



SAP ESS Frequently Asked Questions (FAQ's)



Q: Who can use SAP Employee Self-Service?

A: All active full-time and part-time employees with a City of Houston, assigned personnel number

Q: I have a Mac. Can I use SAP Employee Self-Service?

A: The City of Houston supports PC based solutions using Internet Explorer 9 & 10. However ESS Services are available on many of the browser platforms including: IE 11, Safari, Chrome and Firefox. Give it a try and see if they work for you. If you run into issues, fall back to one of the Internet Explorer versions.

Q: How do I access SAP Employee Self-Service?

A:

Already a COH SAP User:

1. Go to portal.houstontx.gov (Click on link for ESS)
2. Enter your City-assigned SAP user id, which is E plus your six digit employee number. (i.e., E123456)
3. Enter your current SAP password.

Never used COH SAP before:

1. Go to portal.houstontx.gov (Click on link for ESS)
2. Enter your City-assigned SAP user id which is E plus your six digit employee number. (i.e., E123456)
3. Enter your initial password. This will be a randomly assigned password sent to your COH email account. Cut and Paste this password into the Password field. This initial password will expire 14 days after the go-live date. So, if possible please login immediately. You will be prompted to change the password after entering the initial password.
4. Be sure to follow the password guidelines.

You do not have a COH Email Account:

1. Simply click on the link for the original ESS. You will see a link to get your temporary password.
2. Copy the new password (CTRL +C) and Go to portal.houstontx.gov (Click on link for ESS)
3. Enter your City-assigned ESS user id which is E plus your six digit employee number. (i.e., E123456)
4. Paste the temporary password (CTRL +V) You will be prompted to create a new password.
5. Be sure to follow the password guidelines

PASSWORD GUIDELINES

Your password must be at least eight (8) characters long.

Your password must contain **at least one character** from each of the following three classes:

Lower Case Letter

Numeric Character

Non-alphanumeric ("special characters") such as !, #, \$, etc.

Creating a "pass phrase" is one way that helps to memorize a complex password. For Example: Use lines from a childhood verse:

Verse Line: *Yankee Doodle went to town*

Password: Ydw2#twn (Do Not use this, ONLY an example)

Q: When can I access SAP Employee Self-Service?

A:After Go-Live 2014, you may conveniently access ESS at any time on any computer at home or in your workplace.

Q: Will I need training to use SAP Employee Self-Service?

A: Yes. ESS is an easy-to-use, Web-based application. Step-by-step instructions for each of services will be made available to you. You will be notified when the training is offered

Q: What is the benefit of viewing my salary statement online?

A: You can view or print your statements to verify pay or as proof of employment, for loans and other financial business.

Q: How do I log off SAP Employee Self-Service?

A:There is a log off button in the upper right corner of the ESS screen.

Q: Why can't I change my name or social security number?

A: This type of personal data has legal implications for change. If you find that your name and/or social security information needs to be changed, notify your manager and/or Human Resources to find out what you need to submit. These changes normally require proof.

Q: Where can I find help with SAP Employee Self-Service?

A: If you need help using ESS, you can get information from:

- 1) HR or Benefits Representatives
- 2) COH Help Desk

Q: If I make changes to my personal data in SAP Employee Self-Service, how soon will they become effective?

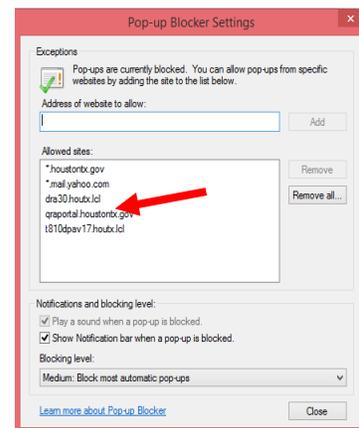
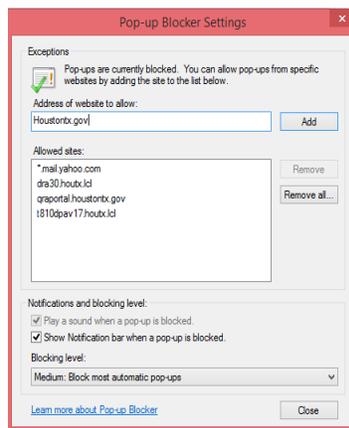
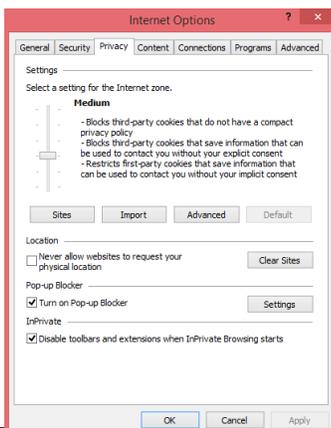
A: Personal data changes submitted through ESS will be immediately updated in the system

Q: What are the operating system and browser requirements for the SAP Employee Self-Service?

