

# Former Employee Portal

Version 2

Published 3/4/2025 by **Nadine Chautilal** Last updated 9/29/2025 8:16 PM by **Nadine Chautilal**

## About

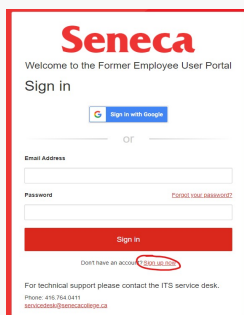
This portal is available to former employees who are no longer active with Seneca. who requires access to their T4, pay stubs, etc.

## Access

With this system users can choose to create, and log in using an account local to this application or use their Google account to authenticate.

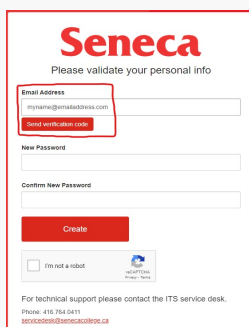
## Creating a new local account

1. Go to <https://formeremployeesportal.senecapolytechnic.ca> and **click** on “**Sign up now.**”



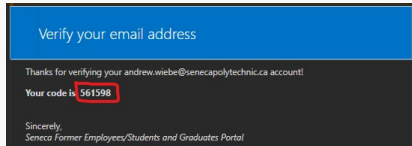
The screenshot shows the 'Sign in' page of the Seneca Former Employee User Portal. It features the Seneca logo at the top, followed by the text 'Welcome to the Former Employee User Portal' and 'Sign in'. There is a 'Sign in with Google' button. Below this, there are input fields for 'Email Address' and 'Password', with a 'Forgot your password?' link next to the password field. A red 'Sign in' button is at the bottom. At the very bottom, there is a link for users who 'Don't have an account' and a footer with technical support contact information.

2. On the following page **enter** your **personal email address**.



The screenshot shows the account creation page of the Seneca Former Employee User Portal. It features the Seneca logo at the top, followed by the text 'Please validate your personal info'. There is an input field for 'Email Address' with a 'Send verification code' button next to it. Below this, there are input fields for 'New Password' and 'Confirm New Password'. A red 'Create' button is at the bottom. At the very bottom, there is a checkbox for 'I'm not a robot' and a footer with technical support contact information.

3. **Click** on the “**send verification code**” button. A verification code will be sent to the email that was entered.
4. **Check** your email and **copy the verification code**.



5. Return to your web browser. **Enter the verification code**, **Click** on the “**Verify code**” button.
6. If for any reason you did not receive the code or need to request another, **click** on the “**Send new code**” button.

A screenshot of a web form for verifying a code. It says "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" (containing a redacted email) and "Verification code" (containing "561598"). Below the fields are two buttons: "Verify code" (red) and "Send new code" (grey).

7. The page should show a message saying “**Email address verified**”. You can now enter a personal password and password confirmation.

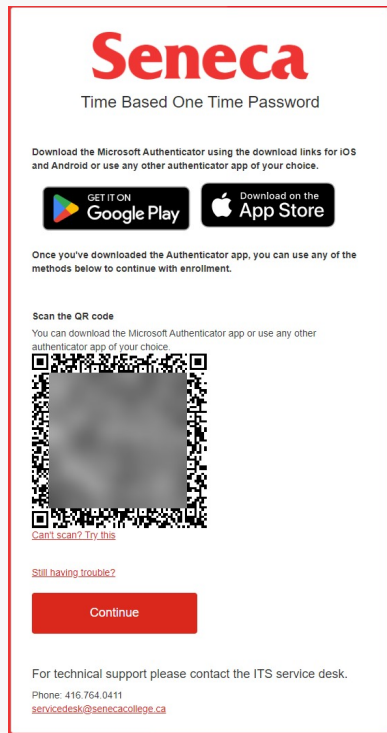
The password must adhere to the following requirements:

*8-16 characters containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .*

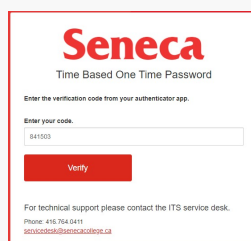
8. Once the “New Password” and “Confirm New Password” fields are complete **click** on the “**I’m not a robot**” check box to complete the CAPTCHA.
9. Then **click** on the “**Create**” button.

A screenshot of a web form for creating a new password. It has two input fields: "New Password" and "Confirm New Password", both containing masked text. Below these fields is a red "Create" button. At the bottom, there is a CAPTCHA section with a green checkmark and the text "I'm not a robot", and a reCAPTCHA logo with links for "Privacy" and "Terms".

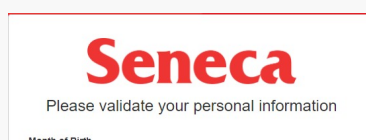
10. You will now be asked to scan a QR code to be used for one-time passwords. This will be a 6-digit code that changes every 60 seconds and you will be required to input on every log in. You can use the **Microsoft authenticator** or **Google authenticator app** or **any other authenticator app** you choose.
11. With your chosen app **scan the QR code**.
12. **Click on the Continue button**.



