

Dayforce Login Troubleshooting

Are you using the **Right Link**?

Link for employees with an Optima Living email inbox **only**:

<https://sso.dayforcehcm.com/optimaliving>

Link for all other employees:

<https://www.dayforcehcm.com/>

Are you using the **Right Company ID**?

Company ID: optimaliving

Are you using the **Exact Username Provided** in your Dayforce Access Email Notification?

Are you using the **Case-Sensitive Password Hint** as provided in your Dayforce Access Email Notification?

Exactly as shown in the email, a combination of the below with **no spaces in between** the 3 parts of the password.

- Your first name (**case-sensitive** exactly as shown in your welcome email, and if it has space in it, please retain it)
- Your birth year
- The last 3-digits of your SIN

Example 1: If your name shows as "Sarah" and your other details are 1974 and 123, your password is: **Sarah1974123**

Example 2: If your name shows as "Mary Anne" and your other details are 2002 and 456, your password is: **Mary Anne2002456** (keep the space in your name)

If you have trouble signing in, please reach out to your Admin Manager or General Manager - they can submit a HelpHub ticket to get you sorted out.