Login As Employee

The option to log in as another user or employee has been deployed to allow approved users to log in to a different account using their own login credentials. This feature enables authorized users to assist with troubleshooting system operations and view the security features associated with assigning new security profiles and group memberships/manager access.

Opting in

Due to the sensitive nature of this development, we do not want to make any assumptions regarding the users who should have access to this feature. Therefore, an admin must submit a request to enable this feature for your company.

1. Please utilize the below smartsheet link to opt in. Please only submit this request if you are an Admin within your company. Non-admin requests will slow this process down as we will need to follow-up with one of your Admins for approval.
2. enjoywurk.com/product/loginasoptin

Next Steps

1. Once Login As Employee has been turned on for your company, your admin profile will be configured to allow access to this feature.
   a. As an additional security measure, you will need to configure which users should have the ability to use this feature.
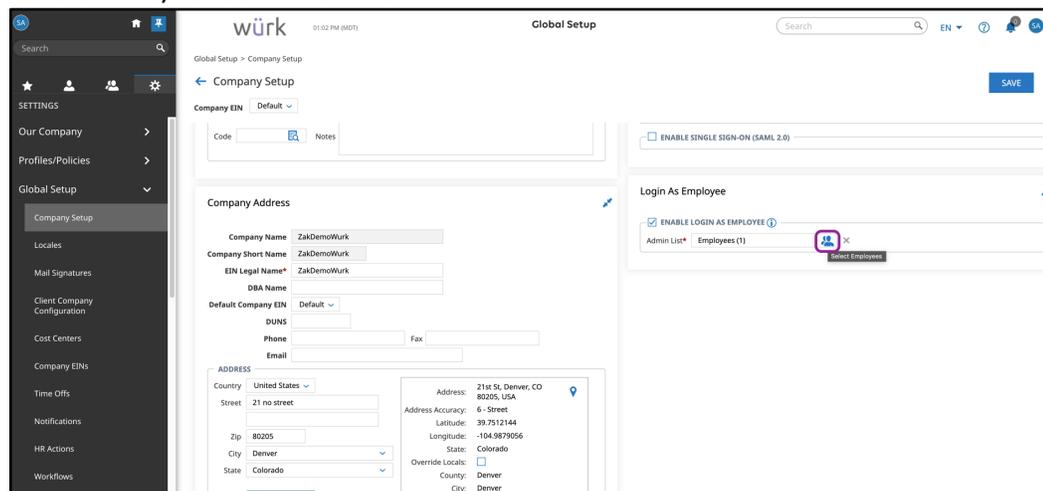
   b. This can be done by entering Company Setup and then adding the authorized users to the list. **Please note that if you want this feature eabled for any additional security profiles, Wurk will need to be informed to update the additional profiles. Even after the security profile has been setup, you still need to add authorized users to the Company Setup List as a final step.*

2. After you have setup the authorized user list, you will have access to the Login As Employee feature. To login as an employee, you choose either the Employee Information report or the employee Quick Links.

Additional Information

Since this feature allows authorized users to log in and perform actions as employees, an additional audit feature has been added. This feature allows you to determine whether changes in the system were made by the actual user or someone using the Login as Employee feature. By default, a new column, Shadow Session, has been added to the audit history within the employee audit trail. If a shadow session is present, you can identify the user who was logged in and made the change.