

Employee Space Sign On and Troubleshooting Guide

Employee Troubleshooting Guide

Employee Space Login

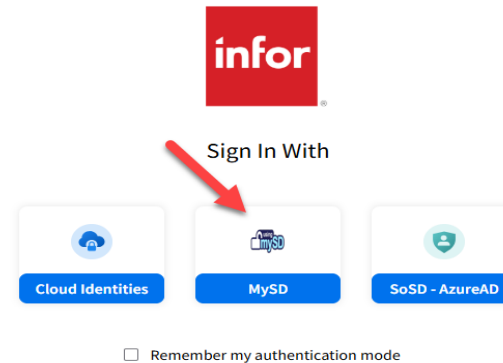
Before We Log In

- We recommend you use Chrome. Edge is not always compatible.
- If you are a NEW employee, you will need to do the one-time MySD Registration. If you have not done so, [click here.](#)

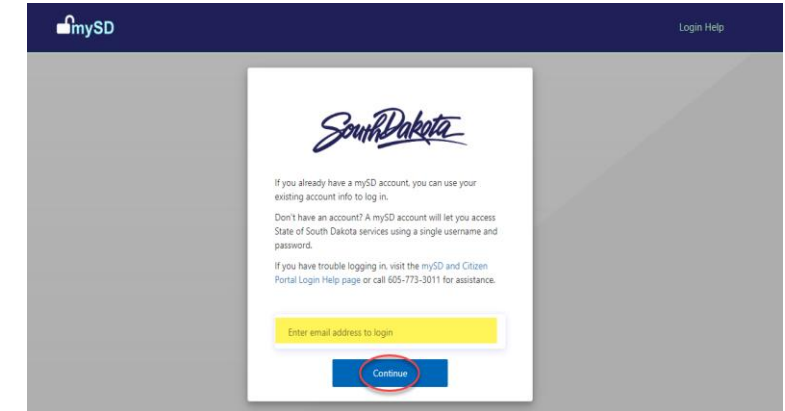
Employee Space Login

Logging in

1. Click on MySD



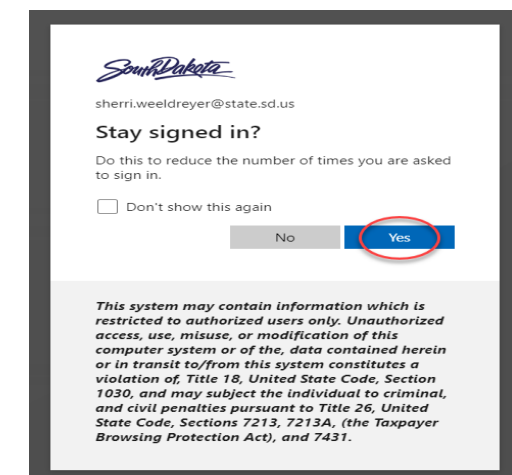
2. Enter your email address, then click “Continue.”



