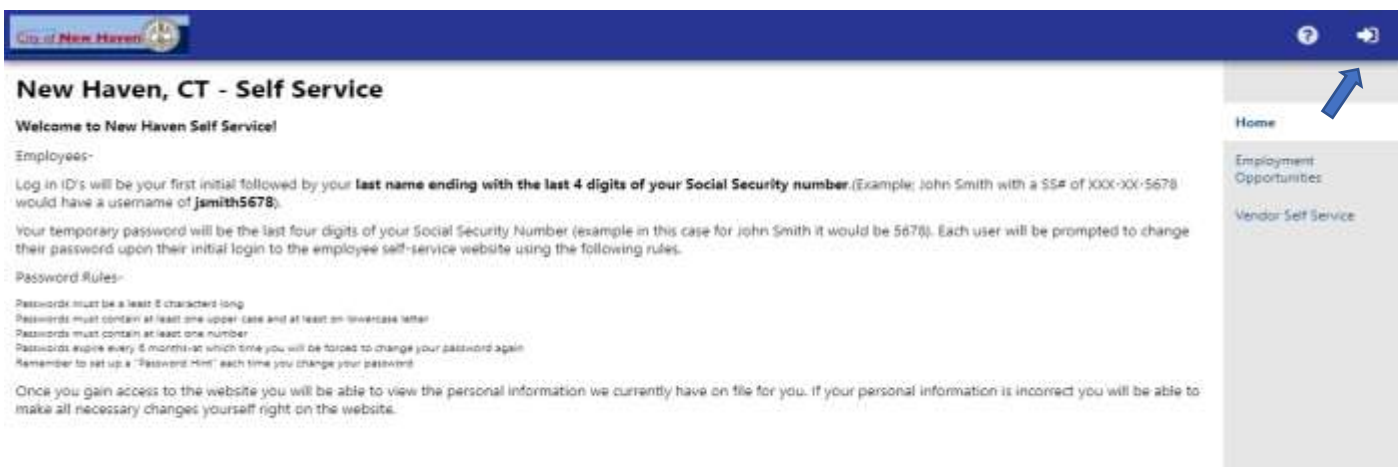


Employee Self-Service Handbook

Hello! This handbook was created to better help you navigate your ESS account. There are multiple features that come with your ESS account and this handbook will cover most, if not all. If for any reason you are locked out of your account, need a password reset, or have other issues with your ESS account, please e-mail esspassword@newhavenct.gov and make sure to state your full name, employee #, primary and secondary e-mail address, and include a brief description of the issue you're having.

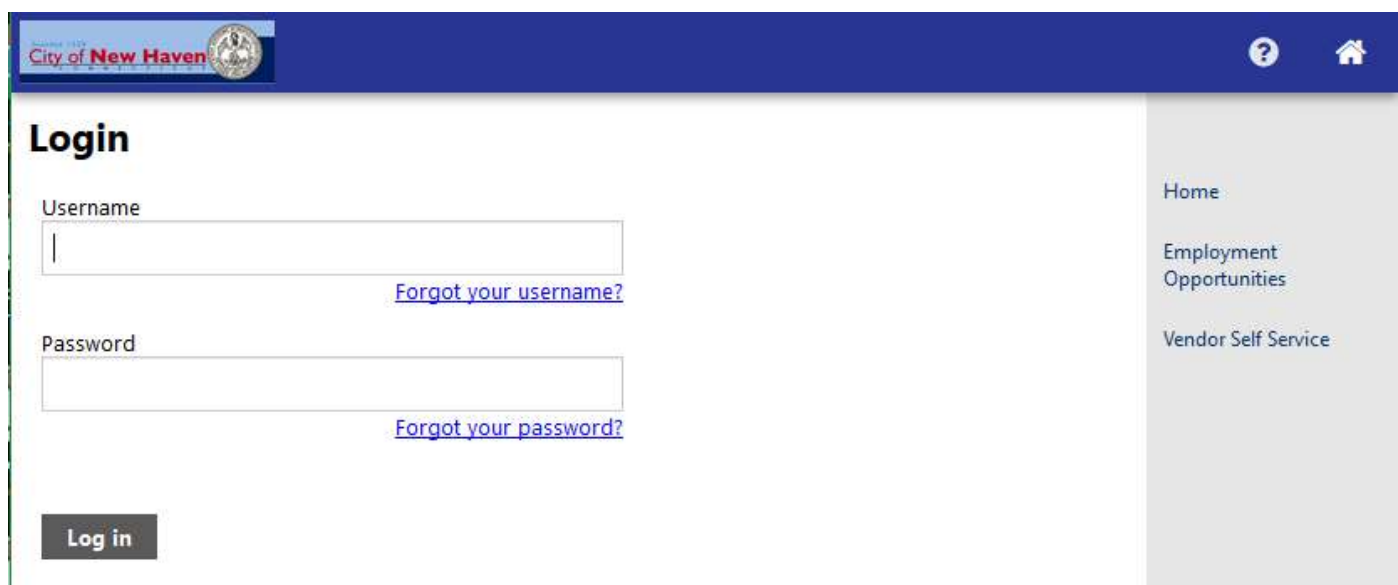
This handbook is lengthy due to the images, we want to provide as much information as possible.

