



HR User Group:
Employee Self Service Update

February 8, 2011

- Employee Self Service Overview
- Employee Self Service Key Points
- Employee Self Service Roll Out
- Communications Preview
- Employee Self Service Walkthrough
- Q & A

Summary of Employee Self Service Features



Below is a summary of Employee Self Service functions available to employees:

Personal Information

- View or update name*
- View or update mailing address*
- View or update phone number*
- View or update emergency contact(s)*
- View or update email address
- View marital status

Payroll and Compensation

- Add up to five direct deposit accounts*
- View, add or change direct deposit account(s)*
- Request W-2 reissue/reprint*
- Update W-4 tax information*
- View current pay rate, earnings and deductions
- View and print pay statements

Benefits

- Receive helpful checklists and reminders via email*
- Report life event changes (including marital status changes)
- Enroll in benefits
- View summary of current benefits
- Link to websites of benefits vendors

***NEW** function being implemented in February 2011

- Drives employees' ownership of their personal information
- Convenient and easy to use
- Accessible from any computer with an internet connection and internet browser
- Streamlines HR processes
- Reduces duplicated effort, data errors and time for requests to be handled

Employee Self Service and myOhio



February



Summer

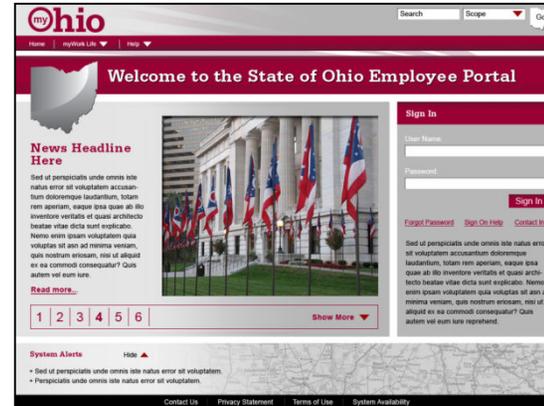
myOhio.gov



Links to Employee Self Service log in



myOhio.gov Portal



- First State of Ohio employee Portal
- Central site for statewide employee news, forms, policies, FAQs and more
- Single sign-on for Employee Self Service

FOR DISCUSSION
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PURPOSES ONLY

Sign In Page Enhancements



myOhio

OAKS Status [Click Here](#)

Sign in Now

OAKS is a State of Ohio computer system, which may be accessed and used only for official state business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

User ID:

Password:

[Forgot your password?](#)

For instructions on accessing the system and other functions, visit [self-service](#)

Welcome to Employee Self Service

The **Self-Service** module is designed to allow State of Ohio employees to safely and securely manage certain portions of their personal information. Employees are able to view and print payroll and compensation information, including their leave balances. This module also allows employees to view and update their benefits records, including life events and open enrollment. With Employee Self-Service, employees can access their information anywhere.

Links to [ELM](#) and [Travel and Expense](#)

Hours of system availability:
7:30 am - 5 pm Mon - Fri
Unavailable Sat and Sun

For assistance with your user ID or Password:
Please contact the OAKS Help Desk at:
Phone: 1-888-OhioOAKS (1-888-644-6625)

For assistance with Self Service options:
Please contact HR Customer Service at
E-Mail: HRCustomerService@das.state.oh.us
Phone: 614-466-8857 or 1-800-409-1205

[System Availability](#)

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Agency HR: What's Changing ... What's Not?



*Below provides a summary of changes for Agency HR ...
Some of these may or may not apply to your specific role*

What's Changing	What's NOT Changing
<p><u>W-2 Reissue Requests</u></p> <ul style="list-style-type: none"> ▪ Reduced paper request for W-2 reissues <p><u>Employee Checklists</u></p> <ul style="list-style-type: none"> ▪ New checklists for name and address changes <p><u>Reports/Queries</u></p> <ul style="list-style-type: none"> ▪ More available queries (see next slide) <p><u>W-4 Changes</u></p> <ul style="list-style-type: none"> ▪ Paper forms no longer required for W-4 exemptions of 9 or below 	<p><u>Name Changes</u></p> <ul style="list-style-type: none"> ▪ Continue to submit Personnel Action forms and collect documentation for name changes <p><u>Life Events</u></p> <ul style="list-style-type: none"> ▪ Continue to collect documentation for marital status changes and birth/adoption <p><u>HR Checklists</u></p> <ul style="list-style-type: none"> ▪ Continue to manage the daily checklist <p><u>Reports/Queries</u></p> <ul style="list-style-type: none"> ▪ Continue to run existing queries <p><u>Security Roles</u></p> <ul style="list-style-type: none"> ▪ Maintain existing security roles and access <p><u>Processing Schedules</u></p> <ul style="list-style-type: none"> ▪ No change to HR and payroll processing schedules