3. Enter your password you use to log into your computer, then click the “Sign in.”

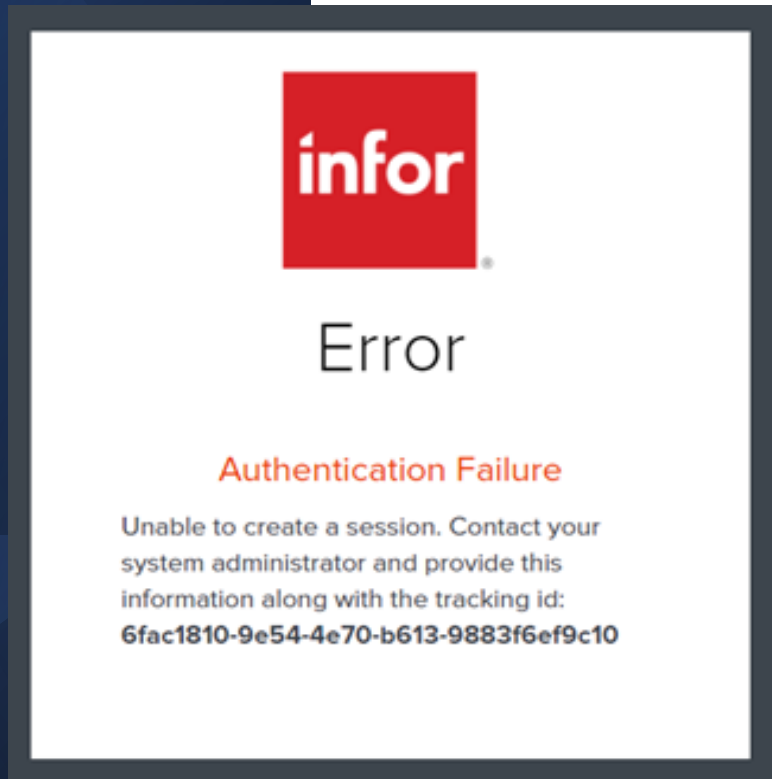


4. Click “Yes” to stay signed in.



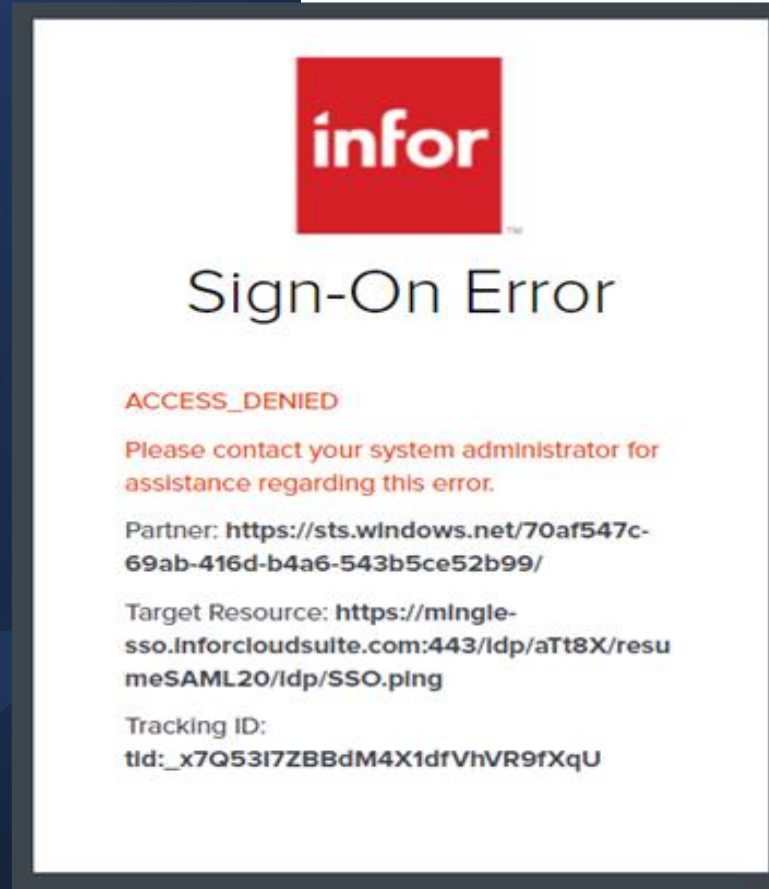
Trouble Logging Into Employee Space

If You Received an Authentication Failure Error



- Clear Cache, cookies, and sign in incognito. (see how on page 8 and 9)
- Make sure you are using the correct email address.
- Please call 605.773.3148 and assistance can be provided for Employee Space Log in questions.

