

“Employee Self Service” Frequently Asked Questions (FAQs)

Registration, Login and General Information

<p>How do I access “Employee Self Service”?</p>	<p>To access “Employee Self Service”, navigate to: http://www.mgc.edu/selfservice and select the “Login to Self Service”.</p>
<p>What information do I need to provide to register for an “Employee Self Service” account?</p>	<p>To register for an “Employee Self Service” user account you will need to provide :</p> <ol style="list-style-type: none"> 1) Date of Birth 2) Last four digits of Social Security number 3) Home zip code
<p>What Internet Browser can I use to access “Employee Self Service” through Windows applications?</p>	<p><u>Windows XP:</u> Internet Explorer 6.x Netscape 6.2 and 7 <u>Windows Server 2003:</u> Internet Explorer 6 <u>Windows NT:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2 and 7/Netscape Communicator 4.7x <u>Windows 2000:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2/Netscape Communicator 4.7x <u>Windows 98:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2/Netscape Communicator 4.7x <u>Windows 95:</u> Internet Explorer 5 and 5.5 Netscape 6.2/Netscape Communicator 4.7x</p>
<p>What Internet Browser can I use to access “Employee Self Service” through Non-Windows applications?</p>	<p><u>Unix:</u> Netscape 7/Netscape Communicator 4.7x <u>Mac OS9/X:</u> Netscape 6.2 and 7 <u>Mac OS 7.61 and above:</u> Internet Explorer 5 <u>Linux:</u> Netscape 7/Netscape Communicator 4.7x</p>
<p>How do I Register for my “Employee Self Service” Account?</p>	<p>To Register, click on the “Register for My Account” link once you access the “Employee Self Service” home page.</p>
<p>How do I Login to “Employee Self Service”?</p>	<p>To Access “Employee Self Service”, select the “Login to Self Service” link at http://www.mgc.edu/selfservice If you are a new</p>

user you must register for a "Employee Self Service" account/user id before you can access "Employee Self Service". To Register, click on the "Register for My Account" link once you access the "Employee Self Service" home page.

What are the requirements for creating a user id and password?	User IDs must be at least six (6), and no more than thirty-two (32) characters in length. Password must be at least eight (8) characters long and include a minimum of two (2) digits.
Can I access "Employee Self Service" from Home?	Yes. You can access "Employee Self Service" through the internet browser on your home computer.
When I go to register for a user ID I have two records to choose from. Which one do I choose?	Retired MGC employees who have come back to work part-time, but who are still officially retired (Rehired Retirees) will actually show two records. Rehired Retirees will have to set up two different user ID's, one for each employee ID in the system. One user ID (lower employee ID number) will be used to access their retiree information and the other will access their current job information. NOTE: Benefits will be attached to the retiree information.
During what hours daily can I access "Employee Self Service"?	"Employee Self Service" is available between 7am and 11pm seven days a week.
When attempting to register an employee receives the error: "The information provided does not match any self service eligible employee."	If you have more than 5 digits in your home address zip code you will not be allowed to register and will receive this error. It has been discovered that the "Employee Self Service" self registration screen only allows employees to enter 5 digit zip codes in order to register for a new user account. This problem has been reported and should be corrected in the 12/15/2006 release. As an alternative to allow you to register at this time, please contact hselfservice@mgc.edu so they can field your concern to the appropriate area.
Who do I contact if I have an "Employee Self Service" issue after normal work hours?	Email: hselfservice@mgc.edu

Security Information

I forgot my password, how do I reset it or get a new one?	If you forget your password you can either reset it yourself, or request a new randomly generated password. To do so, click the "Forgot My Password or User ID" link on the "Employee Self Service" sign in page and follow the online instructions.
I forgot my user id, how do find out what it is?	If you forget your user id, click the "Forgot my Password or User ID" link on the "Employee Self Service" sign in page and follow the online instructions.
Does my password ever expire?	Your Password will automatically expire after 180 days (six months). You must then reset your Password to a new value that has not been previously used.

How do I change my password?	To change your password, login to “Employee Self Service”. From the left menu, click the “My System Profile” link. Next, click the “Change Password” link. Input your current password in the Current Password field, your new password in the New Password field and re-enter your new password in the Confirm Password field. Then SAVE.
Can I change my password to the same value each time it expires?	You can change your password to a similar value but not the same value as a previously used password.
Why does the system time me out?	For security purposes, your “Employee Self Service” session will time out after 10 minutes of inactivity. You will need to login again in order to continue your “Employee Self Service” activity.
How many tries do I get to login to “Employee Self Service” if I’m not sure of my password?	“Employee Self Service” will automatically lock your account after five (5) unsuccessful login attempts.
My user account has been locked, how do I get it unlocked?	Contact hrselfservice@mgc.edu for locked accounts and other “Employee Self Service” security assistance.
Can anyone else access my personal information?	Your personal information is completely secure within the “Employee Self Service” application. Access to your information is exclusive to the HR Department, the Payroll Department and your secured User ID and Password. Never share your user id and password information with anyone.

