Communication Templates for Agencies re: Self Service Maintenance

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Self Service will be Unavailable June 2 at 5 p.m. through June 4

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- Paystubs
- Careers (job application system)
- Training in Enterprise Learning Management (ELM)
- First Report of Injury

[Share on June 2]

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[Share on June 5]

Self Service Troubleshooting

The state performed maintenance on Self Service over the weekend. If you experience issues accessing Self Service, try the following:

- Clear your internet browser cache. For instructions on clearing cache, refer to the Clearing Browser History guide.
- Turn off (uncheck) Enterprise Mode in Internet Explorer version 11, following instructions in the Enterprise Mode Setting Guide.
- Ensure you are using a supported Internet browser, by reviewing the SEMA4 & Self Service Software and Hardware Requirements.

Questions?

- For technical assistance, contact: [insert agency IT help desk contact information]
- For Payroll/HR assistance, contact: [insert name and contact]

Communication ideas

MMB will provide graphic materials soon.

- Send emails to all employees
• Post on agency intranet
• Post on agency digital signs
• Put in agency newsletter
• Communicate in staff meetings
• Put up posters
• Send reminder emails