Former Employee Access is almost exclusively handled on the former employee/Substitute side. The only thing that can be done in School ERP Pro is to remove Employee Access registration in Employee Maintenance.

When a Substitute or former employee creates their account, it creates a Community User Profile for them. That Community User Profile may also need to be removed/deleted so that the Sub/former employee can re-register.

To remove/delete the Community User Profile, the former employee/Substitute will need to be signed into the Portal Launcher page - for your district the URL should be:

**https://helenapublicschoolsmt.tylerportico.com/portal/citizen/dashboard**

Please have the former employee/Substitute copy/paste this URL and sign in in the top-right corner of the page.

Once signed in, the screen might look a little bit different than what you can see in the screenshot below (will probably only include widgets for Applicant Access and Former Employee Access), but in the top-right corner of the page, they should see their avatar (the circle with their initials). If they click on the avatar, they can then go to Profile:
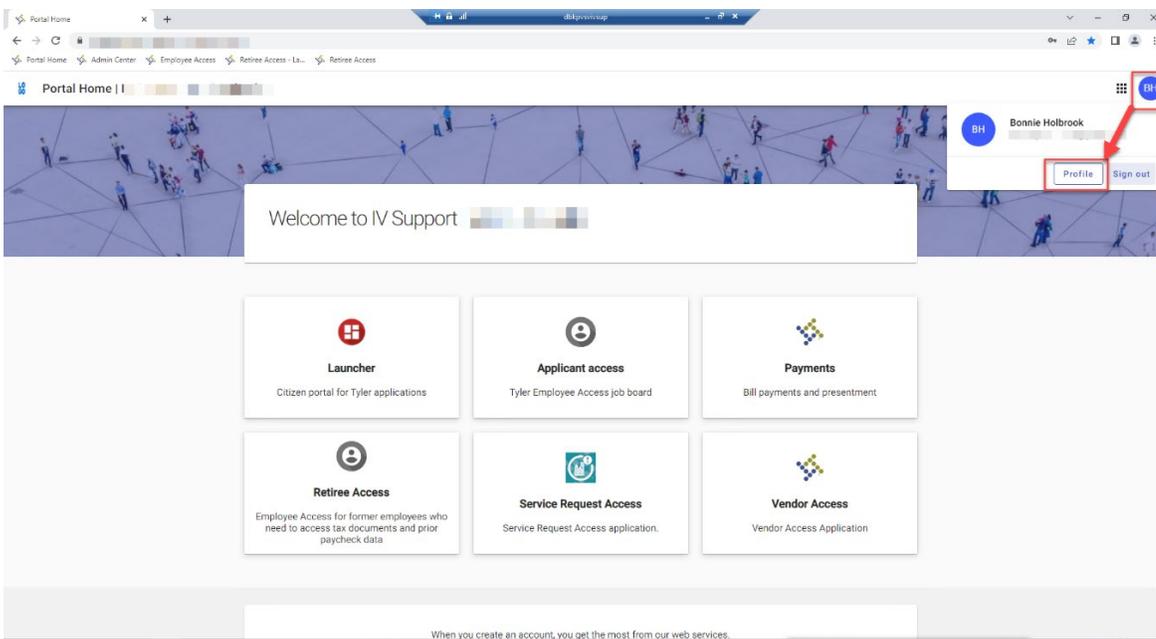

