



EMPLOYEE SELF SERVICE 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.

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For more information, see the "Employee Self Service Instructions" document available under [Helpful Links](#) on the ESS login page.

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- For login issues, contact the Service Desk at **651-602-1498** (extension 1498) or ServiceDesk@metc.state.mn.us.
 - 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.
The ESS Help Desk's normal business hours are 8:00am to 4:30pm Monday through Friday (except holidays).
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■ LOGIN FAQs

1. What if I can't log in?

Contact the Service Desk at 651-602-1498 for login assistance. For more information, see the "Employee Self Service Instructions" under *Helpful Links* on the ESS login page.

2. 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* ESS login page.

3. Can I use ESS after I leave employment?

Access to ESS remains available to employees for 30 days after leaving employment.

■ PAYROLL FAQs

4. My most recent paycheck isn't shown at the top of the list. How can I see it?

If the most recent check is not displayed at the top of the list, click the column header "View Paycheck" to re-sort the list (you may have to click twice to bring the most recent to the top).

5. I clicked "View Paycheck" and see "Processing" in the upper right but then processing stops. What should I do?

- Turn off the pop-up blocker. Refer to "How to Turn off Pop-up Blockers on Internet Browser" under *Helpful Links* on the ESS login page.
- Make sure the device 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.

6. 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.

7. 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 into ESS on Thursday of the pay week to determine the routing of your check and avoid any surprises on payday.

8. 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.

9. 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.

10. 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.

11. 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*. After consenting, you will no longer receive a paper W-2 in the mail.

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

OTHER FAQs

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

The system automatically logs you out after five minutes of inactivity for your privacy and protection.

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

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