

HRMS Self Service Frequently Asked Questions (FAQs)

Registration, Login and General Information	
How do I access Self Service?	To access Self Service, navigate to your Campus Home page and select the Self Service or At Your Service option.
What Internet Browser can I use to access Self Service through Windows applications?	<p><u>Windows XP:</u> Internet Explorer 6.x Netscape 6.2 and 7</p> <p><u>Windows Server 2003:</u> Internet Explorer 6</p> <p><u>Windows NT:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2 and 7/Netscape Communicator 4.7x</p> <p><u>Windows 2000:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2/Netscape Communicator 4.7x</p> <p><u>Windows 98:</u> Internet Explorer 5, 5.5 and 6 Netscape 6.2/Netscape Communicator 4.7x</p> <p><u>Windows 95:</u> Internet Explorer 5 and 5.5 Netscape 6.2/Netscape Communicator 4.7x</p>
What Internet Browser can I use to access Self Service through Non-Windows applications?	<p><u>Unix:</u> Netscape 7/Netscape Communicator 4.7x</p> <p><u>Mac OS9/X:</u> Netscape 6.2 and 7</p> <p><u>Mac OS 7.61 and above:</u> Internet Explorer 5</p> <p><u>Linux:</u> Netscape 7/Netscape Communicator 4.7x</p>
How do I Register for my Self Service Account?	To Register, click on the “Register for My Account” link once you access the initial page of the HRMS Self Service application.
How do I Login to Self Service?	To Access Self Service, select the Self Service link on your campus home page. If you are a new user you must register for a Self Service account/user id before you can access Self Service. To Register, click on the “Register for My Account” link once you access the initial page of the HRMS Self Service application.

What are the requirements for creating a user id and password?	User IDs must be at least six (6), and no more than thirty-two (32) characters in length. Password must be at least eight (8) characters long and include a minimum of two (2) digits.
Are all employees required to use Self Service?	Self Service is strictly for your convenience. There are no usage requirements. However, if you choose to review your Personal, Benefits, or Payroll information, you can do so online from work, home, or even while you are on vacation through the ease of internet access.
Can I access Self Service from Home?	Yes. You can access Self Server through the internet browser on your home computer.
During what hours daily can I access Self Service?	Self Service is available between 7am and 11pm seven days a week.
Who should I contact if I need help with Self Service?	Login help: mperdomo@cgcc.edu Benefits Help: hr@cgcc.edu HR Help: hr@cgcc.edu Payroll Help: payroll@cgcc.edu
Security Information	
I forgot my password, how do I reset it or get a new one?	If you forget your password you can either reset it yourself, or request a new randomly generated password. To do so, click the "Forgot My Password or User ID" link on the initial Self Service sign in page and follow the online instructions.
I forgot my user id, how do find out what it is?	If you forget your user id, click the "Forgot my Password or User ID" link on the initial Self Service sign in page and follow the online instructions.
Does my password ever expire?	Your Password will automatically expire after 180 days (six months). You must then reset your Password to a new value that has not been previously used.
How do I change my password?	To change your password, login to Self Service. From the left menu, click the "My System Profile" link. Next, click the "Change Password" link. Input your current password in the Current Password field, your new password in the New Password field and re-enter your new password in the Confirm Password field. Then SAVE.
Can I change my password to the same value each time it expires?	You can change your password to a similar value but not the same value as a previously used password.