In addition to your existing queries, the below queries will be available to you at implementation

- Direct Deposit Change for an Employee without an Email
 - If an employee does not have an email address, the employee will NOT receive an email confirmation of a direct deposit change
 - This query helps you follow-up with an employee to verify the change was not submitted in error

- Direct Deposit Allocation above Net Pay
 - Specifies if an employee has an allocation amount greater than their net pay

- W-4 Exemptions of 10 or More
 - As a paper form is required when exemptions are 10 or more, this helps you follow-up with the employee to collect this paperwork

- Worklist items > 30 days old

- Employee Self Service Life Events

Employee Self Service Email Confirmations



Event	Employee Email: to "Primary" email account	Agency Email: to "Benefits Specialist" role(s)
Payroll and Compensation		
Direct deposit update	Yes (to Primary and Business email account)	No
W-4 update	Yes	No
W-2 Reissue request	No	No*
Personal Information		
Mailing address update	Yes	Yes, Cc'd on employee email
Name change	Yes	Yes, worklist notification
Email update	Yes (to all emails, including to email that was deleted, if any)	No
Phone update	No	No
Emergency Contact update	No	No
Benefits		
Life Event: Marital Status	Yes	Yes, Cc'd on employee email
Life Event: Birth/Adoption	Yes	Yes, Cc'd on employee email

Note: employees will receive an email if Agencies make the following changes on their behalf:

- Address Change
- Direct Deposit

Below are other key reminders regarding Employee Self Service

- Phone Numbers
 - Employees' "Business" phone number cannot be deleted and will be published in the public directory
 - Employees are encouraged to enter their work number in this field...If they do not have a work number, they should enter a central Agency number

- Password Help Questions
 - To help limit calls for password resets, please encourage employees to set up a forgotten password help question
 - The Forgotten Password feature enables the system to verify a user's authenticity when requesting a new password...If the user enters the appropriate response, then the system automatically emails a new password
 - Link to job aid:
http://www.oakspmo.ohio.gov/oaks/training/HCM_Job_Aids/content/HCMJA003_Set_up_Forgotten_Password_Help.pdf

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Communications for Agencies to Distribute



Your help is needed to distribute communications at your agencies. Below are items that will be provided to you by HRD for distribution.

Item	Sent to Agency HR*	Sent by Agency HR	Purpose
Launch Email	Week of Feb 14	February 22	Email that announces launch and highlights how to access Employee Self Service
Poster	Week of Feb 14	Week of Feb 22 and ongoing	Highlights how to access Employee Self Service
Pocket-Size Information Cards	Week of Feb 14	Week of Feb 22 and ongoing	Small cutout that highlights how to access Employee Self Service
Employee Self Service Brochure	Week of Feb 14	Week of Feb 22 and ongoing	Brochure that summarizes Employee Self Service features; Can be used for new hires
“Meeting in a Box”	Week of Feb 14	Week of Feb 22	Materials to be provided to agencies who wish to host Employee Self Service Overview sessions for employees; Will include similar PowerPoint slides that are in this User Group meeting
Job Aids	Posted online Feb 22	N/A (posted online)	“How To” Job Aids will be available for employees through myOhio.gov

*Note that we are still finalizing if we will be able to print and mail these or send them to you electronically

Employees who require additional support can contact HR Customer Service at the number below...We have updated the call prompts to include Employee Self Service

- HR Customer Service (1-800-409-1205)
 - Option 1: Password reset
 - Option 2: Ohio Hiring Management System
 - Option 3: Disability
 - Option 4: Employee Self Service
 - Option 5: [used for special events such as open enrollment]
 - Option 0: All other calls

