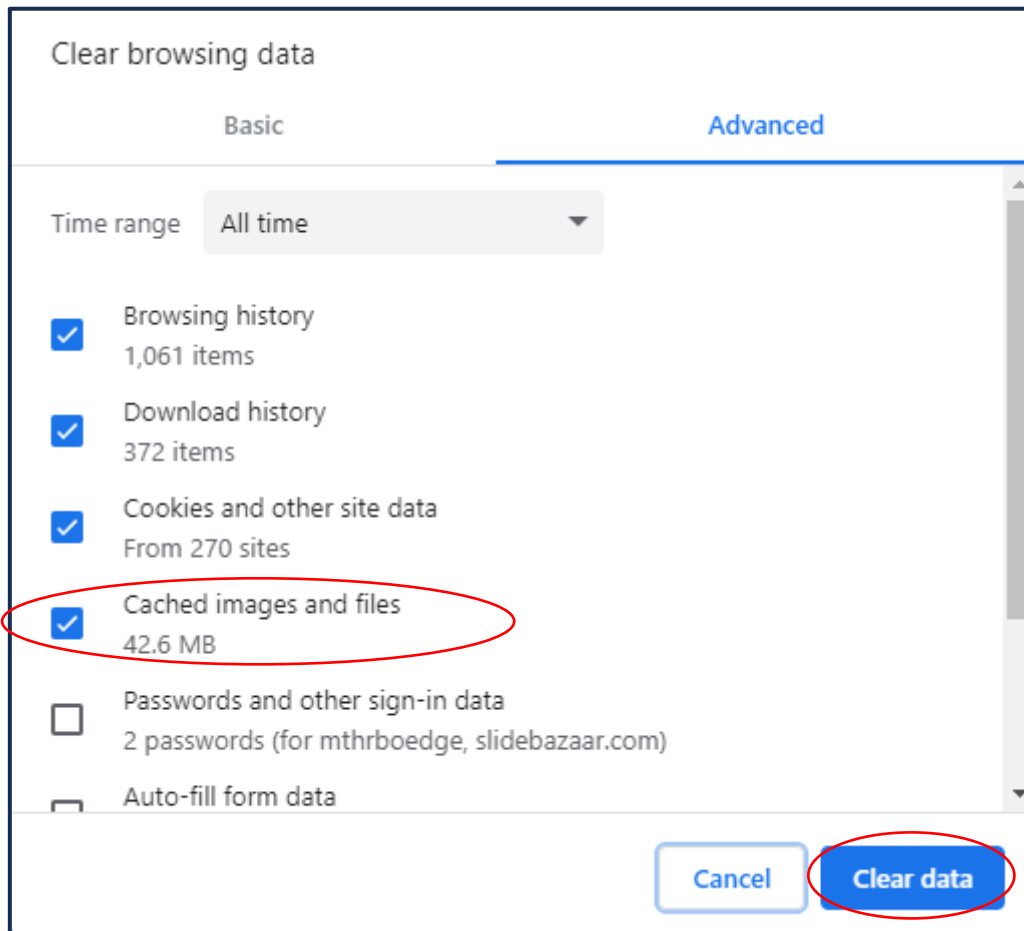From the drop-down menu click on **'Settings'**.

Click on **'Privacy and security'**.



Click on **'Clear browsing data'** and then **'Advanced'.**

Ensure that you set the time range to 'All time'. Ensure that you have ticked the box next to 'Cached images and files'. It is up to you what else you wish to clear. Click on 'Clear data'.



Once the cache has been cleared, please close down the browser completely. It is recommended that you clear your cache periodically.

Next time you access HR Connect single sign on should now work and you will be logged in automatically. If you have cleared your cache, restarted and you are receiving an invalid login message, please raise a call via Uni desk for the account to be unlocked.