

**Missouri State Employees
Self-Service Portal
(ESS)**

Employee Self-Service

- Longstanding wish-list item since the implementation of SAM II HR
- The need to improve statewide processes and create measurable efficiencies
- The desire to utilize advanced technologies for improved communication with employees
- An upgrade to SAM II in the near future is unlikely

What is ESS?

- The Missouri State Employees Self-Service portal will be a secure web-based portal, accessible only to State of Missouri Employees who are active on the date it goes live or who become active after this date.
- This portal will provide the state with an effective and efficient method for distributing and collecting information that pertains to its employees.

Development of ESS

- This portal will be developed in phases.
- In phase one, employees will be able to:
 - View Pay Stubs
 - View Leave Balances
 - Use Links to Navigate to Benefit Providers
 - View Statewide Announcements

What will the application look like?

- The application is currently under development, and the designs on the following slides are subject to change as the development process continues.

Main Login

Missouri State Employees Self-Service

This is a secure web-based employee self service portal that is accessible only to State of Missouri employees who were active employees at the time of the system's implementation on 2/08/2011 or who become active State of Missouri employees after this date. Currently Missouri State Employees can:

1. View pay check details from a given point forward.
2. View leave balance summary information which is current as of the last regular pay cycle.
3. View statewide employee announcements.
4. Follow links to Benefits Providers.

It is our sincere desire to expand to include additional services as time and resources allow.

Registration

If you have not previously created a unique User ID OR you cannot remember your User ID, please click the Register Now button below to begin the registration process. This process will require you to answer several identifying questions which will establish/refresh your Missouri State Employee Self Service profile.

Register Now

Log In

Enter your unique User ID to go through the log in process.

Enter User ID:

Log In

Never logged in before OR forgot your User ID? If you have not previously created a unique User ID OR you cannot remember your User ID, **click on the Register Now button** in the column to the left.

Missouri State Employees Self-Service
State of Missouri / Office of Administration / Contact Information

Photograph by Missouri Division of Tourism

This page will be accessible through a link that will be placed on the State of Missouri website.

On this page, people new to the site will need to use the “Register Now” button. Returning users will be able to use the “Log In” button to navigate into the secure site.

Registration questions

Missouri State Employees Self-Service

Welcome!

MoESS Home Page > Registration

Registration Questions

You must answer these three questions correctly:

Last Name

Last Four Digits of Social Security Number

Date of Birth Select Month Select Date Select Year

Agency Where You Work

In addition, you must answer any three of the following questions correctly:

Supervisor's Last Name

Current Annual Leave Accrual Per Pay Period

Zip Code of Residence

Net Pay on Last Paycheck (###.##)

Annual Leave Balance on Last Paycheck

Number of Dependents on Your Federal W4

Filing Status on Your Federal W4

This page is used to determine who is trying to access the ESS portal.

Employees must answer ALL of the top 4 questions and at least 3 of the questions on the lower part of the page to access the system.

If this information is incorrect or incomplete in SAM II, the individual may have problems registering.

Creating a new security profile



The screenshot displays the 'Missouri State Employees Self-Service' portal. On the left is a vertical image of the Missouri State Capitol building. The main content area is titled 'Missouri State Employees Self-Service' and includes a welcome message for 'Kristen Elsterholdt' and her agency, 'Office of Administration/ITSD-CENT-EADM'. A 'Log Out' button is in the top right. Below the welcome message is the 'Create a Secure Login ID' section, which provides instructions on creating a unique User ID and Password. The User ID must be 6-30 characters long and cannot be a Social Security Number. The Password must be 6-20 characters long and include at least one number. A 'Submit' button is located below the instructions. To the left of the instructions are three input fields: 'Enter New User ID:' (6-30 characters allowed), 'Enter New Password:' (6-20 characters allowed, number or special character required), and 'Confirm Passwords:'. To the right of the instructions is a grid of 12 security images: a white dog, a green car, a red car, a brown horse, a yellow banana, a blue and yellow robot, a blue mobile phone, a grey elephant, a yellow smiley face, a red rooster, a red chicken, and a yellow motorcycle. A 'More Images' link is to the right of the grid. At the bottom of the page, there is a footer with the text 'Missouri State Employees Self Service' and 'State of Missouri / Office of Administration / Contact Information'.

This page is displayed as the last step of the registration process. On this page, the employee will enter the user id, password, and security image that they will use when they return to the site.

