Employee Self Service frequently asked questions are organized into 4 categories:

- General
- Personal Information
- Payroll and Compensation
- Benefits

General

1. Where can employees find job aids on using Employee Self Service?

   Job aids and support materials are posted at selfservice.ohio.gov.

2. What about employee's that do not have a work computer?

   Employees can access Employee Self Service from any computer with an internet connection and internet browser. Employees who do not have a work computer may choose to access Employee Self Service from their home computer, local library or other location that provides internet access. Employees can also ask their Agency HR representative if a kiosk or other agency computer can be used.

3. Does the effective date for an Employee Self Service change have to be at the beginning of a pay period?

   No, transactions do not have to be dated at the beginning of a pay period.

4. What is the effective date for changes made in Employee Self Service?

   For most Employee Self Service transactions, the effective date of a change is the date you submit your changes in the system. For some transactions you can select a date in the future for the change to take effect. Note that some changes such as name changes and life events require proof is submitted to Agency HR who will then approve the change. Once approved, the change then takes effect.

5. Will password changes be required at the same frequency?

   To help maintain the security of Employee Self Service data, employees are required to perform password changes every 90 days.

   Additionally, each employee should have a forgotten password help question set up in the system. This feature enables users to reset their password without contacting the help desk. For more information on this feature, visit the job aid at selfservice.ohio.gov.

6. If your account has been disabled by too many login attempts, can employees reset their password?

   Yes. Employees can utilize their forgotten password help question to reset their password. Or they can call HR Customer Service at 1-800-409-1205.

7. Who should employees call for help with Employee Self Service? What are the hours of availability?

   Employees who have questions or need help with Employee Self Service should call HR Customer Service at 1-800-409-1205. Customer Service representatives are available Monday through Friday from 7:30 a.m. to 5:00 p.m. Additionally, step-by-step instructions for many transactions are available at selfservice.ohio.gov.

8. How long will former employee have access to Employee Self Service?

> Former employees will have indefinite access to view their information and edit their mailing address in Employee Self Service.

Personal Information

Phone Number:

9. What is the "business" phone number used for?

> The business phone number will be utilized for contact information. This number will be published and available to the public and employees are encouraged to enter their work number in this field. If they do not have a work number, they can enter a central agency number. Note that the "business" phone number cannot be deleted.

10. Will employees be able to change which phone is preferred?

> No, the "business" type will be defaulted as preferred.

11. Is entering a cellular phone number required?

> No, a cellular number is not required.

Email Addresses:

12. What about employees who do not have email addresses?

> An email address is not required to use Employee Self Service. However, employees who have an email address are encouraged to add it to "My System Profile" to receive system and benefits related notifications and reminders.

> Employees will receive HR notifications and reminders to their email specified as "primary" in Employee Self Service. It is recommended that employees enter their state email address in the Business Email field and mark is "primary." Employees who do not have a state email address may choose to enter a personal email address.

Home and Mailing Address:

13. What is the difference between home address and mailing address?

> HOME address should be the employee's physical address/place of residence. Post Office (PO) Box addresses are not acceptable for HOME address.

> MAILING address is the address to which HR will mail important information such as W-2s, benefits information and other correspondence.

> MAILING address can be the same as HOME address, a different physical address, or a PO Box. If an employee does not have a MAILING address, the HOME address will be used for mailings.

14. When entering an address can employees use UPPERCASE for the county?

    No, the county must be entered exactly as it is spelled. For a list of acceptable formats, click the "magnifying glass" next to the county entry box.

15. Will employees receive a checklist of things to do following an address change?

    Yes, an email will be sent to the employee reminding them of other actions they may have to take when changing their address.

16. Can home or mailing address be deleted via Employee Self Service?

    Home and mailing addresses cannot be removed via Employee Self Service. However, an employee may choose to enter the same address for both.

17. Can the employee change their home address to a PO Box?

    Yes, PO Boxes can be entered in Employee Self Service for the MAILING address, but not the HOME address.

18. Is entering a postal/zip code mandatory?

    Yes, a Postal code is a mandatory field when entering an address. The fields Address 1, City, and State are also required.

Name Change:

19. What happens when an employee does not provide the proper documentation for a name change submitted via Employee Self Service?

    For changes that require documentation such as a name change or life event, the change will not take effect until all documentation is submitted and Agency HR approves the change. After submitting a change via Employee Self Service, employees will receive an email that specifies any required next steps.

20. What happens to someone's name if they request a name change but do not submit the proper documentation in a timely manner?

    Their name would stay the same in Employee Self Service until they submit the documentation and Agency HR approves the change.

21. Do name changes have to be done at the beginning of the pay period?

    A name change does not have to be done at the beginning of a pay period.

22. When making a name change, what is the effective date employees should choose?

    For name changes, employees should select the current or a future date. The change only becomes effective when documentation is submitted and approved by Agency HR.

23. Will name change show up as a life event?

    Name change is not a life event. Only Birth, Adoption and Marriage/Divorce are considered life events. Any events that require a benefit change are considered life events.

24. Is there any format required for entering a name change, such as putting name in all UPPERCASE letters?

> No, there are no requirements for UPPERCASE or lowercase letters.

Emergency Contact:

25. Is the employee required to enter their emergency contact information?

> No. The information entered is not required. It is also not made public and is only shared with the Agency HR staff.

26. How does emergency contact relate to ASAP information?

> ASAP information is currently managed outside of Employee Self Service. In the future, this information may be linked to Employee Self Service.

Payroll and Compensation

Direct Deposit:

27. How will employees be notified if a direct deposit account is incorrect?

> Employees' agency payroll specialist will reach out to them in these instances and work to provide the employees their net pay.