After going into the Profile, the Substitute/former employee will need to go to Privacy Settings.
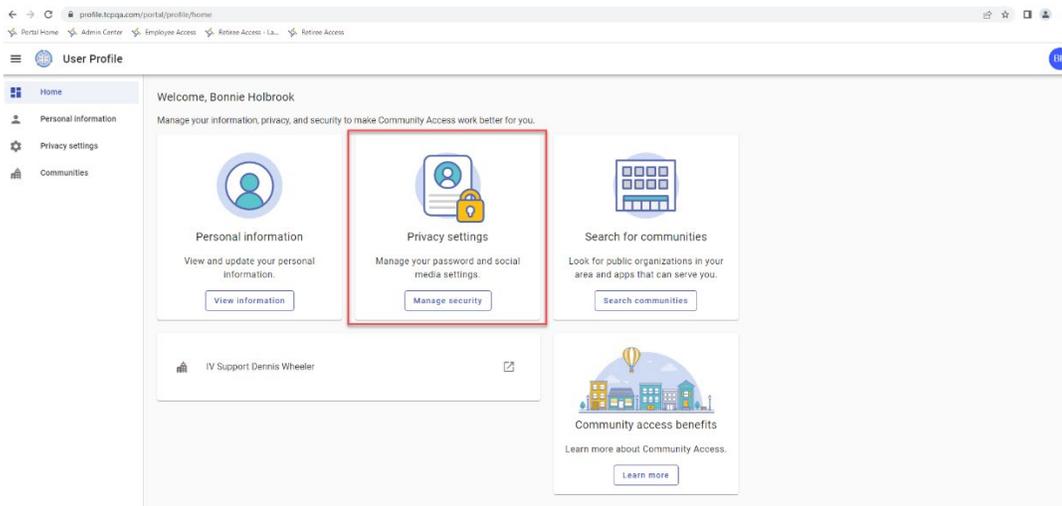
From the Privacy Settings, go to Account, then click the button to Delete profile:
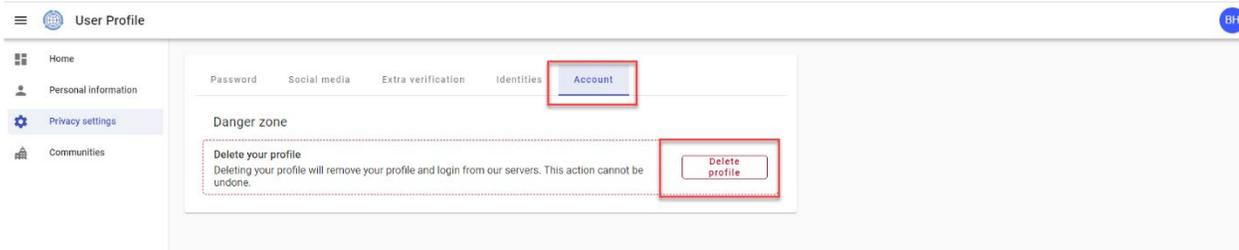
After the profile has been deleted, it is recommended to either go to an incognito browser window or clear cache for all time. Then the Sub/former employee can register again. Once again, they will want to copy/paste the URL that was previously provided, and click on the blue button for Create an Account. On the Account Creation page, I do recommend going to the bottom of the page and choosing the next button for "Create an account" rather than the "Sign in with" options at the top of the screen. I have seen where some clients have had trouble using those options, and have to then re-delete their account again and re-register again.
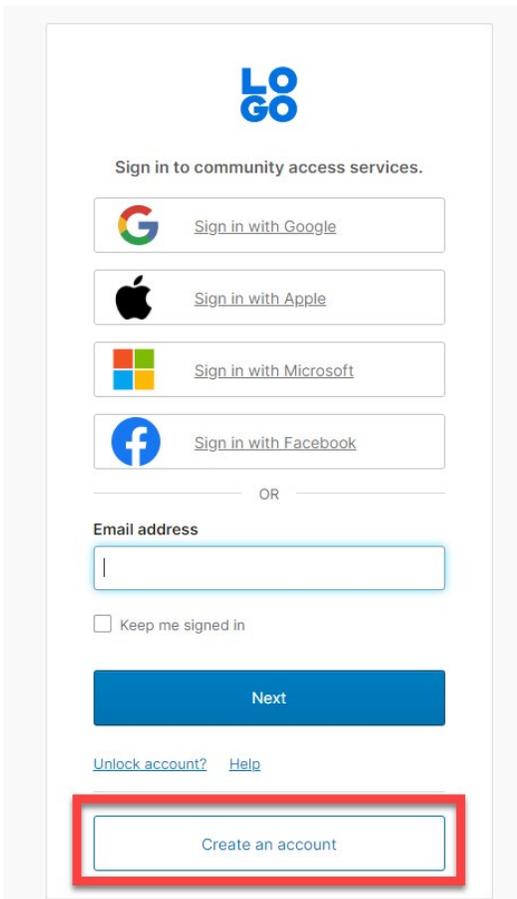
This will take them to a screen where they need to input their email address, which will then lead to another registration screen where they will input the last 4 of their SSN, DOB (this field may already be filled in with today's date – make sure to change it to the correct DOB), and Zip Code. This would be the Zip Code that is listed for their MAILING address in Employee Maintenance. If they have moved or have a different MAILING address, Employee Maintenance will need to be updated to the new Zip Code before registration can be completed.