From here, if the Log In was successful, the user would be taken to the ESS home page.

If a user forgets their user id, password, or security image, then they will need to go through the registration process again to be able to reset those selections.

User ID FAQ

Missouri State Employees Self-Service

FAQs

[Close Window](#)

What is my User ID?

Your User ID is what you will use to access the Missouri State Employees Self-Service Portal on your return visit to our site. It will be important to remember new User ID and password so that you don't have to re-register when you return.

You may enter any of these identifying items as your Online ID:

- Your email address
- Your Active Directory Domain/User ID which you use to logon to the state network
- Your Online ID (established by you)

How do I establish my own User ID?

If you prefer not to use your email address or Active Directory ID as your User ID, you may establish your own unique User ID when you register. Use this guide when creating your new User ID:

- Your User ID may contain a combination of 6-30 numbers, letters and characters without spaces.
- 9-digit numbers resembling your Social Security Number are **NOT** allowed.
- Your User ID must be unique.
- Your User ID cannot be the same as your password.

This page is to help an employee create a new user id.

Returning User Password Entry



This is the page a system user would see if they had used the “Log In” button and entered a valid user id on the Main Login Page.

To successfully log in, in addition to correctly entering the user id on the main page, visitors to the site will also need to correctly enter their password and select their security image before clicking the “Submit” button on this page.

From here, if the Log In was successful, the user would be taken to the ESS home page.

If a user forgets their user id, password, or security image then they will need to go through the registration process again to be able to reset those selections.

ESS Home Page



The screenshot shows the Missouri State Employees Self-Service portal. At the top, it says "ESS Home Page" in a large white font on a dark blue background. Below this, the main content area has a light blue background. On the left, there is a vertical image of the Missouri State Capitol building. The main heading is "Missouri State Employees Self-Service". Below the heading, it says "Welcome, Kristen Eisterhold!". To the right of the welcome message is a "Log Out" button. Below the welcome message, it says "Your Agency/Organization: OFFICE ADMINISTRATION-OPER / ITSD-CENT-EADM". To the right of this, it says "Questions? Contact your payroll representative: ANGELA L. NEUMAN at 573-999-9999". Below this, there are four navigation buttons: "Home", "Pay Stubs", "Leave Balances", and "Benefits". Below the navigation buttons, it says "Welcome to the Missouri State Employees Self-Service Portal. On this site you will be able to:" followed by a bulleted list: "View pay check details", "View leave balance summary information", "View statewide employee announcements", and "Follow links to benefits providers". Below the list, it says "More features and services will be made available as time and resources allow.". On the right side, there is an "Announcements" section with three items: "Diplomas Count." Missouri Must Increase Graduation Rate >> READ MORE (dated Jun 10), "Gov. Nixon awards \$4 million in incentives to Lake Ozark for project expected to create thousands of area jobs. >> READ MORE" (dated Jun 9), and "Seniors covered by Medicare Part D to receive \$250 rebate checks - state officials warn of scams Medicare will begin sending checks June 10 >> READ MORE" (dated Jun 9). Below the announcements is a "More Announcements" link. At the bottom of the page, there is a small text "Missouri State Employees Self-Service".

This page is displayed after successful registration or successful log in.

State wide announcements are displayed here. This will replace the electronic payroll stuffers.

The user can easily navigate to other areas of the site by clicking any standard navigation buttons.

Pay Stubs Listing

Welcome, Kristen Elsterhold
Your Agency/Department: Office of Administration/STDP/2007-64208
Questions? Contact your payroll representative: SUZANNE.MALONE at 573-535-3933

Home Pay Stubs Leave Balances Benefits

Click the Check Issue Date to display check details

Check Issue Date	Pay Period End Date	Gross Wages	Net Pay
2/15/2010	2/28/2010	6000.00	4000.00
2/28/2010	2/15/2010	6000.00	5000.00
2/15/2010	1/31/2010	7000.00	6000.00
1/15/2010	1/15/2010	555.00	400.00
12/31/2009	12/31/2009	555.00	400.00
12/15/2009	12/15/2009	555.00	400.00
12/15/2009	11/30/2009	555.00	400.00
11/20/2009	11/15/2009	555.00	400.00
11/15/2009	10/31/2009	555.00	400.00
10/15/2009	10/15/2009	555.00	400.00
10/15/2009	9/30/2009	555.00	400.00
9/20/2009	9/15/2009	555.00	400.00
9/15/2009	1/15/2009	555.00	400.00
8/15/2009	8/15/2009	555.00	400.00
8/15/2009	7/31/2009	555.00	400.00
7/15/2009	7/15/2009	555.00	400.00
7/15/2009	6/30/2009	555.00	400.00
6/20/2009	6/15/2009	555.00	400.00
6/15/2009	5/31/2009	555.00	400.00
5/15/2009	5/15/2009	555.00	400.00
5/15/2009	4/30/2009	555.00	400.00
4/20/2009	4/15/2009	555.00	400.00
4/15/2009	3/31/2009	555.00	400.00
3/15/2009	3/15/2009	555.00	400.00

