



Employee Portal Frequently Asked Questions

What should I do if, when creating an Employee Portal account, I'm told that my personal information is incorrect?

Contact the Human Resource Department to confirm/correct your personal information.

What should I do if I can't remember my Employee Portal username and/or password?

The Payroll Department will be able to give you your username. If you forgot your password, click the "I forgot my password" link on the log in page. You will then receive an email to assist in resetting your password.

Why do I see year dates such as 2098 & 2099 in my leave balance detail?

A flaw in the program is causing the century to display incorrectly for dates prior to the year 2000. This will be corrected in the next software update.

Why are the dates for my leave detail not in order?

By clicking the "From" header, you will be able to change the ascending/descending order. This also applies to the other column headers.

How often is Employee Portal information updated?

Information on Employee Portal is in real time and therefore reflects the current information on the employee record. Payroll information or pay check detail is updated on the actual pay date.

What should I do if my attendance balances are blank or incorrect?

Contact Human Resources if you use Subfinder to report absences. If you do not use Subfinder, contact your supervisor for sick, personal or absence information.

Must I log out of both Employee Portal and Cloud?

Yes. You should always log out of any open programs when leaving your computer.

Who should I contact if I have questions about Employee Portal or Cloud?

Questions regarding Employee Portal should be directed to the Payroll Department, by phone 815-886-2700 or email payrollEP@vvsd.org. Questions regarding Cloud connection, Cloud username/password or printing issues should be directed to the helpdesk at 815-886-2700 ext. 222.