LT Home Healthcare
Employee Portal Login Changes

EMPLOYEE PORTAL LOGIN CHANGES

LOGIN OPTIONS

What are the changes?

Our employee portal is going through an update to provide additional security measures and options. Some of these changes will impact us and the way you currently log in to see your pay statements and W2's.

When are these changes happening?

These changes will go into effect on March 16th, 2017.

- You will access your employment information at

lthhc.greenemployee.com

What is changing?

The largest change is that you will have the option to access with an account (consisting of an email address and password) or without an account (requires multiple pieces of information each time).

If you were prompted on the portal for an email address and provided one in the last month or so, this is your account email address and what you will use to log in along with your current password.

If you have not set up an email address and want to set up an account, you will go through a two-step process to confirm your identity with the system. This process is described more on page 2.
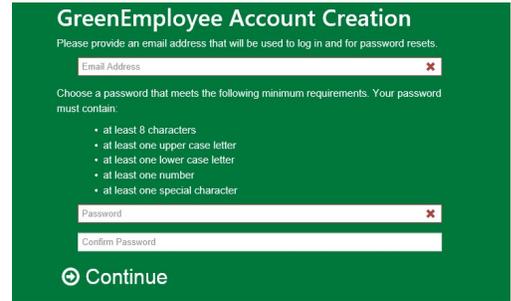
Account Log in and Creation

If you have a password and provided an account email address recently, you can log in with that password and email address. Otherwise, you may need to create an account.

To create an account, you will need to provide an email address and create a password. If you do not have an email address, see the 'Access without an Account' option below.

When you create an account, you will need to confirm your identity with the system. This is a two-step process, meant to protect you from fraudulent access attempts. The first step will require your Social Security Number or Employee ID, and your Date of Birth. The second step will confirm your identity through one of the Identity Confirmation options we have configured. See page 2 for more information on which options are available to you.
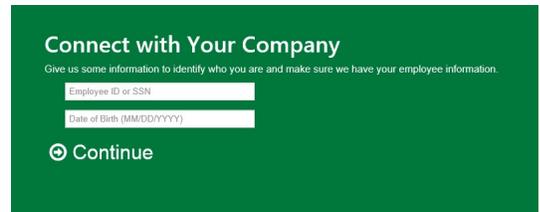
Access without an Account

If you do not wish to create an account, there is an option where you do not have to. Instead, you will go through the same process of proving who you are each time. This is more time consuming, but is available if you do not have or do not want to use an email address.

Identity Confirmation Options

As a part of the changes, each time you set up an account or access without an account, you will go through a two-step process to confirm your identity with the system. The first step will require your Social Security Number or Employee ID, and your Date of Birth. The second confirmation step will allow you to choose from a couple of options. The options you have are below:

Text Message

Provide a code sent via text message to a phone number on file for your account. If you do not see this option, it means we do not have a mobile number for you.

Email

Provide a code sent via email to an email address on file for your account. If you do not see this option, it means we do not have an email address for you.

Other Questions

How do I change my password?

Navigate to the log in page and click the 'Reset your Password' link. You will be prompted to enter your email address, to which a password reset link will be sent.

How do I change my email address?

Once you are logged in, you can manage your account email address through your account's security settings. To navigate to these settings, click on 'Account Settings' in the top right corner and then select the 'Security Settings' tab.

What if I do not have an email address to create an account?

You are still able to access your account information without an email address, please refer to the 'Access without an Account' Section.

What are the password restrictions?

Your password must meet the following requirements:

- Is at least 8 characters
- Contains at least 1 upper case letter
- Contains at least 1 number
- Contains at least 1 special character