Chapter 9
Employee Self Service

Overview

The Employee Self Service responsibility provides up-to-date viewing of employee information. In addition, employees are able to make changes/updates to portions of their employee information. In the future, additional categories of information will be made accessible through Employee Self Service.

Two categories of employee information are available for updating:
- Personal Information
- Work Information

Two additional categories of employee information are available for viewing:
- W-4 Information
- Payroll Payment Methods – Details of how you receive your salary, including direct deposits, checks, etc.
Accessing Pii (Oracle)

1. Open Internet Explorer (or another supported browser).
2. If Infoscope is not your home page, navigate to Infoscope by entering the following URL in the address box: http://infoscope.mcw.edu/display/router.asp?DocID=6072

3. Click on the Oracle/Pii link. It is located on the left hand side of the screen.
4. Click on the Oracle Sign-in link. It is located on the left hand side of the screen.

5. Enter your username and password.

   **Login**

   Username: joness
   Password: ********
   Login

6. Click the login button.

   **Note:** If you experience problems accessing Pii (Oracle), please contact the IS Service Center (Helpdesk) at help@mcw.edu or 414-456-4357.
MCW Employee Self Service


7. After logging in, a Main Menu window will appear. The Main Menu provides a point of entry into Oracle Applications. The responsibilities displayed will depend on the user's security level.
8. Click on the MCW Employee Self Service link. The MCW Employee Self Service Main menu screen appears.

9. The Welcome Toolbar of the MCW Employee Self Service Main menu contains icons for the following functionality:
   - The Help icon opens the on-line help window.
   - The Create and Modify Pages icon opens the portal. (Not currently available).
   - The Exit icon exits Oracle.

10. Select the desired category in the MCW Employee Self Service section (Maintain Personal Information, Maintain Work Information, View W-4 Information, or View Payroll Payment Methods). Beginning on page 6, each of these categories is described.
Common Links and Buttons
Several links or buttons are common within all Employee Self Service actions.

Links
It is best to use one of the following links to move to a previous screen:
- Home - Clicking on this link will return the user to the Main Menu (Portal Page) window where another Self Service or Application selection can be accessed.
- Logout - Clicking on this link will return the user to the Oracle login screen.

Buttons
- Cancel Cancels the action.
- Back Returns to the previous page.
- Update Displays a screen that will allow information to be updated.
- Next Continues the action.
- Printable Page Display a page in a printable format.
- Submit Submits all pending changes to update the Human Resources database.
- Tip - Describes the field.
- Changed field - Designates the proposed changes.
- Quick Select - Allows user to quickly select from the results of a List of Values.

Entering/Editing Fields
In updating your information through Employee Self-Service, information is entered in fields in various ways. Below describes each type of entry.
- Blank field: Allows open-ended data entry. Type in the information required for that field.
- Drop-Down Arrow: Provides a limited list of items from which to select the most appropriate response.
- Flashlight Icon: Provides refined searching capabilities by selecting a filtered item to narrow a search. When clicking on the Flashlight button, another screen opens. Select the appropriate item in the drop-down list and then enter the first few letters in the text field. Both partial and wildcard (%) searches will further limit the search criteria. Then click the Go button and select the appropriate link to populate the field.
**View Personal Information**

1. Click on the **Maintain Personal Information** link in the **MCW Employee Self Service** section.
2. The employee's **Overview** screen will appear detailing the following information:
   - Basic Details (name, employee number, social security number, date of birth, gender, marital status, disability status, ethnic origin, veteran status, former Milwaukee County Employment)
   - Phone numbers
   - Home address
   - Emergency contact information

**Update Basic Details**

Only gender, marital status, disability status, ethnic origin, veteran status, and former Milwaukee County employee are currently updateable.

