HOLYOKE COMMUNITY COLLEGE

"How To" Guide for MassHR Employee Self-Service Features

All employees are able to go online to view and update certain personal and payroll-related information. Employee Self-Service is easy to access and use. All you need is an Internet connection and a supported browser. Employees without computer access should contact the HCC Human Resources or Payroll Office.

"How To" Guidance for Personal Information

Action	***"How To"***
Log in to Employee Self-Service	• Navigate to MassHR homepage (www.mass.gov/masshr) • Click the "Employee Self-Service" link:  • Log in with your Employee ID and password • Your initial password is the first initial of your first name (upper case) + first initial of your last name (lower case) + your 6 digit Employee ID number + the last 4 of your SSN. **For Example:** Employee Name: Jane Doe Employee ID Number: 001297 SSN: 555-55-5555 Your initial password would be: **Jd0012975555** • When you log in for the first time, the system will ask you to re-set your password and select a security question. You will be asked your security question if you forget your password and need to re-set it in the future. **Passwords must be 10 characters long and must include a combination of upper case letters, lowercase letters and numbers.**
Personal Information Update Home and Mailing Address, Phone Number, and Emergency Contact Information	• Log in to Employee Self-Service • Click "Personal Information Summary" in the Quick Links menu on the left. • Click on the desired links to make a change ("Home and Mailing Address," "Phone Numbers," or "Emergency Contacts") • Update your information • Click "Save" and view confirmation screen
View Personal Information Name Gender Date of birth Smoker status Marital status Highest education level Military status	• Log in to Employee Self-Service. • Click "Personal Information Summary" in the Quick Links menu on the left. The Personal Information screen will open and you can review your data. You must fill out the Employee Information Change form and submit it to HR to change this information. Name, date of birth, marital status, highest education level, and military status require supporting documentation.
View and Update Ethnic Group Employees may view and update their Ethnic Group online, and also select a primary Race or Ethnic Group. Disclosure of this information is optional.	• Log in to Employee Self-Service. • Click "Personal Information Summary" and select "Ethnic Groups". You have the option to select a race or ethnic group. The three questions presented follow Federal guidelines for ethnic and racial group identification.

“How To” Guidance for Payroll Information

Action	***“How To”***
Payroll Information View and Print Pay Advice	• Log in to Employee Self-Service • Click “View Paycheck” in the Quick Links menu on the left. • In the column labeled “Check Date,” click the date for the paycheck you would like to view. • The paycheck will open and you will be able to view details and print the “View Paycheck” .pdf. • You may prompted to enable “cookies” to download a document.
Payroll Information View/add/update direct deposit	• Log in to Employee Self-Service • Click “Direct Deposit” in the Quick Links menu. • Review, add or update your direct deposit information. •
Payroll Information View Leave Balances (If applicable)	• Log in to Employee Self-Service • Click “Timesheet” in the Quick Links menu. • Click on the “Leave/Compensatory Time” tab. Note: Employees who are not Self-Service Time and Attendance users will not be able to enter time online, but will be able to view their real-time Leave Balances on their timesheet.
View and Print W-2 Forms The electronic W-2 form is an official document and can be used to file Federal taxes	• Log in to Employee Self-Service • Click “View W-2” in the Quick Links menu. • Select the “Year End Form” link to view and print your selected W-2 form. Year End Forms are available for the current year and one year prior. • You may prompted to enable “cookies” to download a document.
View and Update W-4 Information provided in your W-4 enables your Payroll Department to deduct the correct Federal tax withholdings from your pay.	• Log in to Employee Self-Service. • Click Main Menu – Self Service – Payroll Compensation – W-4 Tax Information. • Review your Home Address and Mailing Address for accuracy and update your W-4 Tax Data as necessary. On this page, you may also claim an exemption if you qualify. • Click “Submit.” You will be asked to certify that the information you have provided is accurate. • To complete the update process, you will be directed to a page to verify your identity. *Massachusetts state tax changes must be submitted on a signed M-4 paper form and submitted to Payroll: MASSACHUSETTS EMPLOYEE’S WITHHOLDING EXEMPTION CERTIFICATE.

"How To" Guidance for Direct Deposit

With Employee Self-Service, you will have the ability to view, add, and update direct deposit information. But please keep the following in mind when using the Direct Deposit feature:

- You are required to have one direct deposit account with a deposit type of "Balance". This is the account that all remaining funds will go after other direct deposits are processed.
- It is possible that new and updated deposits will take two pay periods to take effect.
- You can make multiple direct deposit changes in a day as long as you do not exit the direct deposit page.
- If you have multiple jobs with the Commonwealth, your direct deposit accounts apply to all of them.
- The Commonwealth requires two factor authentication to access direct deposit information. To view unmasked data or change direct deposit information, employees will be prompted to enter a code which they will receive on their mobile/smartphone. Once this code is entered into Self-Service Direct Deposit, employees will be able to fully view their direct deposit information.
- Employees who have provided their mobile phone number will automatically have access to this functionality.
- New employees and those who have not provided their mobile phone number will need to provide their mobile number. **To add or update your mobile information, log into SSTA and click on Personal Information Summary; make sure to identify the Phone Type as 'Mobile'.**
- Without a mobile number, you will need to contact the HR or Payroll Office.

Action	***"How To"***
Log in to Employee Self-Service	• Navigate to MassHR homepage (www.mass.gov/masshr). • Click the "Employee Self-Service" link. • Log in with your Employee ID and password.
Add Direct Deposit	• Log in to Employee Self-Service. • Click "Direct Deposit" in the Quick Links menu. • Enter system generated security code. • Click the "Add Account" link and you will arrive at the "Add Direct Deposit" page. Fill in the required information for Direct Deposit set-up, including routing number, account type, deposit type, and deposit amount or percent. • Click "Submit."
Update/Delete Direct Deposit Account	• Log in to Employee Self-Service. • Click "Direct Deposit" in the Quick Links menu. • Enter system generated security code. • Select the Direct Deposit you would like to update by clicking the "Edit" or "Delete" link. • Update the information as necessary. • Click "Submit."

Employees Without Online Access:

If you do not have computer access, you will continue to view paycheck details and leave balances on your paper pay stub as you do today. To update personal information, contact your agency HR/Payroll office.

Job Aids and Online Learning Videos

Job Aids for Release 1 features are available online. They provide click-by-click guidance for using Employee Self-Service. Online learning videos are available to assist employees who are new to self-service. The online learning videos provide an overview of system navigation and features. Visit Employee Self-Service Online Learning and Support Tools to review the Job Aids and videos.

Employee Support

When you begin using Employee Self-Service, your agency HR/Payroll office will be available to answer your payroll and personal information update questions and to re-set your Self-Service Password if necessary.