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Missouri State Employees Self-Service
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This page displays a listing of checks.

Employees can click anywhere on the check information they are interested in and the details will then be displayed.

Up to 5 years of check history will be displayed on this page for a given employee.

Employees can scroll through the available pay check history by using the Page numbers near the bottom right corner of the screen.

Employees who can access the site are those who are active on the date the site goes live along with those who become active after this date.

Pay Check Details

Missouri State Employees Self-Service

Welcome, **Edward S. Sample**
 Your Agency Organization: Office of Administration/ITSD-CENT-640H
 Questions? Contact your supervisor or call MISSOURI STATE at 555-555-5555

Home > **Pay Slips** > Pay Check Detail

Home Pay Slips Leave Balances Benefits

Check Details [Print Preview](#)

Name: Edward S. Sample Check Date: 04/15/2010
 Address: 3403 Self Service Drive Payroll Period End Date: 03/31/2010
 DoYoureSelf, Mo 65201 Net Pay: 5000.00

Wages	Amount	YTD Amount
Gross	6000.00	48000.00
Federal/State Taxable	6000.00	47000.00
Social Security/Medicare Taxable	6040.00	46900.00

Pay Category	Rate	Hours	Amount
REGULAR PAY	6000.00	76.25	5750.00
SICK LEAVE USAGE PAY	6000.00	9.30	150.00
ANNUAL LEAVE USAGE PAY	6000.00	0.45	100.60
Total			6000.60

Deduction Category	Amount	YTD Amount
CAFETERIA PLAN FLEXIBLE MEDICAL	1.00	6.00
CP-MHCIF HEALTH - EE	3.00	30.00
FEDERAL TAX WITHHOLDING	100.00	600.00
MEDICARE TAX W/IN EMPLOYEE SHARE	50.00	300.00
MO STATE DEFERRED COMP PLAN	50.00	60.00
OSAGE TAX W/IN EMPLOYEE SHARE	50.00	300.00
STATE TAX WITHHOLDING	30.00	180.00
Total	246.00	1476.00

Employer Contributions	Amount	YTD Amount
CP-MHCIF HEALTH - ER	249.00	1245.00
MOBERS RETIREMENT PLAN - ER	177.00	1245.00
MOBERS BASIC LIFE - 3X ANNUAL SAL	50.00	300.00
MEDICARE TAX W/IN EMPLOYEE SHARE	30.00	180.00
OSAGE TAX W/IN EMPLOYEE SHARE	100.00	600.00
Total	506.00	4360.00

Taxable Benefits	Amount	YTD Amount
PHONE ALLOWANCES BENEF PAYMENT	10.00	40.00
Total	10.00	40.00

Non-Taxable Benefits	Amount	YTD Amount
NON-TAXABLE BENEF PAYMENT	10.00	40.00
Total	10.00	40.00

Direct Deposit Number	Account Type	Account Number	Routing Number
0009995219	Checking	****1682	086501078

Missouri State Employees Self-Service
 State of Missouri / Office of Administration / Contact Information

The check details screen shows the employees detailed pay, deduction, and benefit information grouped by logical areas.

Employees can get a printer-friendly version of this screen by clicking on the “Print Preview” button.

Employees can get a more detailed explanation of a pay, deduction, or benefit category by clicking on the category name.