First thing first, logging into your ESS account! You may use the link listed here to access this webpage: <https://newhavenct.munisselfservice.com/default.aspx> ****If you've already accessed your account and do not need to review how to login, please skip to page 3****



If this is your first-time logging into your ESS account, **PLEASE** read the instructions on the home page **FIRST** and then proceed with logging in. The login button is located at the top right-hand corner.

Below is the login page. Now if you've read the instructions, you should know your username and temporary password. If not, please go back and re-read the instructions.



After you've entered the required information, it will bring you to the screen that will ask you to change your temporary password. **You will have to remember your temporary password!** Also make sure to write down your new password. Once you've completed this portion, you can click on the button "change".

City of New Haven

Login

Before proceeding you must change your password.

New password must be at least 6 characters long, contain at least 1 numeric character and contain at least one uppercase character and one lowercase character.

Current password

New password

Password strength Unacceptable

Confirm new password

New password hint

[Change](#) [Cancel](#)

[Home](#)

[Employment Opportunities](#)

[Vendor Self Service](#)

After you've created a new password, the screen shown below will pop-up. You will click on "continue".

City of New Haven

Login

Your password has been successfully changed.

[Continue](#)

[Home](#)

[Employment Opportunities](#)

[Vendor Self Service](#)

City of New Haven

New Haven, CT - Self Service

Welcome to New Haven Self Service!

Employees-

Log in ID's will be your first initial followed by your **last name ending with the last 4 digits of your Social Security number**. (Example: John Smith with a SS# of XXX-XX-5678 would have a username of **jsmith5678**).

Your temporary password will be the last four digits of your Social Security Number (example in this case for John Smith it would be 5678). Each user will be prompted to change their password upon their initial login to the employee self-service website using the following rules.

Password Rules-

Passwords must be at least 8 characters long
Passwords must contain at least one upper case and at least one lowercase letter
Passwords must contain at least one number
Passwords expire every 8 months-at which time you will be forced to change your password again
Remember to set up a Password Hint each time you change your password

Once you gain access to the website you will be able to view the personal information we currently have on file for you. If your personal information is incorrect you will be able to make all necessary changes yourself right on the website.

[Home](#)

