Employee/Manager Self Service (ESS/MSS)

User Guide

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COLLEGE OF LAW

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Introduction to Employee/Manager Self Service (ESS/MSS)

Welcome to the Employee/Manager Self Service (ESS/MSS) applications of William Mitchell College of Law's human resources management system, UltiPro.

Employee Self Service (ESS) can be used to access your employment and personal information. Using a secure web connection, you can view current information as well as some historical information, such as past paychecks. You will also be able to initiate some changes via the ESS application, including but not limited to, a change of address or phone number. Additional functionality may be added in the future.

Managers will also have access to Manager Self Service (MSS). MSS allows managers to view some limited information about employees who directly or indirectly report to them. For example, managers can view information pertaining to employee jobs, compensation, PTO balances, and company property. Your personal information (such as date of birth, address, phone, social security number, etc.) will continue to be protected. Managers will have access to job-related information only. Your personal information can be viewed only by you, human resources staff, and some payroll staff.

ESS and MSS put more information at your fingertips, literally just a few clicks of the mouse away.

Accessing ESS/MSS

You can access ESS/MSS one of three ways:

> ### Link from Mitchellaneous:
> You can access ESS/MSS via a link labeled "ESS/MSS" located on the College's intranet, *Mitchellaneous*. You will need your username and password to access the system.
>
> ### Link from www.wmitchell.edu:
> ESS/MSS is available from the College's website. There is an "ESS/MSS" link located on the "Faculty & Staff" page and on the "Student Web" page.
>
> From the "Student Web," click on "Student Employee Payroll Info," and then click on "ESS/MSS". You will need your username and password to access the system.
>
> ### Direct web access:
> You can access ESS/MSS via a secure web address from anywhere in the world with internet access using an Internet Explorer browser. Simply type in the following address to get to ESS/MSS: https://n11.ultipro.com/Login.aspx. You will need your username and password to access the system.

Logging On

Your log on to the system (whether ESS or MSS, or both) is controlled by a username and password. Security, in terms of what you can see once you are in the system, is controlled by the system administrator and is dependent upon the role you have in the College. This is the log-on screen for ESS/MSS:

User Name:

Your username will be your William Mitchell email address.   All usernames are formatted as *First Name.Last Name@wmitchell.edu.* (i.e. john.doe@wmitchell.edu)

Passwords:

Your password is initially set by the system administrator. However, you will be prompted to change your password the first time you log on to the system. Please keep in mind that your username in combination with your password provides access to your private information. Please take precautions with your password to ensure that no one else has access to your information.
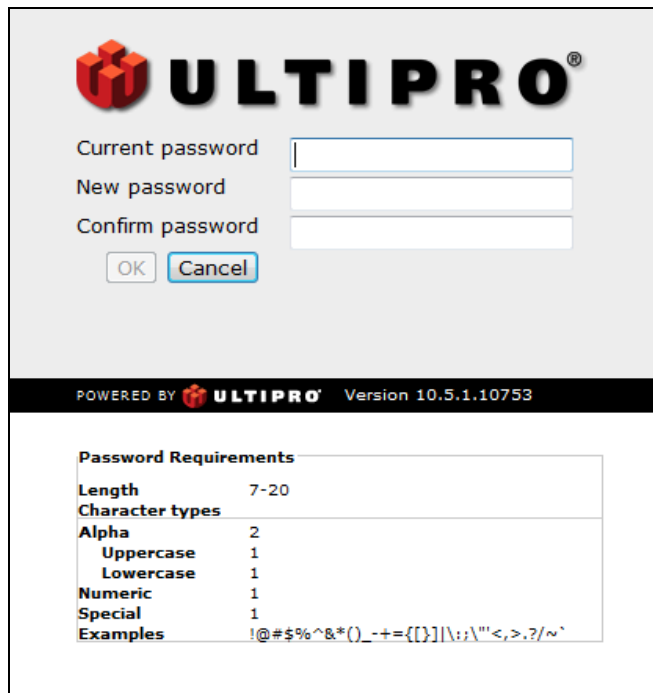
Initial (Default) Password

Your initial (default) password is your birthdate, formatted as MMDDYYYY. (For example, a date of birth of May 5, 1954, is entered as 05051954.)