“Employee Self Service” Personal Information

What type of information is accessible through “Employee Self Service”?	You Personal, Benefits, Dependent, and Payroll information is all accessible by you through “Employee Self Service”.
How much of my employee and personal information history is available through “Employee Self Service”?	All employee and personal information history from your hire date through the current date is accessible through “Employee Self Service”.
Which of my “Employee Self Service” changes require proof that a change really occurred?	Name and Marital Status Changes require proof. Name Changes require you to bring your Social Security Card that exactly matches the name request change. Marital Status changes require a Marriage Certificate, Divorce Decree, or other appropriate legal documentation.
Are my changes updated immediately, or is there a waiting period?	Changes that do not require approval and/or proof are updated immediately. However, depending on the timing of your change and the status of the current payroll process, changes made to Direct Deposit, Voluntary Deductions, and W-4 information may not be reflected in your paycheck if it is currently being processed. Name and Marital Status Changes, will be updated

once the proper proof is provided to the appropriate administrator.

Benefits Information

Why are my TSA (Tax Sheltered Annuity) deductions not listed under my Benefits Summary?	Although these are traditional "Benefit" type deductions, the University System Office has, for business reasons, defined these options as Payroll General Deductions. You may view your contributions to these options under the View Paycheck menu on the "Employee Self Service" Payroll and Compensation Home page.
How often is my leave information updated?	Leave balances are updated monthly.
My spouse and I are both employees on staff with the same campus. She has access to both our benefit elections through her "Employee Self Service" account, but I don't see any elections under my account. Why?	When both husband and wife work for the same company, they have the option of both sponsoring their own individual benefit coverage, or one spouse covering the benefit options for the couple. If the 'couple' option is selected, benefit options for the couple may only be accessed via the "Employee Self Service" account of the primary benefits provider.
What if my Dependent information is incorrect? How can I get it updated?	Corrections to your Dependent address and phone information may be updated online. Other updates to dependent information must be made through Human Resources.
Why doesn't the Dependant Life Insurance coverage that I have show for each of my dependants on the Dependant Coverage Summary screen?	The Dependant Coverage Summary screen only displays your dependants' coverage in medical, dental & vision plans. If you have elected Dependant Life Insurance coverage, it will be shown on your Benefit summary but not on the Dependant coverage Summary. The Dependant Life Insurance plan covers all of your eligible dependants as defined by the plan handbook.
Why is the benefit amount listed for my supplemental life insurance \$0 rather than the actual amount of the coverage?	The actual amount of the supplemental life coverage is not currently being displayed. We have requested this functionality be added, but do not have a planned delivery date.

Payroll Information

What is a pay stub?	A pay stub is the attachment to the actual pay check or advice that details your current and year-to-date balances for earnings, deductions and taxes.
How do I print my pay stub?	All employee pay stubs are available for review via the Payroll and Compensation Home menu at any time. However, if an employee desires a hard copy of their pay statement it may be printed by accessing the "View Paycheck" link under the "Employee Self Service" Payroll and Compensation Home menu. Click the 'Print-Friendly Paycheck' button at the top of the page to

send a copy to your designated printer.	
How often are my paychecks or advices posted for me to review online?	Paycheck and advice information is posted on or before your regularly scheduled payday.
What are voluntary deductions?	A Voluntary deduction is a general payroll deduction that the employee elects at his/her discretion. Middle Georgia College will not use this feature at this time.
I am a new employee, why don't I see an option for W-2 Reissue Request under my Payroll and Compensation Home menu?	The W-2 Reissue Request will appear under the Payroll and Compensation Home menu only if the employee received earnings from MGC during the prior calendar year.
What is Direct Deposit?	Direct Deposit automatically places your paycheck into your checking, savings, or money market account. It's convenient, secure, and saves trips to your banking center.
How much does Direct Deposit cost?	There is no cost to the employee to participate in Direct Deposit.
What is the purpose of the Direct Deposit Balance row?	The Direct Deposit service allows employees to distribute their net pay into several different accounts. In the event the employee disbursements do not account for 100% of the employee's net pay, the 'Balance' will be deposited into the defined 'Balance' account.