

## **EMPLOYEE SELF SERVICE FREQUENTLY ASKED QUESTIONS (FAQ'S)**

### **1. What is Employee Self Service?**

Employee Self Service (ESS) is a web-based application that provides employees with access to their personal records and payroll details. ESS features include allowing employees to change their own contact information, emergency contact, banking information, W-4 information and view and print their pay information. Additionally, employees are also able to view their leave balances and view and print their current W-2's

### **2. Are there computers on campus that I may use if I do not have one at my worksite?**

Yes, there are computers on campus that you may use. Please check with your supervisor for computer locations.

### **3. Some employees with the district do not have access to a computer. How does this system affect them?**

Employees that do not have workstations may use a home computer. Employee Self Service is available from any computer with internet access.

### **4. How do I access ESS?**

Go to the HISD Homepage (<http://www.houstonisd.org>)

Select "Employees"

Select "Employee Self Service" and the PeopleSoft login page will appear.

You will use your network user ID and password, the same one used to log into your computer each day. **The Network User ID MUST be in all CAPS.** (You may also know the Network User ID as your "Computer ID" or the ID you use to login & access your email.) If you don't know or have forgotten your user ID, contact the IT Help Desk at 713-892-7378. If you've forgotten your password, see #5 below.

### **5. I forget my password! What can I do?**

Go to the HISD Homepage (<http://www.houstonisd.org>)

Select "Password reset"

Follow the directions provided. If you are still unable to access your account, contact the IT Help Desk by email at: [helpdesk@houstonisd.org](mailto:helpdesk@houstonisd.org) or by phone: 713-892-7378.

**6. Why can't I see all my other PeopleSoft access items?**

You have to log in via the PeopleSoft Sign-In link rather than the restricted Employee Self Service (ESS) Link to access your normal work functions. These non-ESS functions are not accessible through the Employee Self Service (ESS) login. If you have been granted additional non-ESS access in PeopleSoft, you can log into the Employee Portal and look for the **PeopleSoft Sign In** link on the left hand side under HISD application links.

**7. What is the recommended browser for ESS?**

You can access ESS via Explorer 9 or higher or Chrome.

**8. Why am I unable to print last year's paychecks in a printer friendly format?**

Payroll is running the necessary processes needed to create last year's paychecks in a .PDF (printable) format. You will then be able to print your paychecks in a printer-friendly format. For now, you should be able to view the paychecks online by clicking the View Paycheck link. In the near future, the 2014 paychecks will be available in .PDF (printable) format as well.

**9. Why am I unable to see the upcoming paycheck?**

The paycheck will not be viewable until the Saturday prior to the paycheck date. If for some reason, you do not see the paycheck by Saturday, please contact the IT Help Desk by email at: [helpdesk@houstonisd.org](mailto:helpdesk@houstonisd.org) or by phone: 713-892-7378.

Suggest: The .pdf (printable) version of the paycheck will not be viewable earlier than the Saturday prior to the paycheck date. If for some reason, you are not able to see the .pdf (printable) paycheck by Monday,

Reason: the current check will show after pay confirm. The .pdf version replaces it which is what makes the paycheck printable in a nice format.

**10. How can I access the ESS training course?**

Follow the instructions below to get to the online training.

- a. Click on the Solution Center> <https://solutioncenter.houstonisd.org/>
- b. Select PeopleSoft
- c. Select Employee Self Service Training
- d. Click on the Launch Course button
- e. Complete the training.

**11. When I try to login to PeopleSoft ESS it is slow?**

Logging in normally occurs within 10 seconds, but sometimes delays occur. Please be patient and wait for PeopleSoft to authenticate your account and take you to the Employee Self Service Page.

**12. When I try to login to PeopleSoft Oracle ESS, the login screen states the application server is down?**

From time to time maintenance is performed on the system. Please try back later.

**13. Do I have to be at work to log on to ESS?**

No, ESS is a web-based portal that can be accessed from any computer with internet access.

**14. If I have trouble logging on, who do I call?**

Please contact the IT Help desk at 713-892-7378

**15. Can I update my data on-line?**

Yes, you can update your personal data: home address, phone number, emergency contact, alternate email address, direct deposit, and withholding (W-4) tax information. Should additional data need to be updated, please contact Employee Service at 713-556-7378.

**16. Why can't I remove my Preferred Phone Number?**

You must add or select another preferred number before you can delete the existing preferred number. You can add another phone number and make it preferred, then you can delete the previous number that is no longer correct. You can only have two phone numbers at one time, Mobile and/or Home. Either can be your preferred number.

**17. I want to update my primary emergency contact address information which is marked as "Contact has the same address as the employee", but the edit address button isn't there. What do I do?**

When the "Contact has the same address as the employee" checkbox is checked, the address is a view only of YOUR emergency contact information. If the data is incorrect, please update your address on the self-service page. If the address is now different, simply uncheck the box and edit address as needed.

**18. I want to update my primary emergency contact telephone information which is marked as "Contact has the same telephone number as the employee", but it is not available for editing. What do I do?**

When the "Contact has the same telephone number as the employee" checkbox is checked, the phone number is a view only of YOUR emergency contact information. If the phone is incorrect, please update your phone number on the self-service page. If the phone number is now different, simply uncheck the box and edit phone number as needed.

**19. Who should I contact if my leave balance seems incorrect?**

Please email [hanswerline@houstonisd.org](mailto:hanswerline@houstonisd.org) and provide which leave category is in question and why. In most instances, the HR team will need to research prior to responding.

**20. How do I add an account to my direct deposit?**

Click the "plus" (+) button beneath your current account(s). On the page that appears, enter your account information. The system will validate that you entered a legitimate routing number. Do not use the account number on your debit card as your bank routing **OR** bank account number. Please note the "Deposit Order". If you have multiple accounts, you must specify the order that funds will be distributed to those accounts. The direct deposit with the lowest deposit order will be processed first, and so on. Click Submit when you are done. A confirmation message will appear, click OK. Remember, due to timing, your changes may not be reflected on the next paycheck.

**21. How do I update an existing direct deposit?**

If you have multiple accounts, you may wish to change/overwrite the amount or percentage you contribute to each account. Make your changes, click Submit, and then OK on the confirmation row. You may also click the “minus” (-) button to delete any direct deposit account.

**22. Do I need to have a “Balance” deposit type on the direct deposit?**

No, if the total contribution is already at 100%. You only need a “Balance” deposit type if your total contribution is less than 100%.

**23. When selecting the HISD Pay Card, why are accounts grayed out?**

Payroll will request a Pay Card account to complete the routing number and the account number.

**24. Can I update my W-4 information?**

Yes, click the “Payroll Tab” link on the left-side menu and select the W-4 Tax Information link. Your current W-4 values will be displayed. If you would like to change the values, enter the total number of allowances you are claiming, make the change(s) desired, and click the Submit button. Once submitted, you will receive a verification, to notify you of when your changes will be effective; click OK. When the approval message is displayed, click Yes; then a Verify Identity message will prompt you to enter your network password, click Continue.

**25. How do I print an image of my W-2?**

Click the Payroll tab, select “View W-2 forms, then click “Year End Form”

**26. Who should I contact for questions regarding my compensation and stipend history?**

Please email [hanswerline@houstonisd.org](mailto:hanswerline@houstonisd.org) if you have any questions regarding compensation or stipend history.