

## **EMPLOYEE SELF SERVICE (ESS) FREQUENTLY ASKED QUESTIONS**

**Q: Why use Employee Self Service (ESS)**

A: Employee Self Service provides up-to-date personnel information. ESS gives you the ability to view and verify your own payroll and benefit related data. (i.e., dates of hire, dependent coverage, insurance and retirement plans). Current and past pay statements (from 1.9.2004 to the current pay) are also able to be viewed.

ESS also allows an employee to view his/her leave balances, absences, and accruals..

**Q: How do I access ESS?**

A: An employee's user name will be the same username that is used for the LHUP network (ex., dhill@lhup.edu)

Before logging into ESS, employees must change the temporary password assigned to their LHUP computer/email account when it was created and configure his/her account. Configuring the account will allow an employee to later reset a password should it be forgotten or to unlock an account if something should happen to prevent an employee from logging in.

Log into the password/configurations page at: <https://password.passhe.edu/>

Instructions to change your password are available at:  
[http://www.lhup.edu/computing\\_and\\_tech/SAP/eTime%20Instructions/Self-Service%20Tool.pdf](http://www.lhup.edu/computing_and_tech/SAP/eTime%20Instructions/Self-Service%20Tool.pdf)

**Q: How do I change my password?**

A: Please see information under "How do I access ESS?" above

**Q: Whom do I contact if I am not able to change my password?**

A. Employees should contact the Computing Center Hotline at 484-2286 or [hotline@lhup.edu](mailto:hotline@lhup.edu) if they are having difficulty changing a password.

**Q: Do I have to be at work to log-on?**

A: No, ESS is a web-based portal that can be accessed thru the internet at any location.

**Q: If my information is incorrect, who do I contact?**

A. If you find incorrect information in your payroll/benefit information, please contact the following:

Benefits: Kim Powell, [kpowell@lhup.edu](mailto:kpowell@lhup.edu)  
Payroll: Jean Nestlerode, [jnestler@lhup.edu](mailto:jnestler@lhup.edu)  
General  
Information: Gayle Welshans, [gwelshan@lhup.edu](mailto:gwelshan@lhup.edu)  
Lynn Gray, [lgray@lhup.edu](mailto:lgray@lhup.edu)

Emergency Contact information is not currently in SAP. If you would like to add this information to your account, please complete the on-line form at:  
<http://www.lhup.edu/HR/forms/Emergency%20Contact.htm>

Employees are strongly encouraged to provide this information to the Office of Human Resources for use in an emergency.

**Q: Why are my leave balances in ESS different than those on my pay statement?**

A: ESS data is real time information and your leave balances in ESS may reflect leave that has been accrued for the next pay cycle. Major discrepancies in leave balances should be directed to the following persons:

Staff (including management): Gayle Welshans, [gwelshan@lhup.edu](mailto:gwelshan@lhup.edu)  
Faculty/Coaches/SCUPA Lynn Gray, [lgray@lhup.edu](mailto:lgray@lhup.edu)  
Maintenance Jean Nestlerode, [jnestler@lhup.edu](mailto:jnestler@lhup.edu)

**Q: What is the benefit of viewing my pay statement on-line?**

A: Your pay statement will be available to view as early as Tuesday of a pay week. The funds will not be available at your banking institution until the actual pay date.

You can print the statement for proof of employment, for loans, and any other financial verification.

**Q: Can I update my data on-line?**

A: At this time, an employee is only permitted to view his/her data.

## **ADDITIONAL FAQs FROM THE PASSHE ESS TRAINING MANUAL**

**Q: When can I access ESS?**

A: ESS is available 24 hours a day from any computer that has an active connection to the internet.

**Q: Is the information shown in ESS secure?**

A: Yes. The information is protected at the highest level. This security also is effective for transmitting data to locations outside the office.

It is recommended NOT to save your password if the browser provides a “remember password” checkbox and you should always finish your ESS session by clicking on the “Log Off” link at the upper right-hand corner of the web page.

**Q: Where is the information for ESS stored?**

A: The data are stored within the PASSHE Human Resources/Payroll System. ESS provides a web browser to access the same information that is accessed and used by authorized staff.

**Q: How do I log off ESS?**

A: You should always log off by exiting the portal using the “log off” link in the top right hand corner of the screen.

**Q: Can I access ESS from an Apple computer?**

A: Yes. Some portal functionality has been proven in the MAC OS environment if you use the Firefox browser by Mozilla. However, certain parts may function in an unfamiliar way or not function at all.

**Q: Why does the ESS system log off after 5 minutes of inactivity?**

A: ESS automatically logs off after 5 minutes of inactivity for your privacy and protection. After it times out, you will be prompted to enter your User ID and password again to log on.

**Q: How do I enlarge the font on my browser so I can read the information?**

A: On the Internet Explorer toolbar, click on the **View** tab. Move your mouse over the **Text Size** option, and then select the desired option.

**Q: How do I remove my password if it keeps coming up automatically when I navigate to ESS?**

**A:** On the Internet Explorer toolbar, click on **Tools** and move your mouse over **Internet Options**. Click on the **Content** tab and then click on the **Clear Passwords** button.