

Self Service - General Information

Q. I am a new employee. Do I need to request access to Self Service?

A. No. Access to Self Service is set up automatically.

Q. How do I sign into Self Service?

A. See [How to Access and Navigate in Self Service](#).

Q. What if I don't have a computer at work?

A. Self Service information is on the Internet, so you can access it from a computer with Internet access. Some agencies have set up kiosks with computers and printers for employees to use. The computer must meet certain requirements; see [Self Service Software and Hardware Requirements](#).

Q. Do I need specific software in order to view forms and instructions?

A. In Employee Self Service, many documents such as payroll forms and instructions are available as portable document format (PDF) files. To view or print PDF files in Self Service, you need to have the required version of Adobe Acrobat Reader; see [Self Service Software and Hardware Requirements](#). If required by your agency, check with your technical staff before installing the software on your office computer.

Q. What if I am having trouble with Self Service?

A. See [Self Service – Reference](#).

Q. Can I print Self Service information?

A. Yes.

Q. Can I make changes to my Self Service information?

A. Some information, such as Paystub or Leave Balances, is view-only. Other information, such as Home Address or Direct Deposit, can be updated.

Q. What do I do when I am finished viewing/updating information in Self Service?

A. Sign out by clicking Sign out in the upper right-hand corner of the page. If you do not sign out and you are using a public computer, the next person may be able to click the back button on the browser and view your information. It is important to also close all PDF files that opened in separate windows. If you don't close the PDF files, they remain open and available to the next person using the same computer.

Q. If I have questions about my Self Service information, whom do I contact?

A. Contact your HR or Payroll office.

Q. What if I want to change my password?

A. Directions for changing your password are in [Self Service – Reference](#).

Q. Are there any requirements or guidelines for creating a password?

A. Information regarding password requirements/guidelines is in [Self Service – Reference](#).

Q. Will my password ever expire?

A. Yes, passwords expire after 60 days. If it has been 60 days or less and you receive a message that your password has expired, see [Self Service - Reference](#).

Q. Is the information secure?

A. Yes. Data security is incorporated at two levels:

1. The website you access to sign in to the database uses the latest Internet security software. Information going back and forth from your computer to the database server is protected at the highest level.
2. The security within the actual database is also strong. It is protected by your user ID and password.

Q. If I leave state employment, will I still be able to view Self Service information?

A. Yes.