

ESS FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Why use Employee Self Service (ESS)?

A: Employee Self Service provides up to date data. ESS gives you the ability to view and verify your own payroll and benefit related data. i.e. dates of hire, dependent coverage, insurance and retirement plans. Current and past pay statements (from 1/9/2004 to current pays) can be viewed. ESS also allows you to view your leave balances and absences.

Q: How do I access ESS?

A: You may log into the Employee Self Service portal at: <https://portal.passhe.edu/irj>. You should use your current email address and email password.

Q: Do I have to be at work to log on?

A: No, ESS is a web-based portal that you can access thru the internet at any location; however, if you have Internet Explorer 7 installed on your home computer, you will not be able to access the ESS interface from home at this time. You will be notified once Explorer 7 is compatible with ESS.

Q: If my information is incorrect, who do I contact?

A: If you find any conflicting information in your payroll/benefit information, please contact the ESS Help Line at ext. 4303.

Q: My leave balances in ESS are not the same as on my pay statement. Why is this?

A: Since ESS data is real time information, your leave balances in ESS may reflect leave that has been accrued for the next pay cycle or leave usage that was entered after payroll was processed. However, please make sure that you are accurately tracking your leave. If you find major discrepancies you should contact Leona Kent at ext. 4891.

Q: What is the benefit of viewing my pay statements on-line?

A: Your pay statement will be available to view as early as Tuesday of the pay week. The funds will not be available at your banking institution until the actual pay date. ESS also provides information that is currently not reflected on your pay statement such as benefit information.

Also, for those employees that have payments made to a number of different wage types, the paper pay statement often does not have enough space to hold all of the information. When viewing your statement on line space is not an issue and all wage types are reflected.

You can also print the statements for proof of employment, for loans, and any other financial verification. Since ESS is web-based, you may be able to expedite loan processing at the lending site.

Q: Can I update my own data on-line?

A: Currently you can only view data.

ADDITIONAL FAQs AS LISTED IN THE PASSHE ESS TRAINING MANUAL:

Q. When can I access ESS?

A. ESS is available 24 hours from any computer that has an active connection to the internet.

Q. Is the information shown in ESS secure?

A. Yes. The information is protected at the highest level. This security also is effective for transmitting data to locations outside the office.

Q. Where is the information for ESS stored?

A. The data is stored within the PASSHE Human Resource/Payroll System. ESS provides a web browser to access the same information that is accessed and used by authorized staff.

Q. How do I log off ESS?

A. You can log off by exiting the portal using the "log off" link in the top right hand corner of the screen.

Q. Can I access ESS from an Apple computer?

A. Yes. Some portal functionality has been proven in the MAC OS environment if you use the Firefox browser by Mozilla. However certain parts may function in an unfamiliar way or not function at all.

Q. Why does the ESS system log off after 5 minutes of inactivity?

A. For your privacy and protection. Once it times out, you will be prompted to enter your User ID and password again to log back in.

Q. How do I enlarge the font on my browser so I can read the information?

A. On the Internet Explorer toolbar, click on the **View** tab. Move your mouse over the **Text Size** option, and then select the desired option.

Q. How do I remove my password if it keeps coming up automatically when I navigate to ESS?

A. On the Internet Explorer toolbar, click on **Tools** and move your mouse over **Internet Options**. Click on the **Content** tab and then click on the **Clear Passwords** button.