

# EMPLOYEE SELF SERVICE (ESS)



## Frequently Asked Questions (FAQs)

Below are Frequently Asked Questions (FAQs) related to Employee Self Service (ESS). Click on a question to jump to that question.

### **Login FAQs:**

1. [What if I get a blank screen when accessing the ESS page?](#)
2. [What if I see the message “You must have cookies enabled in order to sign in to your PeopleSoft application”?](#)
3. [Do I need to enter zeroes in front of my employee ID \(badge number\) to log in?](#)
4. [What if I see the message “Your password has expired”?](#)
5. [What if I can’t remember my password?](#)
6. [How do I turn off pop-up blockers on the internet browser?](#)
7. [What if I see the message “Your User ID and/or Password are invalid” on the login page?](#)

### **Payroll FAQs:**

8. [My paycheck is not displayed after clicking “View Paycheck”- the system displays “Processing” in the upper right corner and then processing stops. What should I do?](#)
9. [How do I update my bank account information?](#)
10. [After making a change to my direct deposit information, how long before I see the change at my bank?](#)
11. [It appears I have been paid incorrectly. What should I do?](#)
12. [Can I view my pay stub before the check date?](#)
13. [Can I change my W-4 exemptions?](#)
14. [How can I view or print my W-2?](#)

### **Other FAQs:**

15. [Why does the system log off after 5 minutes of inactivity?](#)

**For more information, see the “Employee Self Service Instructions” document available under *Helpful Links* on the ESS login page.**

---

► For login issues (i.e., you were unable to log in after using the *Forgot your password* link and would like to request a manual password reset), contact the Service Desk at **651-602-1498** (extension 1498) or [ServiceDesk@metc.state.mn.us](mailto:ServiceDesk@metc.state.mn.us). *The Service Desk will need to know your employee ID (badge number) for password reset requests.*

► For questions about using the ESS application or issues related to information found within ESS, contact the ESS Help Desk at [ESS.HRIS@metc.state.mn.us](mailto:ESS.HRIS@metc.state.mn.us). *The ESS Help Desk’s normal business hours are 8:00am to 4:30pm Monday through Friday (except holidays).*

---

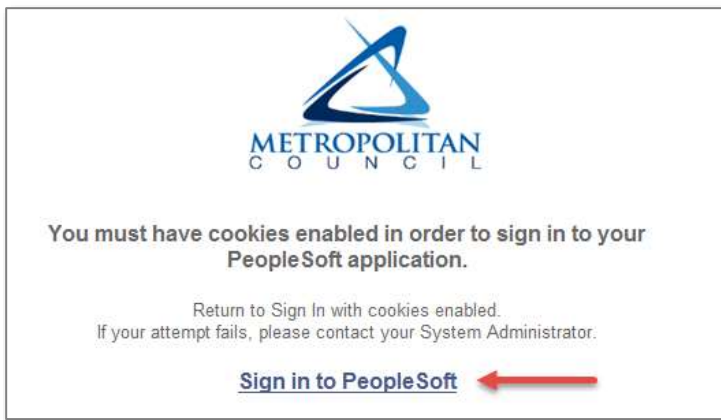
Last updated: 06/14/2022

## ■ LOGIN FAQs

### 1. What if I get a blank screen when accessing the ESS page?

Turn off your browser's pop-up blocker. Refer to "How to Turn off Pop-up Blockers on Internet Browser" under *Helpful Links* on the ESS login page.

### 2. What if I see the message "You must have cookies enabled in order to sign in to your PeopleSoft application"?



Click on the [Sign in to PeopleSoft](#) hyperlink to be redirected to ESS.

### 3. Do I need to enter zeroes in front of my employee ID (badge number) to log in?

No, you do not need to enter the leading zeroes.

### 4. What if I see the message "Your password has expired"?

Click on the [Click here to change your password](#) hyperlink and follow the steps.

### 5. What if I can't remember my password?

Click on the [Forgot Your Password](#) hyperlink and follow the steps. Refer to "Employee Self Service Instructions" under *Helpful Links* on the ESS login page for more information.

*Be aware of the following:*

- Your auto-generated password will appear on the screen after you correctly answer your three security questions.
- Write down the auto-generated password exactly as shown and type it into the password field rather than using copy and paste. If you use copy/paste, an extra space may be included at the end of the copied text that must be removed in order for the pasted password to be accepted.

### 6. How do I turn off pop-up blockers on the internet browser?

Refer to "How to Turn off Pop-up Blockers on Internet Browser" under *Helpful Links* on the ESS page of MetNet.

## 7. What if I see the message “Your User ID and/or Password are invalid” on the login page?

This means your Employee ID and/or password were entered incorrectly.

Be sure you are entering your employee/badge number correctly and that you use the appropriate capitalization and special characters in your password.

If re-entering your ID and password doesn't work, use the [Forgot Your Password](#) hyperlink to get a new password.

*\*If you continue to experience difficulty, please contact the Service Desk at x1498 (651-602-1498) to have your password manually reset.*

---

## ■ PAYROLL FAQs

### 8. My paycheck is not displayed after clicking “View Paycheck”- the system displays “Processing” in the upper right corner and then processing stops. What should I do?

- Turn off the pop-up blocker. Please refer to “How to Turn off Pop-up Blockers on Internet Browser” under *Helpful Links* on the ESS page of MetNet.
- Make sure the PC in use has Acrobat Adobe Reader installed. If not, it can be downloaded for free at <http://get.adobe.com/reader/>
- Delete your temporary internet files by clearing browsing data (cache). Afterwards, close all browser windows and log into ESS again.

### 9. How do I update my bank account information?

Go to *Main Menu > Self Service > Payroll and Compensation > Direct Deposit*.

Refer to the “Employee Self Service Instructions” under *Helpful Links* on the ESS login page for more information.

### 10. After making a change to my direct deposit information, how long before I see the change at my bank?

The answer to this depends on the timing of the payroll process. It could be as early as your next check or it may take one pay cycle before the new information is used. If there is no previous bank information, you may receive a paper check. Log in to ESS on Thursday of the pay week to determine the routing of your check and avoid any surprises on payday.

### 11. It appears I have been paid incorrectly. What should I do?

Contact your supervisor and discuss this with them. If an adjustment is necessary, your supervisor should send the correction to payroll.

### 12. Can I view my pay stub before the check date?

Yes, you are able to view and print your paystub the day before the check date. Note that this does not mean your direct deposit amount(s) have been processed by your bank.

### 13. Can I change my W-4 exemptions?

Yes, you can update your W-4 exemptions/allowances by going to:

*Main Menu > Self Service > Payroll and Compensation > W-4 Tax Information*

Refer to the “Employee Self Service Instructions” under *Helpful Links* on the ESS login page for more information.

### 14. How can I view or print my W-2?

To be able to view and print your W-2, you must first consent to receiving your W-2 electronically within ESS. Go to *Main Menu > Self Service > Payroll and Compensation > W-2/W-2c Consent*. Once you have consented, you will no longer receive a paper W-2 in the mail.

Note: one cannot consent to receive W-2’s electronically *after* employment has ended. Consent must be submitted while currently employed.

---

## ■ OTHER FAQs

### 15. Why does the system log off after 5 minutes of inactivity?

The **system automatically logs off after 5 minutes of inactivity for your privacy and protection.**