Printable Check Details

[Back to Check Details](#)

State of Missouri
Office of Administration
PO Box 809
Jefferson City, Missouri 65102

Name: Edward S Sample
Address: 3401 Self Service Drive
 Dotyourseif, Mo 65101

Check Date: 04/15/2010
Payroll Period End Date: 03/31/2010
Net Pay: \$5000.60

Wages	Amount	YTD Amount	
Gross	6000.00	48000.00	
Federal/State Taxable	6050.00	47000.00	
Social Security/Medicare Taxable	6040.00	46900.00	

Pay Category	Rate	Hours	Amount
REGULAR PAY	6000.00	76.15	5750.00
SICK LEAVE USAGE PAY	6000.00	9.30	150.00
ANNUAL LEAVE USAGE PAY	6000.00	0.45	100.60
Total		86.30	6000.60

Deduction Category	Amount	YTD Amount	
FEDERAL TAX WITHHOLDING	100.00	600.00	
MEDICARE TAX W/H EMPLOYEE SHARE	90.00	300.00	
OASDI TAX W/H EMPLOYEE SHARE	50.00	300.00	
STATE TAX WITHHOLDING	30.00	180.00	
MO STATE DEFERRED COMP PLAN	10.00	60.00	
CP-MCHCP HEALTH - EE	5.00	30.00	
CAFETERIA PLAN-FLEXIBLE MEDICAL	1.00	6.00	
Total	246.00	1476.00	

Employer Contributions	Amount	YTD Amount	
CP-MCHCP HEALTH - ER	249.00	1245.00	
MOSERS RETIREMENT PLAN - ER	277.00	1935.00	
MOSERS BASIC LIFE-15ANNUAL SAL	90.00	300.00	
MEDICARE TAX W/H EMPLOYR SHARE	30.00	180.00	
OASDI TAX W/H EMPLOYER SHARE	100.00	600.00	
Total	506.00	4260.00	

Taxable Benefits	Amount	YTD Amount	
PHONE ALLOWANCES BENEF PAYMENT	10.00	40.00	
Total	10.00	40.00	

Non-Taxable Benefits	Amount	YTD Amount	
NON-TAXABLE BENEF PAYMENT	10.00	40.00	
Total	10.00	40.00	

Direct Deposit Number	Account Type	Account Number	Routing Number
D0099955219	Checking	****4985	086501578

This is the printer-friendly view of the check details.

Sample of Deduction Categories Help



Photograph by Missouri Division of Tourism

Missouri State Employees Self-Service

Deductions Defined

Deduction Category	Description
CAFETERIA PLAN-FLEXIBLE MEDICAL	The Health Care Flexible Spending Account is a State sponsored benefit program that allows you to use pre-tax money to pay for certain medical expenses. Enrolling in the FSA can lead to savings of up to 40% on each dollar that is set aside.
CP-MCHCP HEALTH - EE	MCHCP provides coverage to employees and retirees of most State agencies as well as Public Entities that have joined MCHCP. Over 108,000 State and Public Entity members are covered by MCHCP. Missouri Consolidated Health Care Plan (MCHCP) is a separate, stand-alone State entity created by statute and organized under the direction of a 13-member board of trustees.
FEDERAL TAX WITHHOLDING	In the United States income tax system, employers are required to withhold a portion of each employee's income and pay it directly to the U.S. Internal Revenue Service. This withholding acts as a prepayment of tax they will owe at the end of the year, as well as a direct payment of certain other taxes.
MEDICARE TAX W/H EMPLOYEE SHARE	In the United States, employers are required to withhold federal income tax, plus one-half of the Social Security tax, and one-half of the Medicare tax. Together, the employer's and employee's shares of the Social Security and Medicare taxes are known as the FICA tax. In some places, employers may be required to withhold state income tax, or even county or city income tax. In addition the employer is required to pay State and Federal unemployment tax.
MO STATE DEFERRED COMP PLAN	As a participant in the State of Missouri Deferred Compensation Plan, you are working to help prepare for your future retirement. You've also joined forces with ING, the company who administers the Plan. You may have questions—about Plan access, investment options, ING, and more. To help you find out everything you need to know, we've put together a list of some of the most frequently asked questions and the answers that were submitted to our Participant Service Representatives.
OASDI TAX W/H EMPLOYEE SHARE	You know when you get your paycheck and look at the before and after tax amounts and your heart does a little flip flop? Well, OASDI taxes are part of those withholdings. It stands for "Old Age, Survivor's, and Disability Insurance" and is also called FICA. In 2010 you get to pay a generous 6.2% of your pay and your employer also gets to match that amount! But hey, the good news is that this tax stops once your earnings hit \$106,800 for the year!

Help available from the check details page will provide extended descriptions of deductions listed on the pay check.

This screen will only display information which is directly related to this employee's pay.