13. On the next screen **enter the 6-digit code** shown within your authenticator app.
14. **Click the verify button**.



15. **Enter your Month and Day of Birth**, the **last 4 digits** of your **SIN** number.
16. **Enter your former Seneca email address**.
17. **Check the "I'm not a robot" CAPTCHA and Click Continue**.



February

Day of Birth

04

Last 4 Digits of SIN Number

\*\*\*\*

Your Former Seneca Email Address

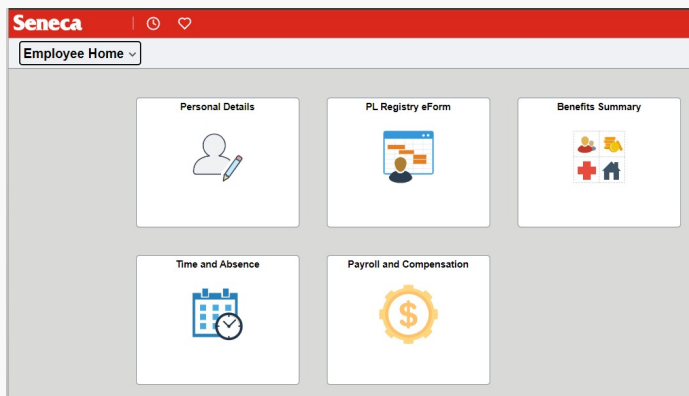
myname@senecacollege.ca

Continue

I'm not a robot

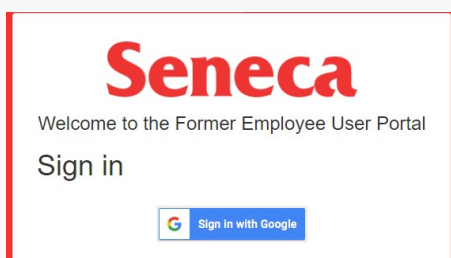
For technical support please contact the ITS service desk.  
Phone: 416.764.0411  
[service@senecacollege.ca](mailto:service@senecacollege.ca)

If your information validates properly you will be sent to the HR system homepage where you can access previous employment information.



## Logging in with a Gmail account

1. Visit <https://formeremployeesportal.senecapolytechnic.ca> and **click** on the “**Sign in with Google**” button.



You will be taken to the Google authentication page.

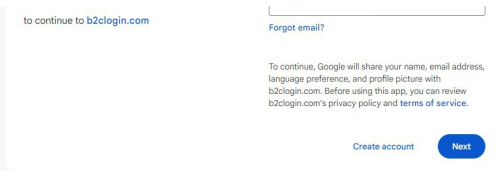
2. Here you can **log in** with your **Gmail** account.
3. Enter **Email Address** and **click Next**.

Sign in with Google

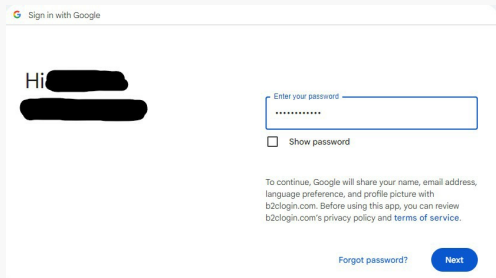
Sign in

Email or phone

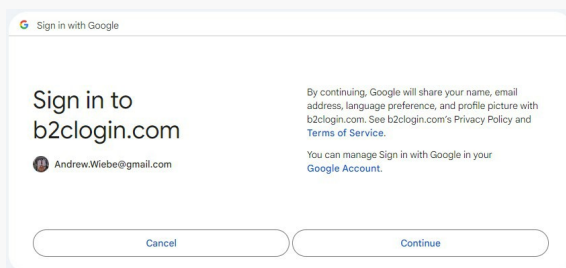
myname@gmail.com



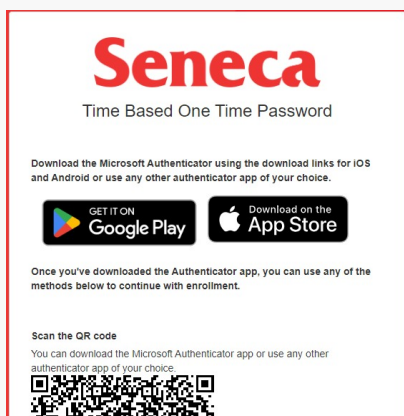
4. Enter your **Password** and click **Next**.




5. **Accept** permission for the Former employee portal to access your name and **Gmail** address.



6. At this point you will be taken back to the former employee portal system. You will now be asked to **scan a QR code** to be used for one-time passwords. This will be a 6-digit code that changes every 60 seconds and you will be required to input on every login. You can use the **Microsoft authenticator or Google authenticator app or any other authenticator app** you choose.
7. With your chosen app **Scan the QR code**.
8. Then **click Continue**.





[Can't scan? Try this](#)

[Still having trouble?](#)

**Continue**

For technical support please contact the ITS service desk.  
Phone: 416.764.0411  
[servicedesk@senecacollege.ca](mailto:servicedesk@senecacollege.ca)

9. On the next screen **enter the 6-digit code** shown within your authenticator app
10. **Click the Verify button.**

**Seneca**  
Time Based One Time Password

Enter the verification code from your authenticator app.

