

## PeopleSoft Employee Self Service – Frequently Asked Questions

### **What is Employee Self Service?**

Self Service is a database that allows you to view and modify your personal information.

### **What can I do in Employee Self Service?**

Self Service allows you to view and change your personal information, direct deposit choices, and W-4 selections, and to view paychecks and benefit information.

### **How do I sign on to Employee Self Service?**

You must have a UTHSC UID and password to sign into Employee Self Service. Call the Help Desk if you do not have this information (713-500-4848).

### **What if I forget my UTHSC UID or password?**

Call the Help Desk (713-500-4848). You will be asked to provide some authenticating information. This prevents unauthorized persons from accessing your Self Service pages.

### **Can anyone besides me access my information?**

Access to your information is based on your unique UTHSC UID and password that only you should know. ***In order to maintain your privacy, do not share your password with others.***

### **Can I access Employee Self Service from home?**

Yes, you can access Employee Self Service from any computer with Internet access. Log in to [www.uthouston.edu](http://www.uthouston.edu) and select the link for Employee Self Service. Enter your UTHSC UID and password. When working on a public or shared computer, you should always clear the computer's cache (temporary memory) and sign out of the browser completely when you are finished.

### **When can I use Employee Self Service?**

Employee Self Service is available 24 hours a day. The only exception is the standard system maintenance window (which begins on Saturday at 7pm and runs through Sunday at 8am). You will be notified in advance of any additional planned outages.

### **What if I am not comfortable making my own changes?**

The Payroll and SDR departments can assist you with changes, but making the changes yourself allows you to keep your important information up-to-date, on your schedule.

### **How soon do my changes show up in the system?**

Self Service changes are updated in real-time; therefore, most changes you make will be effective immediately. There are some exceptions: for example, changes to Direct Deposit and W-4 information on the day payroll is processed may not be reflected until the next pay cycle.

### **Where do I find the Routing Number and Account Number to enter for Direct Deposit?**

The Routing Number is the nine-digit series of numbers at the bottom left of a check. If you are unsure about the number, please verify it with your bank. The Account Number is usually the next series of numbers to the right of the Routing Number. The number on the far right at the bottom of your check is the check number – do not enter the check number in the Routing Number or Account Number fields.

***Do not use the Routing or Account numbers from a deposit slip for Employee Self Service Direct Deposit information – these may not be correct! Do not use a Routing Number beginning with 5.***

For savings accounts, your banking institution should be able to provide a printout of these numbers which you may then enter on the Self Service Direct Deposit page.

**When can I view my paycheck?**

Copies of pay statements (PDF format) are available for viewing on payday. These pay statements contain the same information as the printed documents you have received in the past. You may print them if needed. Pop-up blockers must be disabled in order to view your pay statement.

**Why can't I make changes to my W-4?**

If your employee status is Nonresident Alien, any changes to your tax withholding must be done through payroll (713-500-3962 or [payroll@uth.tmc.edu](mailto:payroll@uth.tmc.edu))

**What format should I use for addresses?**

Addresses should be entered based on US Postal service preferred format. Omit periods and commas, and use standard abbreviations such as ST for street and DR for drive. Always use the correct zip code (you can check these at [usps.com](http://usps.com)).

**How do I return to the initial page after viewing information?**

Click the appropriate link in the left-hand Menu, or click the Home link in the upper right-hand corner of the screen.

**Are there any buttons I shouldn't use when I'm using PeopleSoft?**

Do not use your browser's Back, Forward, or Refresh buttons when you are completing a transaction.

**Why can't I delete an Emergency Contact who is no longer valid?**

You will not be able to delete the current Primary Emergency Contact until you have entered at least one other Emergency Contact and selected that person as your Primary Emergency Contact.

**What if I forget to sign out?**

The Employee Self Service system will automatically sign you out after 20 minutes of inactivity. But to fully protect yourself, always remember to sign out.

When working on a public or shared computer, you should clear the computer's "cache" (temporary memory) after you sign out of the Employee Self Service in order to prevent others from viewing confidential information after you leave the machine. The steps to accomplish this depend on the browser you are using.

**Where can I get additional information about Employee Self Service?**

The Training and Resource Center offers detailed training on the use of Employee Self Service (<https://mytrc.uth.tmc.edu/>).

**Employee Self Service doesn't seem to work correctly on my PC – how can I fix this?**

Be sure you are using a supported browser (listed below). Below are some additional troubleshooting tips:

1. Clear browser cache
2. Disable pop-up blockers or add [www.uthouston.edu](http://www.uthouston.edu) and [www.inside.uthouston.edu](http://www.inside.uthouston.edu) to the list of Trusted Sites in your Internet Browser
3. Adobe Acrobat PDF Viewer is required for viewing paychecks

If you still have problems, contact the Help Desk (713-500-4848).

### Which Internet browsers work with Employee Self Service?

All of the most popular browsers are supported, including Internet Explorer, Safari, Netscape, and Firefox. The full list of supported browsers is shown below.

<b>PeopleTools 8.49 Web Browser Support Matrix</b>			
<b>PeopleTools 8.49.03 is the minimum version required for 8.49 certifications, exceptions noted when a higher version is needed.</b>			
<b>Browser</b>	<b>Browser Version</b>	<b>OS</b>	<b>Support Status</b>
Safari	2.0.4	Mac OS X	Supported
Safari	3.0.4	Mac OS X	Supported
Netscape	7.2	Windows XP	Supported
Netscape	7.2	Windows 2000	Retired
Netscape	7.2	Mac OS 9	Supported
Netscape	7.2	Mac OS X	Supported
Netscape	7.2	Linux	Supported
Netscape	7.2	UNIX	Supported
Netscape	8.1	Windows 2000	Retired
Netscape	8.1	Windows XP	Supported
MS Internet Explorer	6	Windows 2000	Retired
MS Internet Explorer	6	Windows XP	Supported
MS Internet Explorer	6	Windows Server 2003	Supported
MS Internet Explorer	7	Windows XP	Supported
MS Internet Explorer	7	Windows Server 2003	Supported
MS Internet Explorer	7	Windows Vista	Supported
MS Internet Explorer	8	Windows XP	Planned
MS Internet Explorer	8	Windows Server 2003	Planned
Mozilla	1.7	Windows XP	Supported
Mozilla	1.7	Windows 2000	Retired
Mozilla	1.7	Linux	Supported
Mozilla	1.7	UNIX	Supported
Mozilla	1.7	Mac OS X	Supported
Firefox	1.5	Windows XP	Supported
Firefox	1.5	Windows 2000	Retired
Firefox	1.5	Mac OS X	Supported
Firefox	1.5	UNIX	Supported
Firefox	1.5	Linux	Supported
Firefox	1.5	Windows Server 2003	Supported
Firefox	2.0	Windows XP	Supported
Firefox	2.0	Windows Server 2003	Supported
Firefox	2.0	Windows 2000	Retired
Firefox	2.0	Mac OS X	Supported
Firefox	3.0	Windows XP	Supported
Firefox	2.0	Linux	Planned
Firefox	3.0	Windows Vista	Supported
Firefox	3.0	Mac OS X	Supported