Trouble Logging Into Employee Space



Sign-On Error

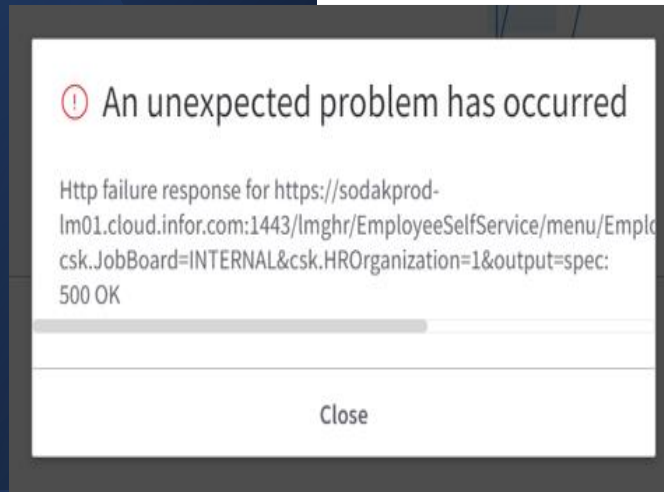
- Please make sure to click on the “MySD” Link.



- You should be able to log in and update your password at this point.
- If you are receiving the authentication failure error from the previous pages after doing this, you will need to try logging in with a different email.

Trouble Logging Into Employee Space

If you Receive “An Unexpected Problem has Occurred or 403 Forbidden ” Message



- These errors are usually timing errors. Allow 24 hours for the system to update then try to log in again.
- If you have made changes to your SSN or DOB, please wait 24 hours and try again.
- We advise you to clear your cache and cookies and sign in incognito. (see how on page 8 and 9)
- If you are still getting an error and have tried all of the above, please contact 605.773.3148 for assistance.

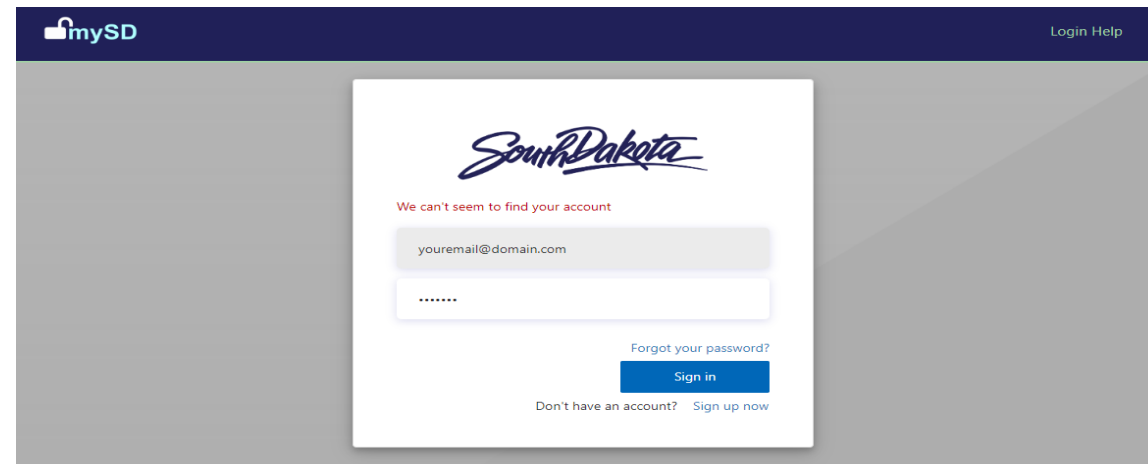
403 Forbidden

Microsoft-Azure-Application-Gateway/v2

Other issues

Other Possible Issues

- Make sure you are using chrome.
- Clear your cache and cookies. (see how on page 8)
- Log in using an incognito window. (see how on page 9)
- If you have recently changed your name through marriage or other, you may have to use your state email with your maiden or previous name.
- **Account Not Found Error**
 - Check the spelling of your email address that you typed in.
 - Try forgot password?
 - Go to “Login Help” at top right if needed.