Establishing your Password

Upon your initial log-in to the system you will be prompted to change your password. You can set your password to be anything you would like it to be, but it must be a minimum of seven (7)

characters long and a maximum of twenty-five (20) characters long, contain an uppercase, lowercase, numeric, and special characters.
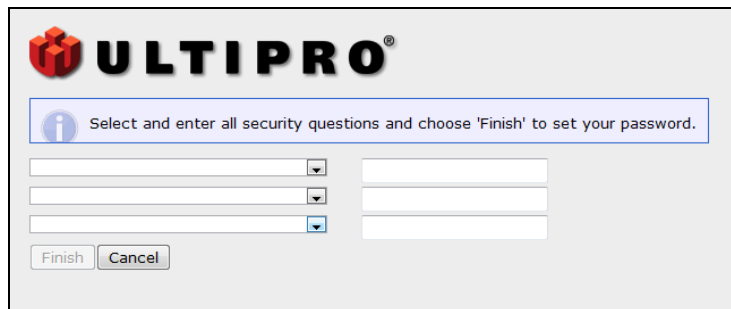

You will be asked to select three security questions to set your passoword. Please note that each time your password is reset you will need to re-select and answer three security questions.


Expiring Password

To protect your data, your password will expire every ninety (90) days. Simply choose a new password when prompted.

Forgot your Password?

If you forget your password, contact Elizabeth Hoover at (651) 290-6440 or elizabeth.hoover@wmitchell.edu to reset your password to your default password (see topic above).

Navigating ESS/MSS

We think you will find ESS/MSS rather easy to get around in and we encourage you to test out some of the functions. Here is a quick summary to get you started:
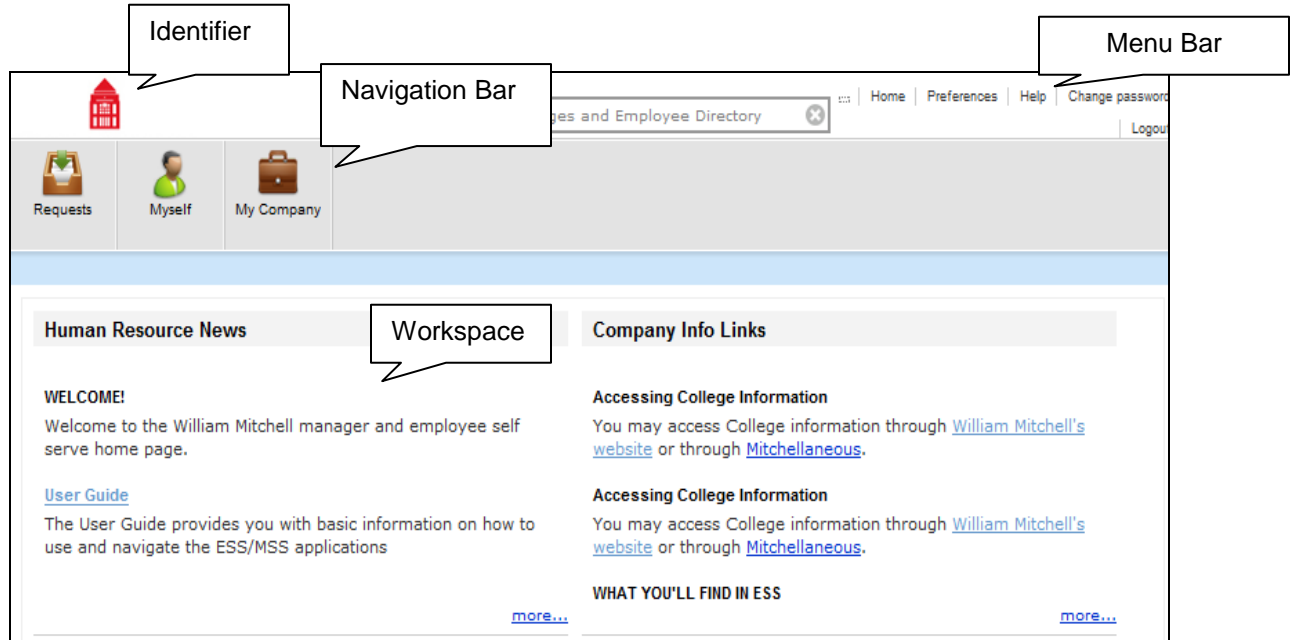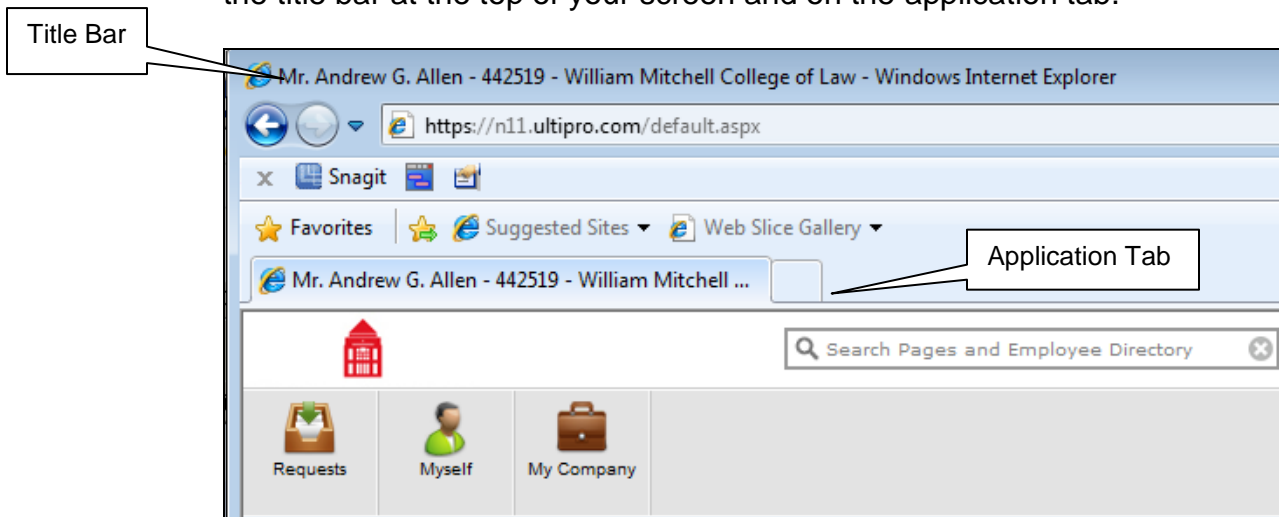