Leave Balances List

Missouri State Employees Self-Service



The screenshot displays a web interface for Missouri State Employees Self-Service. On the left, there is a vertical image of the Missouri State Capitol building and a bouquet of tulips. The main content area features a table titled "Click the Pay Period End Date to display leave balance details". The table has three columns: "Pay Period End Date", "Annual Leave Balance", and "Sick Leave Balance". The data shows a steady increase in both annual and sick leave balances over time, from 267.00 and 405.00 in 2010 to 258.00 and 400.00 in 2012. At the bottom right of the table, it says "Page 1 2 3 4 5".

Pay Period End Date	Annual Leave Balance	Sick Leave Balance
5/30/2010	267.00	405.00
6/15/2010	261.00	409.00
6/30/2010	245.00	404.00
7/15/2010	241.00	410.00
7/30/2010	235.00	405.00
8/15/2010	229.00	400.00
8/31/2010	223.00	395.00
9/15/2010	216.00	390.00
9/28/2010	209.00	392.00
10/15/2010	249.00	387.00
10/31/2010	242.00	382.00
11/15/2010	237.00	385.00
12/31/2010	277.00	380.00
12/15/2010	217.00	390.00
11/30/2010	215.00	406.00
11/15/2010	219.00	401.00
10/30/2010	210.00	397.00
10/15/2010	215.00	392.00
9/30/2010	210.00	395.00
9/15/2010	209.00	390.00
8/31/2010	219.00	385.00
8/15/2010	212.00	380.00
7/31/2010	208.00	400.00
7/15/2010	258.00	400.00

This page shows the employee a summary of annual and sick leave balances as of a given pay period end date.

Employees, as applicable, may click on any line to see more types of leave balances as of this date.

Up to 5 years of leave balance history will be available for a given employee.

Employees may look through the historical listing by using the page numbers in the bottom right corner of the screen.

Leave Balance Details

The screenshot displays the Missouri State Employees Self-Service portal. On the left is a vertical image of the Missouri State Capitol building. The main content area has a light blue background. At the top, it says "Missouri State Employees Self-Service". Below that, it welcomes "Kristen Eisterhold" and shows her agency as "Office of Administration/ITSD-CENT-EADM". There is a "Log Out" button and a "Questions?" link. A breadcrumb trail shows "Home > Leave Balances List > Leave Balances Details". A navigation bar contains buttons for "Home", "Pay Stubs", "Leave Balances", and "Benefits". The main section is titled "Leave Balances as of 6/30/2010" and contains a table with four columns: Leave Category, Accrual, Usage, and Balance. The table lists four categories: Annual Leave, Holiday Comp, Sick Leave, and State Comp. Below the table is a "<< Prev Next >>" link. At the bottom, a green bar contains the text "Missouri State Employees Self Service" and "State of Missouri / Office of Administration / Contact Information".

Leave Category	Accrual	Usage	Balance
Annual Leave	6:00	6:25	155:00
Holiday Comp	0:00	0:00	0:00
Sick Leave	0:00	0:45	100:30
State Comp	10:00	0:00	11:00

This page will display the total accrual, total usage, and balance for all employee's leave categories for the selected pay period end date.

Help screens will be available to provide extended descriptions of the leave categories that the employee has.

Sample of Leave Category Descriptions Help



Missouri State Employees Self-Service

Leave Categories Defined

Leave Category	Description
Annual Leave	<p>Employees in full-time positions of a continuing or permanent nature shall be entitled to accumulate annual leave as follows:</p> <ul style="list-style-type: none"> *Employees with less than ten years of total state service earn 5 hours of annual leave each pay period with a maximum annual leave balance of 240 hours (30 days). *Employees who have completed ten years of total state service earn 6 hours of annual leave each pay period with a maximum annual leave balance of 288 hours (36 days). *Employees who have completed fifteen years of total state service earn 7 hours of annual leave each pay period with a maximum annual leave balance of 336 hours (42 days). <p>Employees may accumulate more annual leave than their allowed maximum until October 31 of any year. After October 31, any excess annual leave over an employee's maximum balance is reduced to the maximum, at which time the employee can begin accumulating above the maximum.</p> <p>An employee entitled to annual leave who has resigned or otherwise separated from the service shall be entitled to receive reimbursement for the amount of this accrued leave which does not exceed the maximum allowable accumulation.</p> <p>Annual leave is prorated for part-time employees in eligible positions who work a minimum of 40 hours in a pay period. Annual leave is granted and approved by the agency appointing authority, or their designee.</p>
Holiday Comp	<p>An employee who has worked on a holiday shall be granted equal compensatory time off from duty at such times as the appointing authority shall designate.</p>
Sick Leave	<p>Employees who are employed on a full-time basis in positions of a continuing or permanent nature earn sick leave. Employees receive five hours of sick leave each pay period for each semi-month of service in which they are in pay status for 80 or more hours. Sick leave is also prorated for part-time employees in eligible positions.</p> <p>Employees can accumulate sick leave without limit. Sick leave can be converted to retirement credit upon retirement. An employee who separates from state service, but returns within five years will have their sick leave balance restored.</p> <p>Sick leave will be granted and approved by the agency appointing authority.</p>
State Comp	<p>Equal time off for overtime earned.</p>

