

Town of Maynard MA – Hyper-Reach EMPLOYEE Self-Service Instructions



Below are instructions for using the self-service feature that will allow each employee to set up and/or maintain their own Hyper-Reach contact data.

First, click on Maynard’s link below:

https://selfservice.hyper-reach.com/employee_login.jsp?id=92681

Now click **CREATE ACCOUNT**.

You will be presented with a pop-up window that asks you to enter the Town’s PIN. Enter the assigned PIN: **1127**, and indicate that you are “not a robot” by checking the box, and click **SUBMIT**. *(This is the only time that you will be allowed to enter the PIN... after this you will use your personal password that you will create on the next screen.)*

A form will be displayed on the next screen for Contact information:

- **Begin** by entering a personal password (must be at least 7 non-sequential characters - e.g.: “1234567” not allowed) which you will be using from now on – alphabetic characters can be used in this self-service password).
- **As a new contact**, enter all name and contact information, using the + and – signs to add or delete email addresses and phone numbers. When complete, enter **SUBMIT**. You will receive a confirmation that your profile has been successfully created.

Thereafter, you will update personal contact information by accessing the website, and entering your phone number or email and password.

Fields in Contact Form:

Self-Service Password:	This is used to create the password you wish to use when you login to maintain your contact information. (any 7 non-sequential characters)
First, Middle, and Last Names	Enter in separate fields provided.
Email Address(es)	Use “+” to add an additional email and “-“ to remove one
Phone Number(s)	Can be entered as 10 digits without separators (the system will format it). Use “+” to add an additional phone and “-“ to remove one. If you want your cell phone to receive both calls and texts, you MUST enter it twice to enable both options.
Contact Attributes	Fill in or select appropriate values