

# Employee Self-Service (ESS) Frequently Asked Questions

## What is Employee Self-Service (ESS)?

ESS is now available and can be easily accessed on the Internet, so you can use it from work and from home.

You can use ESS to:

- View or change your **personal information**, such as Name, Address, and Phone Number
- View or make changes to **health benefits** for you and your family due to a Life Event (birth, marriage, etc.), or during the Open Enrollment Transfer Period

## Where do I log in to ESS?

To log on to ESS please go to: [www.nyc.gov/ess](http://www.nyc.gov/ess)

## What is my User ID and Password?

Your User ID is your 7-digit Employee ID/PMS Reference # provided by your agency or found on your previous pay stubs. (New hires receive their Employee ID/PMS Reference # as part of the new hire process).

If this is your first time logging into ESS, Your temporary password for ESS consists of the last two digits of your SSN, the first three letters of your birth month (must be upper case), your birthday day (including the leading zero, if applicable), and birth year (e.g. the password for an employee with a SSN of XXX-XX-XX99 and a birth date of 01/02/1900 would be 99JAN021900). After logging in with your temporary password, you'll be immediately prompted to change it.

## What if I forgot my password?

Use the "Forgot Password" link on the log-in page and follow the instructions to answer the security questions you previously set up. If you have forgotten the answers to your security questions, or are unable to log in using your password, call HR Connect at (718) 935-4000.

## What if I don't have access to a computer at work?

You can access ESS from home through the Internet, or from a public place such as the library.

You can also check with your HR Administrator to see if a computer or kiosk is available in your area for using ESS.

## When can I access ESS?

ESS is available 24 hours a day, 7 days a week, with brief maintenance periods after 8:30 p.m. on weekdays and on Sundays.

## What if I need help navigating through ESS?

There is a dynamic help tool within the application. After you log in, click the Help link in the top right corner for information targeted to the page you are looking at, or use the Search feature to find specific help topics.

## Is my information secure?

ESS security is state of the art and offers the best protection of data that we can provide. You also have a key role in protecting your information. You should create passwords that are not easily linked to you, and change your password regularly.

If you are accessing ESS in a public place (e.g. library, or shared computer):

- Please take all necessary precautions to protect your data while viewing or printing and do not leave your computer screen unattended.
- Remember to log off to prevent others from accessing your personal information.