Help available from the leave details page will provide extended descriptions of leave categories listed on the leave details page.



This page will display links to benefit providers.

Buttons that start with “Log Me In...” open a new browser window within the benefit provider’s site. The employee will automatically be logged in to their personal account with that provider.

Buttons that start with “Take Me To...” will open a new browser window with the benefit provider’s site as well, but employees will have to log in to the provider using a separate process.

Contact Information

Missouri State Employees Self-Service



Photograph by
Missouri Division of Tourism

Contact Information

Need assistance with the information contained within this website?

Contact your payroll representative:

Contact Name	Phone Number	Extension	Email Address
Sample Primary Contact	573-526-1234	1234	Sample.Contact@oa.mo.gov
Sample Secondary Contact	573-751-6543		Sample.Contact2@oa.mo.gov
Sample Agency Level Contact	573-635-9876		Sample.Contact3@oa.mo.gov

Contact information is available to the employee on every page after the initial log in through a link on the page footer.

Based on the agency and organization of the employee who is logged in, a list of HR/Payroll contacts will be displayed.

The first contact in the list will be the one designated as the primary contact for that specific agency and organization. A Primary Contact is the person closest to the employee.

Multiple contacts can be designated for an agency and organization, but only one will be designated as the primary contact.

The last contact displayed in the list will be a contact at the Agency level.

Future Phases

While there is no set timeline for future releases, at present, there is a plan to continue to expand the functionality of the portal.

Possible Future Phases of ESS

- Agency specific announcements
- Printable W2 information
- Employment history
- View garnishments
- Employee ability to edit W4 information
- Employee ability to edit Address information
- Employee ability to edit Name information
- Employee ability to edit EFT (Direct Deposit) information
- Time and Leave Entry

Agency Contacts

- HR/Payroll reps will be contacts at the agency or agency/organization level.
- This will be similar to the contacts on the MOSERS pay stub site.
- These contacts will be responsible for answering employee questions about the information they see on ESS, such as pay or leave questions.

- These contacts would also be responsible for “unlocking” ESS user id’s when the employee has had trouble registering or logging into ESS.
- Some expected causes of employee problems registering would include such things as incorrect birthdates, or missing or out of date supervisory records in SAM II. These kinds of data issues will make it hard for the employee to answer security questions required for registration.

- The ESS portal will provide a process for contacts to follow when they are assisting employees who have trouble accessing the ESS site. This may be due to problems with SAM II data being different from what employees think the data should be.

- The site is currently under development, and the designs on the following slides are subject to change as the development process continues.

Reset Locked User Id

The screenshot displays the Missouri State Employees Self-Service portal. At the top, the title 'Reset Locked User Id' is prominently displayed. Below this, the user is greeted with 'Welcome, Kristen Elsterhold!' and their agency information: 'Your Agency/Organization: Office of Administration/ITSD-CENT-EADM'. A 'Log Out' button is visible in the top right corner. A navigation menu includes 'Home', 'Pay Stubs', 'Leave Balances', 'Benefits', and 'Reset Locked Userid', with the latter being the active page. The main heading is 'Reset Locked Userid', followed by instructions: 'This will reset a locked userid and allow the user to re-register. Enter the information provided by the user and click the Search button.' The form contains two input fields: 'User's Last Name' and 'User's SSN Last 4', with a 'Search' button below them. A footer bar contains the text 'Missouri State Employees Self Service' and 'State of Missouri / Office of Administration / Contact Information'. On the left side, there is a vertical image of the Missouri State Capitol building and a field of tulips, with a small credit line: 'Photograph by Missouri Division of Tourism'.

This is the first screen a contact would go to when an employee calls with questions regarding a locked ESS user account.