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Prior to sending them to you, we wanted to preview some of the communications just discussed

- Employee Self Service Poster
- Pocket-Size Information Cards
- Brochure
- Job Aids

Poster Preview



We will be asking you to hang this poster at your agencies the week of February 22 and keep it displayed through the month of March

It's here...
**ENHANCED EMPLOYEE
SELF SERVICE**



Access and manage your Personal, Pay and Benefits information using Employee Self Service

Step 1 :
Go to myOhio.gov and select the **Employee Self Service** icon



Step 2 :
Log into the system using your **User ID and Password**



Step 3 :
Select **Self Service** from the menu on the left to navigate to **Personal Information, Benefits, and Payroll and Compensation**

FOR DISCUSSION
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PURPOSES ONLY

Need Assistance?
Contact HR Customer Service
Phone: 1.800.409.1205
Email: HRCustomerService@das.state.oh.us
Hours: 7 a.m. to 5 p.m. Monday - Friday

Pocket-Size Information Cards Preview



We will be asking you to distribute this information card at your agencies starting the week of February 22 . . . Until you run out of cards



Welcome to Employee Self Service:
PERSONAL INFORMATION. PAY. BENEFITS.

Accessing and managing your information

1. Go to myOhio.gov
2. Select the *Employee Self Service* icon
3. Log into the system using your User ID and Password
4. Select *Self Service* from the menu on the left
5. Explore via the *Personal Information, Payroll and Compensation* and *Benefits* links

Sample



Welcome to Employee Self Service:
PERSONAL INFORMATION. PAY. BENEFITS.

Need assistance?

Contact HR Customer Service

Phone: 1.800.409.1205

Email: HRCustomerService@das.state.oh.us

Hours: 7 a.m. to 5 p.m. Monday - Friday

We will be asking you to distribute this brochure to new hires and, as needed, current employees

Sample



Employee Self Service Quick Reference Guide

Welcome to Self Service!

Employee Self Service is your personal guide to your personal information. Self Service allows you to directly manage your personal, pay and benefits information.

New Hires/Returning Employees

If you are new or returning to employment with the state of Ohio, you need your Employee ID (EMPLID) and a temporary password provided by the OAKS Help Desk staff. You will need your Date of Birth, the last 4 digits of your SSN, and your Zip Code to

Accessing Self Service

Go to myohio.gov to access Employee Self Service.



Logging into Self Service

Use the **EMPLID** and **Password** you received to log in to the system. You have four cumulative grace tries to log into Employee Self Service. After five attempts, you will be locked out of the system and have to reset your system access using the [Forgot My Username or Password](#) link.

- **NOTE:** Your Password will automatically expire after 90 days. You must then reset your Password to one not used before.

Employee Home Page



Personal Information

To review or make changes to your personal information, click any of the respective links.

Home and Mailing Address

On this page you have the option to add and/or change your address. Changes to your address immediately become effective.

Phone Numbers

From this screen you will have the option to edit and/or add additional phone numbers outside of your preferred number.

Email Addresses

Employees will be able to access a job aid for each new Employee Self Service function via myOhio.gov

myOhio **Sample** Employee Self Service | eProfile

Completing a Name Change

Visit <http://myohio.gov> and click the Employee Self Service icon.

Step 1 Enter your User ID and Password and click **Sign In**.
For User ID and Password assistance please contact 1-800-409-1205.

Step 2 Click **Self Service** on the left side of the page after logging in.
Click **Personal Information** to access the eProfile page.

Personal Information
Review and update your personal information.

- Personal Information Summary
- Home and Mailing Address
- Phone Numbers
- Emergency Contacts
- Name Change
- Email Addresses

Step 3 Click **Name Change** to submit a name change.

Name Change
Review or update your name information.

Step 4 Click **Edit Name**.

Note: Do **NOT** click **Submit** until you have entered your new name.

Name Change
TEST NAMECHANGE

Click **Submit** after you have entered your new name.
Note: You may be required to send proof of the name change to Human Resources.

Current Name
TEST NAMECHANGE

New Name
TEST NAMECHANGE

*Date Name Change Will Take Effect: 01/13/2011 25

*Name Format: English

Name: TEST NAMECHANGE **Edit Name**

* Required Field
Submit

[Return to Personal Information](#)

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