

# Employee Self-Service

## Frequently Asked Questions

QUESTION:	ANSWER:
What is Employee Self-Service?	<p>A secure online website for State Employees to view pay, W-2s, benefits information, and make benefit changes during the annual Open Enrollment. For Time &amp; Labor Organizations, view Leave Balances and/or enter their own time into Time &amp; Labor.</p> <p>Employees can also update and view personal information such as Home and Mailing address, Phone Numbers, Emergency Contacts, Email Address, Ethnicity and Disability.</p>
Can I access the system from home?	<p>Yes. Employee Self-Service is a secure online access available 24 hours a day, 7 days a week.</p> <p><a href="http://employeeselfservice.omb.delaware.gov">http://employeeselfservice.omb.delaware.gov</a></p>
What if I don't have access to a computer?	<p>Contact your Human Resources or Payroll Office for further instructions.</p>
Can I access Employee Self-Service with my Mobile Device (Smart Phones and/or iPhones)?	<p>If your mobile device has a data plan, the website is accessible.</p>
What Internet Browser is required?	<p>The following browsers/versions are supported:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 9.x</li> <li>• Internet Explorer 10.x</li> <li>• Firefox 26</li> <li>• Safari 5.x</li> <li>• Chrome 32</li> </ul> <p><b>Work Computer</b> If your work computer does not have one of the versions above, contact your IT Department.</p> <p><b>Home Computer</b> If your home computer does not have one of the versions above, it is recommended that you upgrade to the appropriate browser version.</p>
What is my User ID?	<p>Your User ID is your EMPL ID, a six-digit employee identification number assigned by the State of Delaware.</p>
Where do I find my EMPL ID?	<p>Locate your six-digit EMPL ID on a previously printed advice or live paycheck stub or contact your Human Resources or Payroll Office for assistance.</p>
What if I forget my EMPL ID?	<p>Contact your Human Resources or Payroll Office.</p>

QUESTION:	ANSWER:
What if I forget my password?	The 'Forgot Password' functionality allows users to be able to reset their passwords without sending a form or waiting for someone to return a new password to them.
How do I reset my password?	Click on the menu option 'Forgot Password' and follow the prompts to set up a new password. Access detailed instructions at <a href="http://employeeselfservice.omb.delaware.gov">http://employeeselfservice.omb.delaware.gov</a>
What are the password requirements?	<p>Password Policy:</p> <ol style="list-style-type: none"> <li>1. Password must not have been used before.</li> <li>2. Password must not match or contain first or last name.</li> <li>3. Password must be at least 10 characters long.</li> <li>4. Password must contain at least 1 numeric character.</li> <li>5. Password must contain at least 1 special character.</li> <li>6. Password must contain at least 1 uppercase letter.</li> <li>7. Password must not match or contain User ID (EMPL ID).</li> </ol>
Will my password automatically expire after a set number of days?	Yes. The system will prompt you to change your password every 90 days.
Will the system lock me out if I enter the wrong password?	The system will lock the user account after three incorrect password attempts.
What if I have entered the wrong password too many times and get locked out?	Contact the Employee Self-Service Call Center toll free at 1-866-751-7833.
Will Employee Self-Service automatically log me out?	As a security measure, after 20 minutes of inactivity, the system will automatically log you out.
Will assistance be available if I have questions about logging in or accessing my pay data online?	Yes, the toll-free Call Center, 1-866-751-7833, operates Monday – Friday from 8:00 am – 4:30 pm for login assistance. Voicemail is available after hours.
Should I give my login information to anyone?	Access is employee-specific and only available to you with your user id and secure password. For security purposes, <u>do not share</u> your login information with others.
What should I do if I don't have a State email address?	Contact your Human Resources or Payroll Office.
What if my W-2 is not correct?	Contact your Human Resources or Payroll Office
When can I view my current advice or live paycheck data?	Employees are able to view pay data online on the Wednesday before a Friday payday. If payday Friday is designated as a State holiday, the data is available prior to the scheduled payday.
What if my paycheck is not correct?	Contact your Human Resources or Payroll Office.
What if my direct deposit is not correct?	Contact your Human Resources or Payroll Office.

<b>QUESTION:</b>	<b>ANSWER:</b>
What happens if my direct deposit is not posted to my account(s) on payday?	Direct deposit transactions and/or funds are posted on payday Friday, unless payday Friday is designated as a State holiday. Direct deposit and/or funds will be available on the scheduled payday. If your funds are not in your account on payday, contact your Human Resources or Payroll Office.
What if I work for more than one State Agency or School District? How will I see my earnings?	Earnings from individual jobs are not reflected separately. The View Paycheck summarizes all earnings from all jobs per earnings type (Regular Pay, Overtime, etc) and by the hourly rate.
What if I need a copy of my pay advice or pay-stub for proof of income?	Access your pay data securely online through Employee Self-Service and print a copy of the specific advice or live paycheck data.
Who do I contact with questions about my pay?	Contact your Human Resources or Payroll Office
How Long is my pay data available to view online?	Prior online pay data is available for a minimum of 18 months for active employees.
Can anyone else see or access my pay information online?	Access is employee specific and only available to you. Protect your confidential pay data; do not share your login information. As always, your Human Resources and Payroll Office have system access to your pay data.
How do I view my final paycheck data or W-2 after I leave State service	Access to Employee Self-Service, including personal information, pay data, benefits, W-2 forms, and Time & Labor is inactivated when you terminate or retire. You may need to contact your Human Resource or Payroll Office to print your final pay advice. W-2 forms are printed and mailed to employees who worked during the year but are not active employees at the time W-2s are generated for the year.