The contact will enter the employee's last name and the last four digits of the employee's SSN as provided by the employee.

Reset Locked User Id (cont'd)

Missouri State Employees Self-Service

Welcome, Kristen Elsterhold!
Your Agency/Organization: Office of Administration/ITSD-CENT-EADM

Log Out
Questions? Contact your payroll representative
Duckwork@state.mo.gov or 355-955-9555

Home Pay Stubs Leave Balances Benefits **Reset Locked Userid**

Reset Locked Userid

This will reset a locked userid and allow the user to re-register.
Enter the information provided by the user and click the Search button.

User's Last Name
User's SSN Last 4

Search

Click on Name to Select

Name	Agency	Organization	Birthdate	Status
Doe, Jane A.	300 - OFFICE ADMINISTRATION-OPER	3160 - ITSD-CENT-EADM	June 28, 1970	Locked
Doe, Jane E.	500 - ELEM & SEC EDUCATION-OPER	2600 - CAR ED-DIV OF CAREER EDUCATION	February 12, 1974	Unlocked

Missouri State Employees Self Service
State of Missouri / Office of Administration / Contact Information

Photograph by Missouri Division of Tourism

Once the employee's last name and last four digits of SSN have been entered, the "Search" button would be clicked to display a listing of employees matching the criteria.

Some information about each of these matches would be displayed so that the contact could use this information to further identify the employee.

The status of the employee's ESS account would also be displayed, so the contact would know if the account is actually locked or not.

The contact would click on the row of data associated with the employee.

Reset Locked User ID (cont'd)

The screenshot shows the Missouri State Employees Self-Service portal. At the top, it says "Missouri State Employees Self-Service". Below that, it says "Welcome, Kristen Eisterhold!" and "Your Agency/Organization: Office of Administration/TTSO-CENT-EADM". There is a "Log Out" button in the top right corner. A navigation menu includes "Home", "Pay Stubs", "Leave Balances", "Benefits", and "Reset Locked Userid". The "Reset Locked Userid" section contains the following text:

- o Inform user of the login/registration discrepancies listed under their name
- o Click on 'Unlock Userid'

Below this, it shows "Name: Doh, Jane E" and a red error message: "Password is Invalid". A red "Unlock Userid" button is located below the error message. At the bottom of the page, there is a footer with the text: "Missouri State Employees Self-Service State of Missouri / Office of Administration / Contact Information".

Once an employee is selected, the reasons that the employee has been locked out or any errors the employee has generated while attempting to log in will be displayed. In this example, the employee had been typing the wrong password.

To ensure optimum security, rather than giving the employee the password, the contact will direct the employee to go through the registration process again to set up a new password. The password will not be displayed.

Click the "Unlock User ID" button to allow the employee to get back into the ESS portal.

Reset Locked User ID (cont'd)

Missouri State Employees Self-Service

Welcome, **Kristen Eisterhold!** [Log Out](#)
Your Agency/Organization: Office of Administration/ITSD-CENT-EADM [Questions? Contact your payroll representative: Dynamic.Helzer.Name at 555-555-5555](#)

[Home](#) [Pay Stubs](#) [Leave Balances](#) [Benefits](#) [Reset Locked Userid](#)

Reset Locked Userid

- o Inform user of the login/registration discrepancies listed under their name
- o Direct the user to click on the 'Log out' button to exit
- o Direct the user to click on the 'Register Now' button to re-register

Name: **Doh, Jane E**
• Password is Invalid

Userid Unlocked.
[Click here to return to Home Page](#)

Missouri State Employees Self-Service
State of Missouri / Office of Administration / [Contact Information](#)

A confirmation message is displayed that the user ID has been unlocked. The contact is further directed to ask the employee to re-register the next time they use ESS by clicking on the “Register Now” button on the main login page.

Agency Action Items

- Identify and assign personnel to assist with employee calls about ESS (primary and back up). --Deadline December 1, 2010
- Ensure that Date of Birth and supervisor information in SAM II is correct. --Deadline January 1, 2011

Agencies need to talk internally about who their assigned contacts will be. The Project group will be developing a spreadsheet or database in the meantime and get it out to each agency to complete their information and return back to us no later than December 1.

Agencies should always be checking the Snap Employee Error Report ODW891, but this report will tell you if DOB is not entered.

ESS Action Items

- Develop a plan to work with agencies to train contacts
- Develop a process to assist with the collection of contact information

Questions?