Menu Bar

The menu bar displays across the top of the ESS/MSS screen and contains the following options.

Identifier

The organization's name will appear in the upper left corner of the ESS/MSS home screen (see above)

Your employee name and number and the college's name will appear in the title bar at the top of your screen and on the application tab.

Navigation Bar

The top of the navigation bar contains a navigation outline allowing you to select various options to access your information and/or perform various tasks. Items can be expanded to display additional options/subfolders. **Divider tabs** ("Requests", "Myself", "My Company", etc.) group the application's modules into related categories. Below the divider tabs are menu and submenu items that take you to corresponding pages in the application.

Workspace

The workspace, located in the center of the desktop, is the main area in which work is completed or data viewed.

Menu or Submenu and Tabs (pages)

When a menu or submenu is selected from the navigation bar, tabs (pages) corresponding to the selected item display in the workspace. The application's pages are used to complete tasks in the system, including viewing, adding, modifying, and deleting information. Many pages contain **links** that take you to another page in the application.
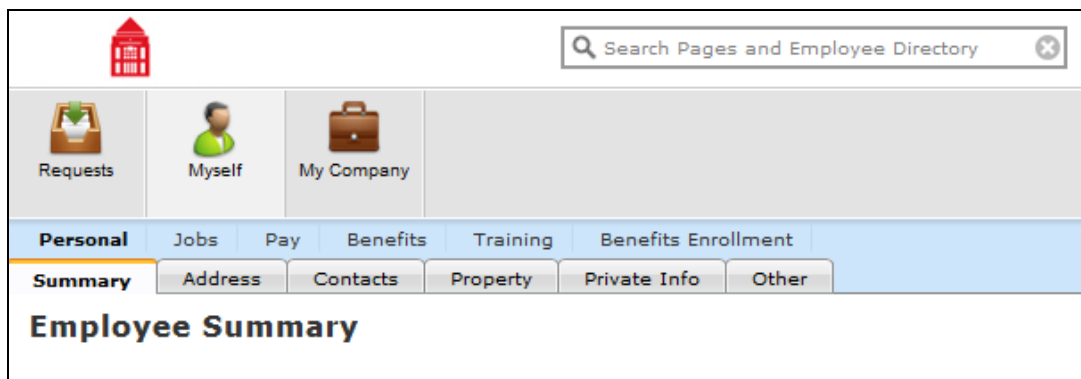
Making Changes