**Basic Details**

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Jones, Jane T</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>07/12/1974</td>
</tr>
<tr>
<td>Social Security</td>
<td>441-52-9633</td>
</tr>
<tr>
<td>Employee Number</td>
<td>16456</td>
</tr>
<tr>
<td>Disability Status</td>
<td></td>
</tr>
<tr>
<td>Ethnic Origin</td>
<td>Black or African American</td>
</tr>
<tr>
<td>Veteran Status</td>
<td>Other Protected Veteran</td>
</tr>
<tr>
<td>Former Milwaukee County Employee</td>
<td>No</td>
</tr>
</tbody>
</table>

1. Click on the **Update** button in the Basic Details Section. The Basic Details: Choose Option screen will be displayed.

**Basic Details: Choose Option**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Jane Jones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Email Address</td>
<td><a href="mailto:jones@mcc.edu">jones@mcc.edu</a></td>
</tr>
</tbody>
</table>

Select the type of change you want to make:
- Correct or complete the current details.
- Enter new information because of a real change to the current details (e.g., because of a change in marital status)

1. The “Enter new information because of a real change to the current details” option should be selected. If you have already made a change today, or are changing the information because it is incorrect, select the “Correct or complete the current details.” option.
2. Click on the Next button. The Basic Details: Update Information screen will be displayed.

<table>
<thead>
<tr>
<th>Name</th>
<th>Effective Date: 10/28/2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Jane</td>
</tr>
<tr>
<td>Middle Name</td>
<td>T</td>
</tr>
<tr>
<td>Last Name</td>
<td>Jones</td>
</tr>
<tr>
<td>Suffix</td>
<td>Jackson</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Number</td>
<td>16456</td>
</tr>
<tr>
<td>Social Security</td>
<td>444-52-9633</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>07/12/1974</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Disability Status</td>
<td>Yes</td>
</tr>
<tr>
<td>Ethnic Origin</td>
<td>Black or African American</td>
</tr>
<tr>
<td>Veteran Status</td>
<td>Other Protected Veteran</td>
</tr>
<tr>
<td>Former Milwaukee County Employee</td>
<td>Yes</td>
</tr>
</tbody>
</table>

3. Update the fields you want to change.

4. Click on the Next button. A Review screen will be displayed.

**Note:** If you receive a date related error message, such as the one below, you need to enter your changes as a correction.

**Error**: You must enter a date that is after the hire date.

1. Click the Cancel button.
2. A Warning Screen will appear asking if you want to cancel the action.
3. Click the Yes button and return to step 1.
4. When you reach step 2, you must select the “Correct or complete the current details.” option.

5. Review your changes.

6. If the changes are correct, click on the Submit button. A Confirmation screen will be displayed stating that your changes have been applied.

   If your changes are incorrect, click on the Back button. Return to step 3.

7. Click on the Return to Overview button.
Update Phone Numbers

You can maintain your Home, Work, Mobile, Pager, and Work Fax phone numbers. A Work phone number is required.

**Phone Numbers**

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>414-555-8595</td>
</tr>
<tr>
<td>Mobile</td>
<td>414-555-9856</td>
</tr>
<tr>
<td>Work</td>
<td>414-555-3216 x8955</td>
</tr>
</tbody>
</table>

1. Click on the Update button in the Phone Numbers Section. A Phone Numbers Update screen will be displayed.
2. Update the information you want to change:
   a. To change an existing phone number, change the phone number in the Number field.
   b. To add a new phone number, click on the Add Another Row button. A new Phone Number record will appear.
      i. Select the phone number type from the drop down list.
      ii. Enter the phone number in the Number field.
3. Click on the Next button. A Review screen will be displayed.
4. Review your changes.
5. If the changes are correct, click on the Submit button. A Confirmation screen will be displayed stating that your changes have been applied.
   If your changes are incorrect, click on the Back button. Return to step 3.
6. Click on the Return to Overview button.
Home Address

You can review your home address information in the Home Address section. Currently, you are not able to update your home address through Employee Self Service. This information must be updated by the Payroll Office.

1. To change your home address, click on the Address Change Form button. This will open a PDF document.
2. Print the document.
3. Fill out all required information.
4. Return the document to the Payroll Office.

Emergency Contacts

You can review your emergency contact information in the Emergency Contacts section. Currently, you are not able to update your emergency contacts through Employee Self Service. This information must be updated by the Human Resources Department.