Why does the system time me out?	For security purposes, your Self Service session will time out after 10 minutes of inactivity. You will need to login again in order to continue you Self Service activity.
How many tries do I get to login to Self Service if I'm not sure of my password?	Self Service will automatically lock your account after five (5) unsuccessful login attempts.
My user account has been locked, how do I get it unlocked?	Contact your campus help desk for locked accounts and other Self Service security assistance.
Can anyone else access my personal information?	Your personal information is completely secure within the Self Service application. Access to your information is exclusive to the HR Department, the Payroll Department and your secured User ID and Password. Never share your user id and password information with anyone.
Self Service Personal Information	
Why should I use Self Service?	You should use Self Service because it allows you to control over your own data. You have access to review and, in some cases, update your own information, at your convenience - online, without paying any visit to your HR or Payroll office.
What type of information is accessible through Self Service?	You Personal, Benefits, Dependent, and Payroll information is all accessible by you through Self Service.
How much of my employee and personal information history is available through Self Service?	All employee and personal information history from your hire date through the current date is accessible through Self Service.
Which of my Self Service changes require proof that a change really occurred?	Name and Marital Status Changes require proof. For a Name Change, you will need to bring your Social Security Card with the new name on it. Marital Status changes require a Marriage Certificate, Divorce Decree, or other appropriate legal documentation.
Are my changes updated immediately, or is there a waiting period?	Changes that do not require approval and/or proof are updated immediately. However, depending on the timing of your change and the status of the current payroll process, changes made to Direct Deposit, Voluntary Deductions, and W-4 information may not be reflected in your paycheck if it is currently being processed. Name and Marital Status Changes, will be updated once the proper proof is provided to the appropriate administrator.

Benefits Information	
Why are my TSA (Tax Sheltered Annuity) deductions not listed under my Benefits Summary?	Although these are traditional "Benefit" type deductions, BOR has, for business reasons, defined these options as Payroll General Deductions. You may view your contributions to these options under the View Paycheck menu on the Self Service Payroll and Compensation Home page.
How often is my leave information updated?	Leave balances are updated monthly.
My spouse and I are both employees on staff with the same campus. She has access to both our benefit elections through her Self Service account, but I don't see any elections under my account. Why?	When both husband and wife work for the same company, they have the option of both sponsoring their own individual benefit coverage, or one spouse covering the benefit options for the couple. If the 'couple' option is selected, benefit options for the couple may only be accessed via the self service account of the primary benefits provider.
What if my Dependent information is incorrect? How can I get it updated?	Corrections to your Dependent address and phone information may be updated online. Updates to other Dependent information must be made through your HR/Benefits office.
Payroll Information	
What is a Pay Advice or Pay Stub?	A Pay Advice and/or a Pay Stub is the attachment to the actual pay check that details your current and year to date balances for earnings, deductions and taxes.
How do I print my paycheck Advice?	All employee Paychecks are available for review via the Payroll and Compensation Home menu at any time. However, if an employee desires a hard copy of their pay statement it may be printed by accessing the "View Paycheck" link under the Self Service Payroll and Compensation Home menu. Click the 'Print-Friendly Paycheck' button at the top of the page to send a copy to your designated printer.
How often are my paychecks posted for me to review online?	Paycheck information is posted according to your pay frequency. If you are a monthly paid employee, your paycheck information will post monthly, on or before your pay date. Likewise for Semi-Monthly or Bi-Weekly pay frequencies.
What are voluntary deductions?	A Voluntary deduction is a general payroll deduction that the employee elects to contribute to at his/her discretion.
I am a new hire employee, why don't see an option for W-2 Reissue Request under my Payroll and Compensation Home menu?	The W-2 Reissue Request will appear under the Payroll and Compensation Home menu only if the employee received earnings from the current payroll department during the prior calendar year.

<p>What is Direct Deposit?</p>	<p>Direct Deposit automatically places your paycheck, pension, or other regular monthly income into your checking, savings, or Money Market account. It's convenient, secure, and saves trips to your banking center.</p>
<p>How much does Direct Deposit cost?</p>	<p>There is no cost to the employee to participate in the Direct Deposit service.</p>
<p>What is the purpose of the Direct Deposit Balance row?</p>	<p>The Direct Deposit service allows employees to distribute their net pay into several different accounts. In the event the employee disbursements do not account for 100% of the employee's net pay, the 'Balance' will be deposited into the defined 'Balance' account.</p>