Enter your code.

841503

**Verify**

For technical support please contact the ITS service desk.  
Phone: 416.764.0411  
[servicedesk@senecacollege.ca](mailto:servicedesk@senecacollege.ca)

11. **Enter your Month and Day of Birth, the last 4 digits of your SIN number.**
12. **Enter your former Seneca email address.**
13. **Check the "I'm not a robot" CAPTCHA and,**
14. **Click on the Continue button.**

**Seneca**  
Please validate your personal information

Month of Birth  
February

Day of Birth  
04

Last 4 Digits of SIN Number  
\*\*\*\*

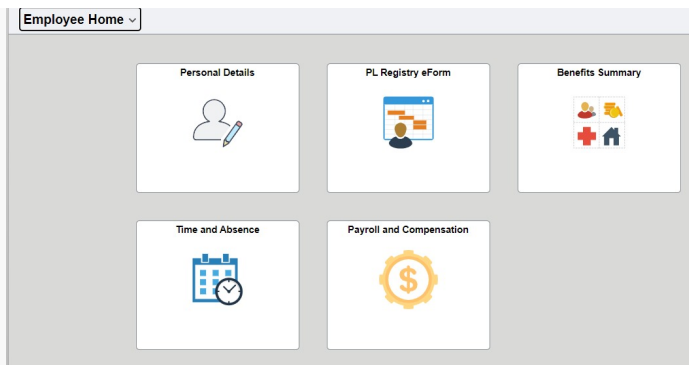
Your Former Seneca Email Address  
myname@senecacollege.ca

**Continue**

☒ I'm not a robot

For technical support please contact the ITS service desk.  
Phone: 416.764.0411  
[servicedesk@senecacollege.ca](mailto:servicedesk@senecacollege.ca)

If your information validates properly you will be sent to the HR system homepage where you can access previous employment information.



## Resetting password

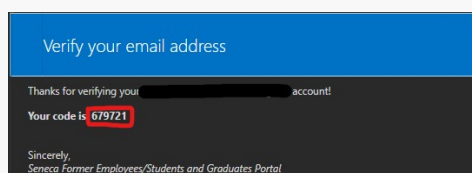
1. Visit <https://formeremployeesportal.senecapolytechnic.ca> and **click** on the “**Forgot Password**” link.

The image shows a login form with two input fields: "Email Address" and "Password". To the right of the "Password" field is a red-bordered button labeled "Forgot your password?". Below the fields is a large red button labeled "Sign in".

2. Enter the email address you used during sign up
3. **Click the “Send verification Code”**

The image shows the "Email Address" input field filled with "myname@email.com". Below it is a red button labeled "Send verification code".

4. Now check your email, you will have received and email with a verification code. Copy the verification code.



5. Now **paste** the **Verification code**
6. **Click the “Verify Code Button”**.

Verification code has been sent to your inbox. Please copy it to the input box

below.

Email Address

Verification code

084958

Verify code Send new code

7. Once the code is verified, **click** on the “**Continue**” button.

E-mail address verified. You can now continue.

Email Address

Continue

8. **Enter** and confirm your **new password**.

9. **Click** the “**I’m not a robot**” CAPTCHA check.

10. **Click** on the **Continue** button.

New Password

Confirm New Password

Continue

I’m not a robot

hCAPTCHA Privacy - Terms

11. **Enter** the **code** from your **authenticator app**.

12. **Click** the **Verify button** and verify if you lose access to your authenticator code. Contact ITS to have it reset.

Enter the verification code from your authenticator app.

Enter your code.

048831

Verify

At this point your password has been updated and you will be logged into the system.

Seneca

Employee Home

Personal Details

PL Registry eForm

Benefits Summary

Time and Absence

Payroll and Compensation





## Troubleshooting

**Issue:** You receive the following message when validating personal information.

*Information could not be validated or user already exists. Please contact the ITS service desk at 416.764.0411 or by email: [servicedesk@senecapolytechnic.ca](mailto:servicedesk@senecapolytechnic.ca) for support.*

### **Solutions**

- Check that the information entered by the user matches that information we have in PeopleSoft for that user. If any of the information differs, please contact HR to update the information for the user within PeopleSoft then the user can try again.
- Make sure that the employee is actually a former employee. If they are still an active employee they will receive the error above and need to log in to the normal ERP system.
- User may have a different account connected to their PeopleSoft profile. This system only allows a user to have one account (either a local account or a Gmail account) connected to their PeopleSoft profile. If they already have an account linked to their PeopleSoft profile, when they attempt to create a new account, they will receive the above error message. Contact ITS with the user's information to validate which account is currently connected to their PeopleSoft profile.

**Issue:** User has lost their authenticator codes or authenticator codes are not functioning.

**Solution:** Contact Service Desk with the username and we will put in a request to remove the code allowing the user to register for MFA again.

**Issue:** User receives a 404 error after authentication to the system.

**Solution:** Clear the browser cache and restart browser or try an incognito/private browser or a different browser.

