



■ Login or password help

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

The Service Desk will need to know your employee ID (badge number) for password reset requests.

■ ESS application questions or issues

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).

■ Certified Operating System and Browser Requirements for ESS

Operating Systems	
MS Windows	x64 (64-bit) 10 or higher
Apple	iOS 12 or higher
Linux	x86-64 Oracle Linux 7 and 8 x86-64 Red Hat Enterprise Linux 7 and 8

Browsers	
Google Chrome	version 89
Mozilla Firefox	versions 78.9 ESR and 87 RR
MS Edge (Chromium)	version 89
Apple Safari	version 14