How to Log into eWay

What's eWay?

eWay is a tool that allows City employees to access, view, and update certain personal and payroll information, as well as view and enroll in benefits online. One of the first onboarding exercises you will want to complete is setting up eWay so that you can establish direct deposit, log your work hours, and/or apply for benefits.

How Do I Access eWay?

On City Network or Connected to VPN:

Log-in Using "*Single Sign On*": https://sjhp92sso.hosted.cherryroad.com/

"Single Sign On" means that you must be logged into the City Network, either at a City work location or connected via VPN, then you can simply click this link and no username or password will be required to access eWay.

Note: Employees have the most expansive access to functionality and data using the link above. *(i.e. Direct Deposit can only be changed while connected to City network.)*

TIP: This link can be easily accessed via **City Intranet site at www.sjcity.net**

OR by visiting the **City's HR Hub in SharePoint**:
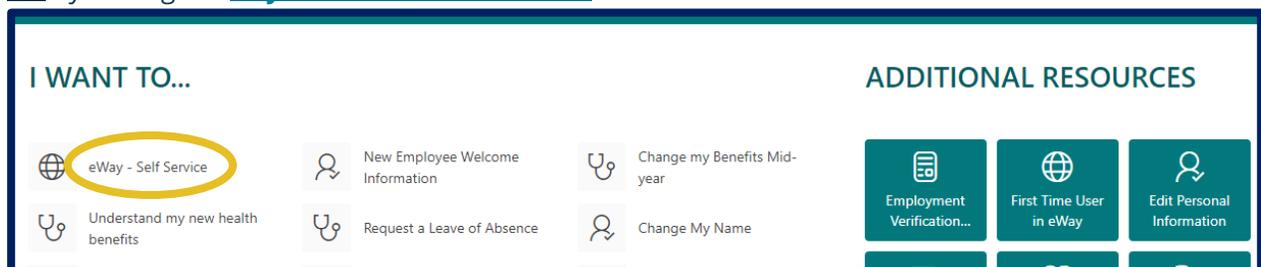
Working from Home/Away from City Network and no VPN

Log-in using your username and password:
https://sjhpss.hosted.cherryroad.com/psp/sjhpss/ESS/HRMS/?cmd=login&languageCd=ENG&

If you are not logged into the City network or on VPN, you will be prompted for your username and password to access eWay.

TIP: This link can be easily accessed via the City's public website at www.sanjoseca.gov

How Do I Log In? (Only needed if away from City Network and no VPN)

For your first time logging in and you are not using the "Single Sign On" eWay link, your eWay account will be set up with a temporary password.

> **User ID** = Employee ID# located on the back of your employee badge.
> **Temporary Password** = First four letters of your last name (1st letter of last name in CAP) + Last 5 digits of SSN + ?
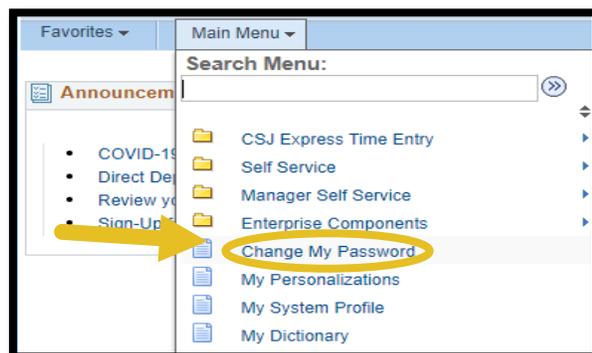>
> **Examples:**
> > Tom Smith = Smit51212?
> > John Doe = Doe39999?
> > Susie Ng = Ng81234?
>
> *NOTE: Please do not forget the question mark (?) at the end of the password*

You will need to change your password after your first login. Under the main menu tab, click "Change My Password" to choose a new password.

Tips

- Please note that eWay is accessible from tablets or mobile devices; however, the user experience may not be the same as being on a PC.
- For the best results, it is recommended that you use Google Chrome as a web browser.
- It is recommended you clear your cache from your web browser. Here is a quick reference on how to clear your cache: How to Clear Cache - Web Browser Instruction
- Make sure to keep your new password confidential.
- It is recommended you set a "Forgot Password" when you set up your password. Refer to the quick reference guide on how to set this up: Forgot My Password Quickstart Guide.
- If you can't log in, you will need to call (408) 793-6900 for support or request your supervisor submit a ticket to the IT help desk (must be sent from City e-mail) on your behalf to change your password.