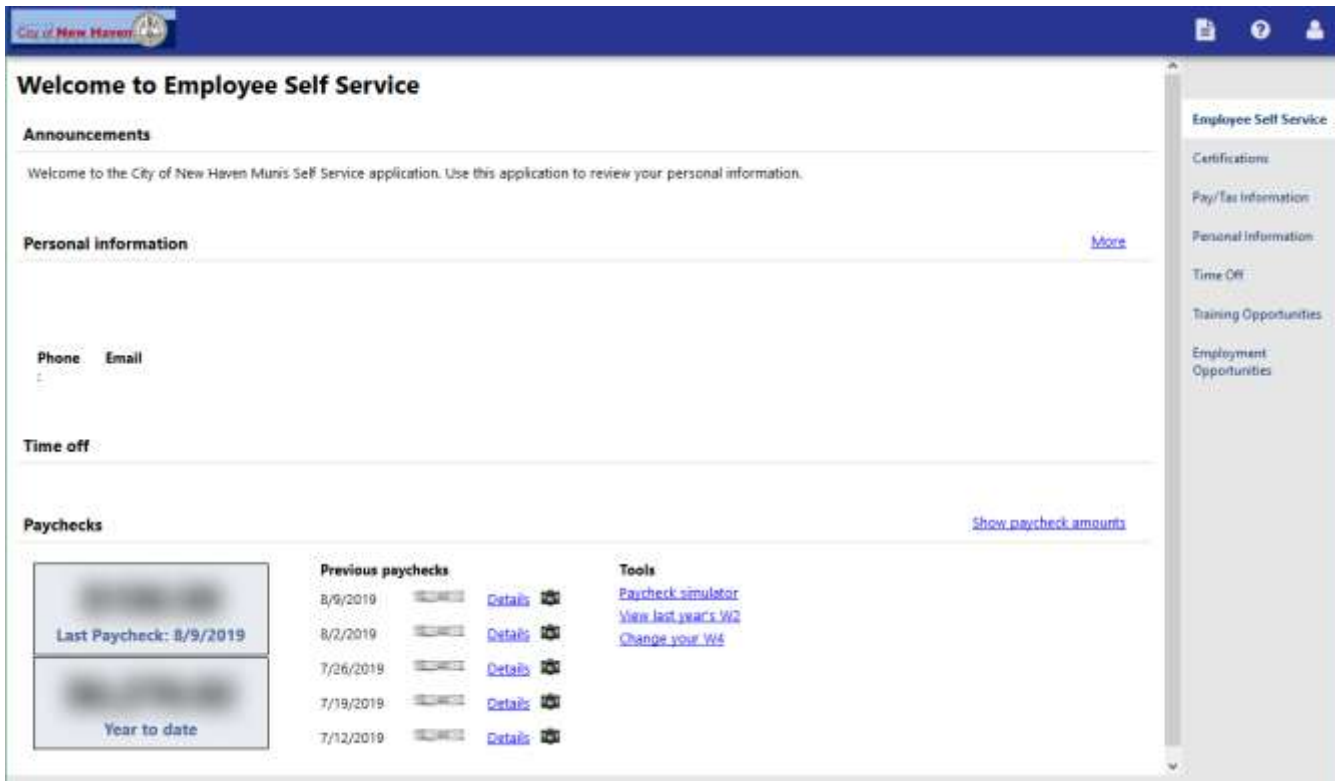
[Administration](#)

[Employee Self Service](#)

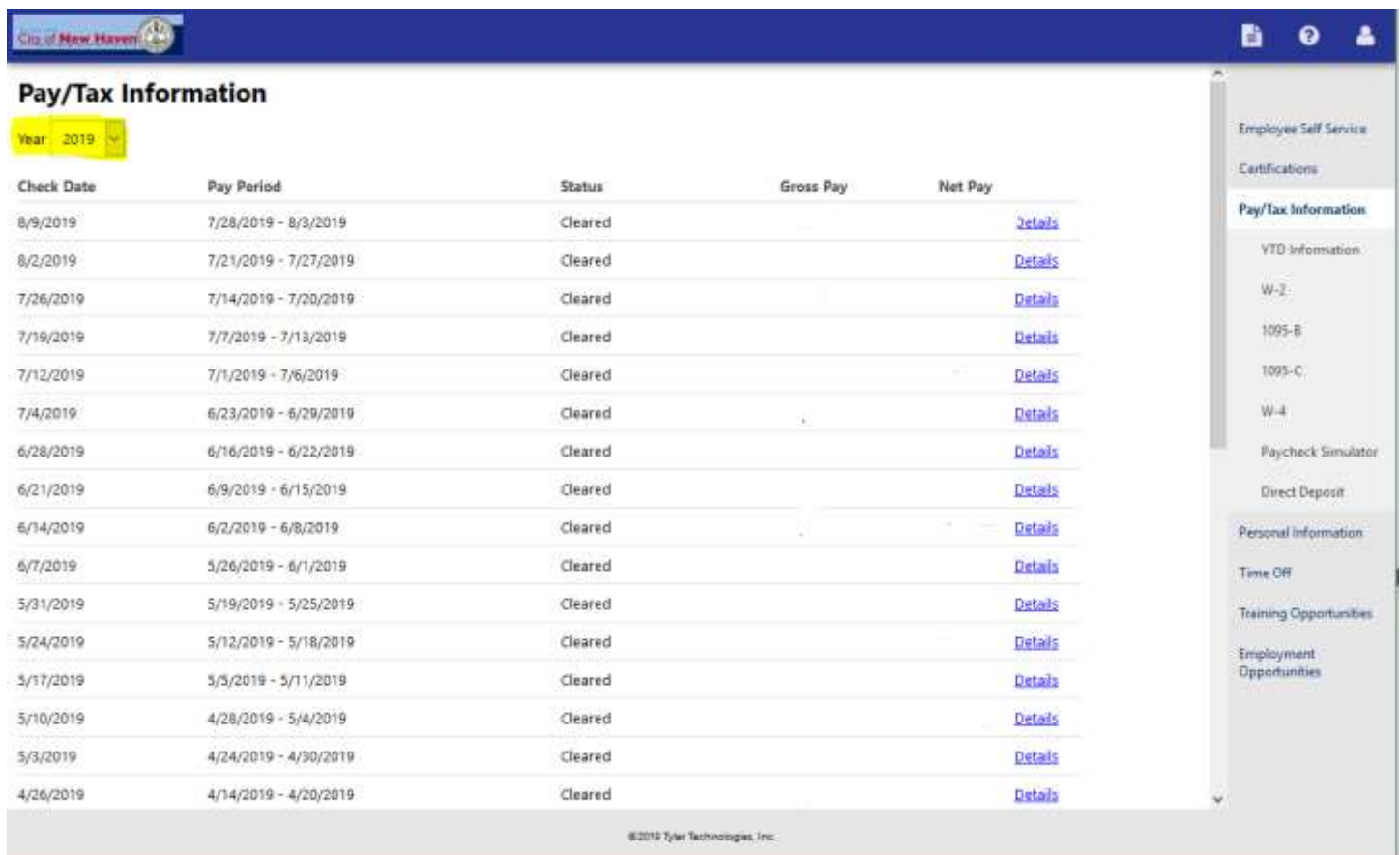
[Employment Opportunities](#)