A:The City of Houston supports Windows 7 along with Internet Explorer 9 &10. Other browsers/operating systems may work as well, however, the COH Help Desk will not troubleshoot them.

Q: I am logging in from home and being prevented from getting into the portal due to Pop Ups. How can I keep that from happening?

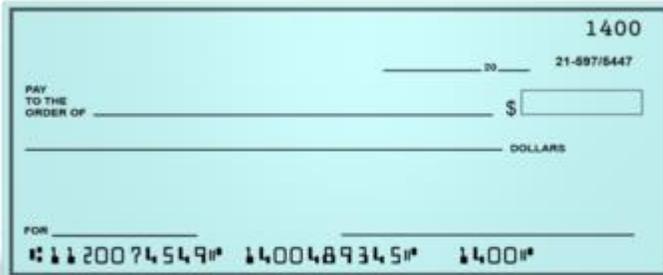
A: In IE, Go to Tools>Internet Options>Privacy>Settings **Then** type in **Houstontx.gov** and click on Add



SAP ESS Frequently Asked Questions (FAQ's)

Q: How do I find my bank routing number and checking account number?

A: You can find your bank's routing number and your checking account number within the string of numbers located at the bottom of one of your checks. Make sure you are using a check and not a deposit slip, since the numbers may not be the same. In the illustration below, the routing number is on the bottom left and the account number is to its right.



Q: When I add an "other bank," what will happen if the amount in the "default value" line is larger than my net pay?

A: If your net pay is \$1,000 and you mistakenly enter \$2,000 instead of \$200 in the "Default Value" line when creating an Other Bank, the system will put \$1000 in your Other Bank account and nothing in your "Main Bank" account. It is very important, therefore, that you verify each transaction when updating items in ESS

Q: Can I access SAP ESS from home?

A: You may conveniently access ESS at home. Simply enter the link click on the ESS Link on the Intranet , then Login to the Portal.

Q: Do I need to have a network ID to access the ESS page?

A: Yes. Your ID is your badge or employee number

Q: How many banks can I add for automatic deposit?

A: City of Houston Policy states: One main bank and two (2) "other" banks.

Q: How soon will the deposit go through to the bank?

A: Changes to deposit information will be effective the day you enter the new banking information.

Q: When will my W4 changes be reflected in my pay?

A: If you update /change allowances on the W4 statement, they are made effective on the first day of the next payroll period.

Q: Can I add more than one emergency contact?

A: Not at this time. Enter the most available emergency contact information in ESS. You can always change/update this information



SAP ESS Frequently Asked Questions (FAQ's)

Q: How will my home address and contact information be used? Who will have access to that information?

A: This information will be used to contact you for official City business. The only people who can access this information are those who have an HR or Payroll Manager role

Q: Will I automatically be logged out of ESS after a certain time period?

A: Yes, if you do not click on any links in ESS for 30 minutes, you will automatically be logged out. . For security reasons, you should always log out ESS as soon as you finish reviewing or updating your information.

Q: I get an error message saying that my information is currently not available and to try again later. What does that mean?

A: That means that someone else, like payroll or HR is accessing your information. You will not be able to view your information until they close out your record..

Q: Is an employee locked out of ESS during the payroll run?

A: While HR or the Payroll department is editing your record, the system locks the record to prevent two people from making changes at the same time. So, if Payroll is being run, it will lock the record during the run period.

Q: Can I continue to use the old Self- Service?

A: No. Your current and historical information will be on the new Employee Self-Service.

Q: As a new hire, how will I get access to my information in ESS?

A: Once your data is entered into the HR system, an e-mail will be sent to your COH e-mail account. The e-mail will contain your auto-generated password. ***This initial password will expire in 14 days.*** So, if possible, change it immediately .

Q: I do not see my CMC contribution. Why?

A: *IF* you made a one- time contribution it will not show on the CMC page for 2014. One-time contributions will appear in ESS in 2015.

Q: Is the information in SAP Employee Self-Service secure?

A: Yes. The ESS Web site is protected by a secure socket connection, the same security used by Web retailers to protect online credit card transactions