

# Employee Self-Service (ESS) User Guide

## Overview

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

Instant access to your personal HR and benefits data

## Frequently Asked Questions

### What can I do in the ESS tool?

You can make updates to the following types of data:

- Personal information
- Health Benefits information

The diagram (right) illustrates all actions that can be taken in the tool

### When can I access ESS?

ESS is available 24/7. Please note that brief maintenance windows may occur evenings starting at 8:30 p.m. and on Sundays.

### How do I access ESS?

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

See below for User ID and Password information

## Your 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.**

**Your temporary password** 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.

**Trouble logging in?** Please click the "Need help logging in" link on the ESS log-in page, or call HR Connect at (718) 935-4000.

Employee-Self Service	
<b>Personal Information</b> <ul style="list-style-type: none"><li>• View and change your name</li><li>• View and change your address</li><li>• View and change either pertinent information such as:<ul style="list-style-type: none"><li>- Phone number</li><li>- Email address</li><li>- Gender</li><li>- Ethnic Group</li></ul></li><li>• View other data such as<ul style="list-style-type: none"><li>- Date of Birth</li><li>- Original Hire Date</li><li>- Military Status</li></ul></li></ul>	<b>Benefits Information</b> <ul style="list-style-type: none"><li>• View and/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 or during the New Hire Process</li><li>• Change Health Benefits Buy-Out Waiver status at time of a Life Event</li></ul>