1. To change your emergency contacts, click on the Emergency Contacts Change Form button. This will open a PDF document.
2. Print the document.
3. Fill out all required information.
4. Return the document to the Human Resources Department.
Maintain Work Information

1. Click on the **Maintain Work Information** link in the **MCW Employee Self Service** section.
2. The employee's **Work Information** screen will appear detailing the following information:
   - Phone numbers
   - Email address
   - Business addresses

Update Work Information

1. Update the information you wish to change:
   a. To update your phone numbers:

   **Phone Numbers**
   
   Enter or update phone information. Click Add Another Row to add a new phone number.
   * Indicates required field
   
<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>414-555-8595</td>
</tr>
<tr>
<td></td>
<td>Format: 999-999-9999 x9999 (extension is optional)</td>
</tr>
<tr>
<td>Mobile</td>
<td>414-555-9856</td>
</tr>
<tr>
<td></td>
<td>Format: 999-999-9999 x9999 (extension is optional)</td>
</tr>
<tr>
<td>Work</td>
<td>414-555-3216 x8955</td>
</tr>
<tr>
<td></td>
<td>Format: 999-999-9999 x9999 (extension is optional)</td>
</tr>
</tbody>
</table>
   
   i. Go to the Phone Numbers section and make the appropriate changes:
      1. To change an existing phone number, change the phone number in the Number field.
      2. To add a new phone number, click on the Add Another Row button. A new Phone Number record will appear.
         a. Select the phone number type from the drop down list.
         b. Enter the phone number in the Number field.
   b. To update your email address:

   **Email Address**
   
   Email Address: jjones@mcw.edu
   Format: jsmith@mcw.edu
   
   i. Go to the Email Address section and enter your email address in the Email Address field.
c. To change your business addresses:

**Note:** If you are unfamiliar with the location codes used for the Business Location and Business Mail Location fields, you may click on the Location Abbreviations button to view a listing of all location codes and their descriptions.

### Business Addresses

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Location</td>
<td>MEB</td>
</tr>
<tr>
<td>Room Number</td>
<td>MO300</td>
</tr>
<tr>
<td>Business Mail Location</td>
<td>MEB</td>
</tr>
</tbody>
</table>

i. Go to the Business Addresses Section.

1. To change the business location:
   a. Select the appropriate location code from the Business Location drop down list.
   b. Enter a room number.

2. To change the Business Mailing Location:
   a. Select the appropriate location code from the Business Mail Location drop down list.

2. Once you have completed all of your changes, click on the Next button. A Review screen will be displayed.

3. Review your changes.

4. If the changes are correct, click on the Submit button. A Confirmation screen will be displayed stating that your changes have been applied.
   - If your changes are incorrect, click on the Back button. Return to step 1.

5. Click on the Home button.
View W-4 Information

Currently, you are not able to update your W-4 information through Employee Self Service. This information must be updated by the Payroll Office.

1. Click on the View W-4 Information link in the MCW Employee Self Service section.
2. The Tax Form screen will appear providing an overview of the Federal Tax Information. The following information is displayed:
   - Filing Status
   - Allowances
   - Additional Amount Withheld
   - FIT Exempt
   - To update your W-4 information, click on the W-4 Employee’s Withholding Certificate button. This will open a PDF document.
     - Print the document.
     - Fill out all required information.
     - Return the document to the Payroll Office.
3. Click on the Home link.
View Payroll Payment Methods

Currently, you are not able to update your Payroll Payment Methods through Employee Self Service. This information must be updated by the Payroll Office.

1. Click on the View Payroll Payment Methods link in the MCW Employee Self Service section.

2. The Payroll Payments screen will appear providing an overview of payment methods. The following information is displayed:
   - Priority
   - Payment Type
   - Account Type
   - Transit Code
   - Account Number
   - Amount Type
   - Amount
   - Currency

3. To change your payment method(s), click on the Direct Deposit Authorization Form button. This will open a PDF document.
   a. Print the document.
   b. Fill out all required information.
   c. Return the document to the Payroll Office.

4. Click on the Return button.