Department of Education
Carmen Fariña, Chancellor

FAQs: Submitting tax status using NYCAPS Employee Self Service

Q: Where can I find general information about NYCAPS Employee Self-Service?

A: For general questions, such as logging in, please see Introduction to NYCAPS Employee Self-Service (ESS).

Q: How long does it take for my changes to be reflected on my paycheck?

A: It takes approximately two pay periods.

Q: Do I need to submit a W-4 or IT-2104 form?

A: No. If you use NYCAPS ESS, you will not be required to submit a W-4 or an IT-2104 form.

Q: I want to claim exempt from tax withholdings or I want to claim more than 10 Federal or 14 State Allowances. Can I do this using NYCAPS ESS?

A: No. You cannot use NYCAPS ESS to claim exempt or to claim excessive allowances. You must submit a Personal and Tax Data Change and the appropriate additional forms, such as a W-4 form, an IT-2104 form, an IT-2104-E form, and a Withholding Certificate Affirmation form. These forms can be found on the DHR Forms website.

Q: Can I change my tax withholdings as often as I want?

A: Yes. The system will not stop you from making changes. However, if you make four or more changes, your information will be sent to OPA for review, who might forward it to the IRS and NYS.

Q. What happens if my additional withholding is higher than my paycheck? Is it possible that I will not get paid?

A: No. If your paycheck cannot sustain the additional withholding, the additional withholding will not be deducted. If you are withholding $50 dollars and your wages are $51 dollars, you will receive a check for one dollar.

Q: How do I verify if my changes saved in the system?

A: You will receive a confirmation email that states you have made a change. It takes up to two business days for your changes to be accepted. Log into NYCAPS ESS to review if your changes have been accepted, but remember, it takes up two pay periods for these changes to be reflected on your paycheck.

Q: I am having trouble navigating the system; who do I call?

A: Contact HR Connect at **718-935-4000** between 9 AM and 5 PM, Monday through Friday.

Q: Where can I find out more information about taxes?

A: You can always learn more about taxes by visiting the OPA (Office of Payroll Administration) website at: http://www.nyc.gov/html/opa/html/taxes/taxes.shtml

Q: If I don't want to use NYCAPS ESS can I submit my changes on paper?

A: Yes. The most efficient way to change your taxes is by using NYCAPS ESS. However, you can still submit your tax change using the Personal and Tax Data change form. If you choose to use the paper application, you will be required to submit a W-4 and an IT-2104.