28. Will the employees be advised that there will be a delay in receiving pay if the account information is entered incorrectly?

> If there is a direct deposit error, employees' agency payroll specialist will reach out to them in these instances and work to provide the employees their net pay.

29. Will credit union deductions be handled differently than savings account deductions?

> Payroll deductions for a credit union may be made for employees. Each employee's organization will select a credit union to be used by their members. Written authorization must be submitted to payroll 15 (fifteen) days prior to the first deduction.

30. What's the process for entering a credit union deduction?

> Contact your agency HR, who will enter it on your behalf. This process is not changing.

31. Does the account employees use for their direct deposit have to be in their name?

> No, the account does not have to be in the employee's name.

32. Does the system calculate the percentage amount for direct deposit?

> Yes, when entering a percentage allocation for a direct deposit account, the payroll system will automatically calculate the percentage of net pay to be sent to that account.

33. Will direct deposit accounts appear on the earnings statement?

> Yes, the accounts that received funds will appear on employees' earning statements or paystubs.

34. Will one account be designated as a balance account for direct deposit?

> Yes, at least one account will be required to be the balance account. If employees only have one account, it will automatically be defaulted as the balance.

35. Will a direct deposit changes/updates be applied to all future pay periods?

> If a direct deposit change is made by Thursday at 5 pm when payroll closes (8 days prior to payday), it will go into effect on the next paycheck and for all future paychecks (unless an additional change is made later).

36. Is future dating allowed for direct deposits?

> No, there is no future dating on direct deposits. Any direct deposit changes will be submitted the same day.

> If a direct deposit change is made by Thursday at 5 pm when payroll closes (8 days prior to payday); it will go into effect on the next paycheck.

37. What happens if an employee wishes to make a direct deposit change/update in Employee Self Service and the bank routing number isn't available?

> If a bank routing number needs to be added, the employee should contact the agency payroll specialist who will work with HRD Payroll to request that it be added.

38. For employees that have multiple direct deposit accounts, which account will travel reimbursements be deposited into?

> Travel reimbursements will be deposited into the "balance" account.

39. Will documentation be required for direct deposits?

> Employee Self Service tracks the date, time and requestor for each direct deposit change. No documentation is required.

40. What is the timing for direct deposit changes to take effect?

> If a direct deposit change is made by Thursday at 5 pm when payroll closes (8 days prior to payday); it will go into effect on the next paycheck.

41. What will happen if an employee chooses to have more money deposited into their account than what they were actually paid? Will the employee be notified?

> Employees will only receive money up to their net pay.

> If an employee selects to have $100 sent to account 1 and $100 sent to account 2, but the employee is only paid $50, account 1 will receive $50 and account 2 will receive $0.

> Agency HR will be monitoring when this occurs and will work to reach out to employees in these instances.

42. What happens on payday in situations where an employee's direct deposit allocation is less than the pay for that period?

> Any additional funds above employees direct deposit allocation will be paid to the "balance" account.

43. Will employees be able to delete a direct deposit, without entering a new one to replace it?

> Yes, but employees are required to maintain at least one account.

44. Will there be safeguards in place to ensure employees who wish to have only one direct deposit account won't have their paycheck split into more than one account?

> Since the data in Employee Self Service is employee-driven, employees will have complete control to decide how many direct deposit accounts they wish to have (between one and five). Employees maintain this control by entering the data themselves.

W-2 Reissue Requests:

45. How far back will employees be able to request a re-issued W-2?

> Employees will be able to request back to 2007.

46. How often can employees request a re-issued W2?

> There is no limit to the number of requests.

47. Why can't the W-2 be emailed?

> We are looking into the capability to do this in the future, but the feature is not currently available.

48. Will employees be able to print their W-2's in the future?

> At some point in the future this may be a possibility, but we do not have a specific time for when this may happen.

49. Will former employees have access to request W-2's through Employee Self Service?

> No, former employees will not have access to request W-2's through Employee Self Service.

W-4 Update:

50. Will employees have to submit a paper W-4 form if they use Employee Self Service to update federal tax exemptions?

> No. If an employee makes the change in Employee Self Service, no paper form is required. Note that a paper form will be required when submitting more than 9 exemptions.

> State and local tax changes should still be made by working with agency HR as the ability to make these changes is not available in Employee Self Service.

51. How often can an employee update their W-4 tax withholding?

> An employee can update their tax withholding information as often as they like.

> Note that if a W-4 change is made by Thursday at 5 pm when payroll closes (8 days prior to payday); the change will go into effect on the next paycheck.

52. Will W-4 changes be applied to any state and local changes that may be required?

> No, employees will need to continue to submit state and local changes to their agency payroll specialist.

53. Can employees update their state and local tax withholding using Employee Self Service?

> No, employees will only be able to update their federal tax withholding through Employee Self Service. Employees will need to continue to submit state and local changes to their agency payroll specialist.

Benefits

54. How many life events can an employee enter per day?

> Only allow one life event can be submitted per day. To submit another life event, please wait until the following day.

55. Will employees be able to make dependent status changes in Benefits?

> Yes, these changes can be made during a life event or open enrollment.

56. What happens when employees forget to submit a life event?

> Employees should contact their Agency HR when this occurs.

57. Will employees be notified when HR has approved an event?

> Employees will continue to be notified by Agency HR. If you have not received an update, feel free to follow-up with Agency HR.

58. After employees update their marital status in Employee Self Service, do they need to provide proof of the marriage or divorce?

> Yes, proof of marriage or divorce is required. When an employee reports a marital status change in Employee Self Service, the employee will receive an email detailing the additional proof required.

59. After a birth or adoption, do employees need to provide proof?

> Yes, proof is required. When an employee reports this change in Employee Self Service, the employee will receive an email detailing the additional proof required.