The screenshot shows the mySD login interface. At the top left is the mySD logo, and at the top right is a link for "Login Help". The main content area features the South Dakota logo and a red error message: "We can't seem to find your account". Below this message are two input fields: the first contains the placeholder text "youremail@domain.com" and the second is a password field with masked characters ".....". Below the password field is a link for "Forgot your password?". At the bottom of the form is a blue "Sign in" button. Below the button are two links: "Don't have an account?" and "Sign up now".

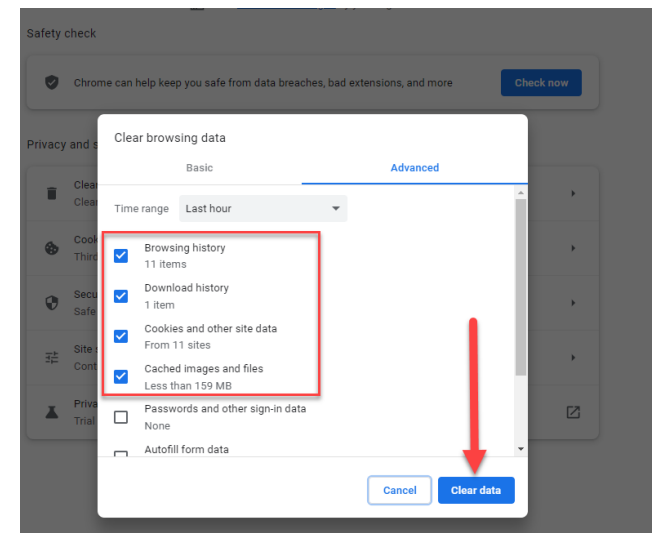
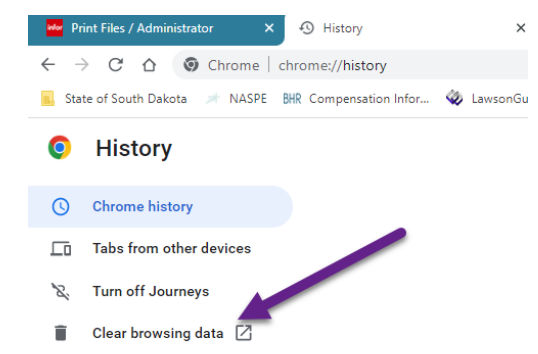
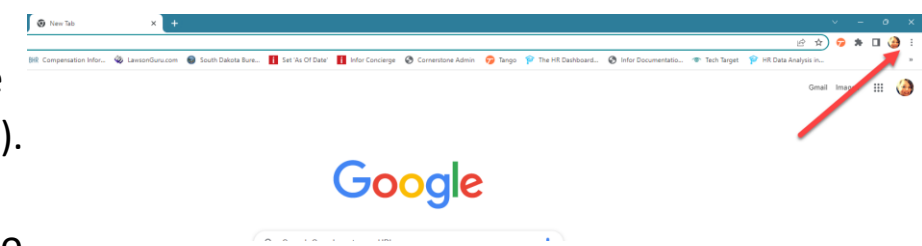
Clearing Cache and Cookies

Clearing your cache is an important first step for any troubleshooting of internet browsing. The 'cache' is a tool used by your internet browser to speed up the page loading process. Clearing your cache and cookies is a way we can be sure that any issues that we come across are actually proving something is wrong with the websites, rather than inconsistencies caused by different browsers.



How to Clear Cache and Cookies

- Click the tools menu (three dotted lines in the upper-right corner).
- Select History (you may have to then select history again).
- Select Clear browsing data from the left-hand side. Set the time range to All Time.
- Check-Mark the following:
 - Browsing History.
 - Download History.
 - Cookies and other site data.
 - Cached images and files.
- Select Clear data.



Incognito Windows

How to Open an Incognito Window

- Open the Chrome Menu in the upper-right-hand corner of the browser window and select New Incognito Window.
- You can also use the shortcut Shift + CTRL+N.