When a tab is selected (i.e. address) a corresponding Things I Can Do box will appear on the right side of the workspace. From here, you may initiate applicable changes to such things as address, phone number etc.
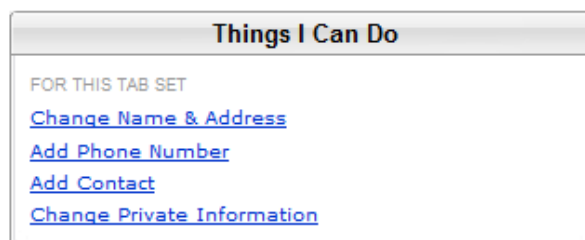
Logging Off

To ensure you end your session correctly, it is important to log off the right way. Simply click on "Log Off" located on the menu bar at the top of your screen. To protect employee data, any open session on ESS/MSS will automatically shut-down after 15 minutes.

Frequently Asked Questions

We want ESS and MSS to be a valuable tool for you to use. We know there will be questions, and we have tried to anticipate some of the more common questions.

What will I use ESS/MSS for?
You can use the ESS/MSS system to access your personal information as stored in the human resources database, UltiPro. In some instances, you will be able to make changes to your personal data or, during open enrollment, make your benefit selections online. If you are a manager, you can access MSS for basic information about your direct and indirect reports. The information will be as close as your nearest internet access.

What do I do if I forget my password?
If you forget your password, contact Elizabeth Hoover at (651) 290-6440 or elizabeth.hoover@wmitchell.edu to reset your password to your default password (your birthdate in the format MMDDYYYY.)

I received an error message saying my session has timed out? What does that mean?
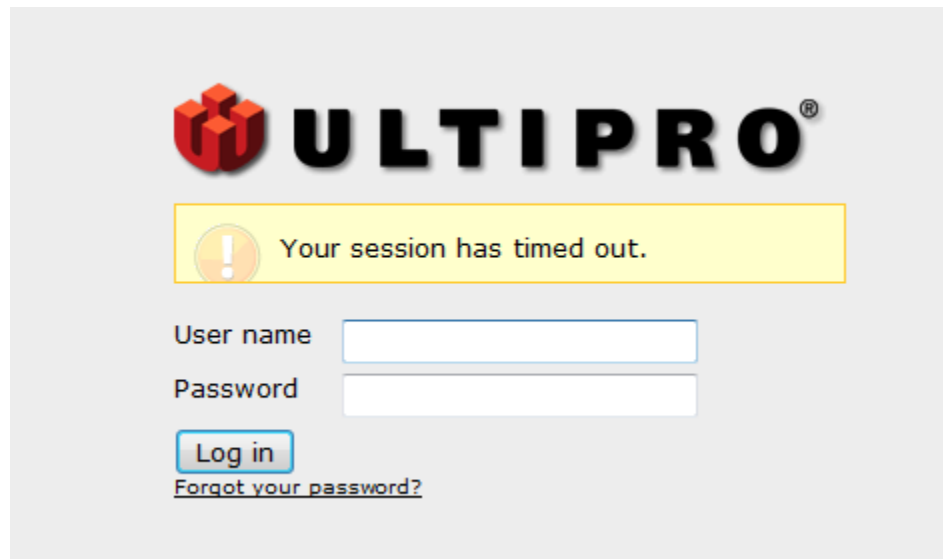
To protect employee data, any open session on ESS/MSS will automatically shut-down after 15 minutes. To start again, simply enter your username and password and click on the "Log in" button. A new session will start.

I've tried logging into the system from an off-campus location and I'm not able to gain access. Why not?
ESS/MSS requires an Internet Explorer browser to access the applications via the web. If you are experiencing difficulty accessing ESS/MSS off-campus, please check your browser. For an optimal experience, it is recommended that you use the Firefox 3.5-3.6 and Internet Explorer 7.0-8.0. Unexpected results may occur when using other browsers.

Who to Contact for Help

If you encounter any problems using ESS/MSS or if you have additional questions not answered by this user guide or the online help menus, please contact Elizabeth Hoover in the human resources department at (651) 290-6440 or elizabeth.hoover@wmitchell.edu.