Employee Online Portal FAQ

I'm trying to reset my password and I keep getting locked out.

Are you going directly to the forgot password link? https://escapeportal.santarosa.edu/#/password-reset If you enter your email address and a password in the first screen you will automatically lock yourself out.

My personal information needs updating

From My Information, you can click edit and make necessary changes. If you still have issues you would need to contact Human Resources as they are the keepers of your personal records.



My TB records says it's expired

You would need to contact Human Resources for further instructions as this falls under personal records and payroll can only assist with pay questions.

I changed my password for my email and now I can't access the Employee Portal

The Employee Portal is a stand alone program and not linked to any other District passwords. This Portal requires a special character, which the District does not.

My Paystub won't open

Mac Users will sometimes find this error and it's related to your system settings in Safari. If you continue to have issues, please try Chrome or a non apple product

The confirmation code didn't arrive in five minutes

Please check your spam / clutter / deleted items

What is my user ID.

The user ID is a full email

I need more help!

Screen shots are very helpful! If possible please send a screen shot to jdelap@santarosa.edu. Alternatively you can call any staff member in the Payroll Office

Classified / Management / Fulltime Faculty – Terri 527-4502 tmcbride@santarosa.edu

Students / STNC – Michelle 522-2872 mmichalski@santarosa.edu

Adjunct / Adult Ed – Glynis 522-2751 gnojima@santarosa.edu

Locked out:

Jackie @521-7857 jdelap@santarosa.edu

Lisa @527-4200 lhotchkiss@santarosa.edu

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