As you can see to the left, it will bring you to a screen you've seen before. You will click on "Employee Self Service".

It'll then bring you to the main screen. This is where you'll see a quick snap of your information.



In the **Pay/Tax Information** section you can see your paystubs for the year – 2019 in this case. A perk of seeing your paystub for the year is that you can also view your paystubs from years' prior. Where you see the highlight, there is the drop-down box where you can select what year you'd like to view.

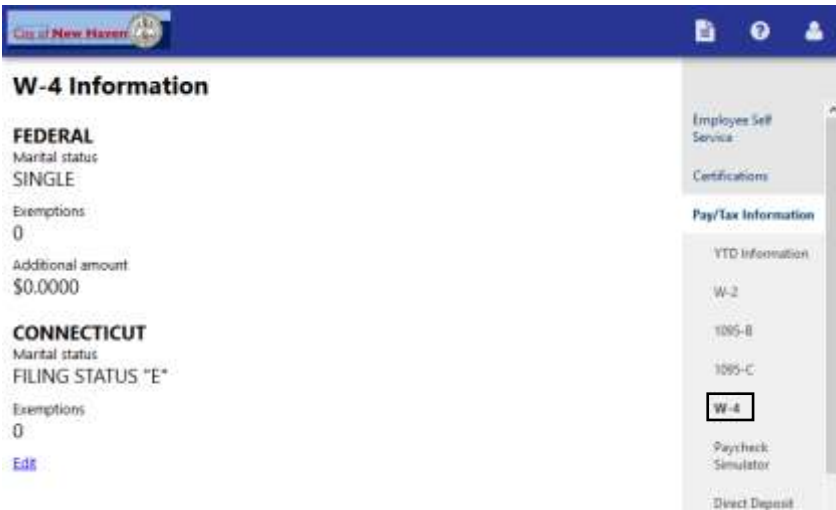


You can click on the **YTD Information** (Year to date) button and it will bring you to a new screen. Here you can see your year to date earnings. You can also view your YTD earnings from years' prior by clicking on the drop-down box.

You can click on the **W-2**. Here you can view your **W-2** for the current year. Again, there is a drop-down box where you can select what year you'd like to view.

If for any reason you need to print your W-2 you can click on "**View W-2 Image**" and it will download as a pdf.

Here you can view your **1095-C** form. Some people need this form to file their taxes. You can access it here rather than waiting for it to arrive in the mail. Again, there is a drop-down box where you can select what year you'd like to view.



In the “W-4” section, you can view what information we currently have on file for you. Although there is an edit button at the bottom, **DO NOT make any edits here!** This section is still in its development stages. If you decide to make a change, we cannot guarantee that it will go into effect or it will result in your paycheck being incorrect.

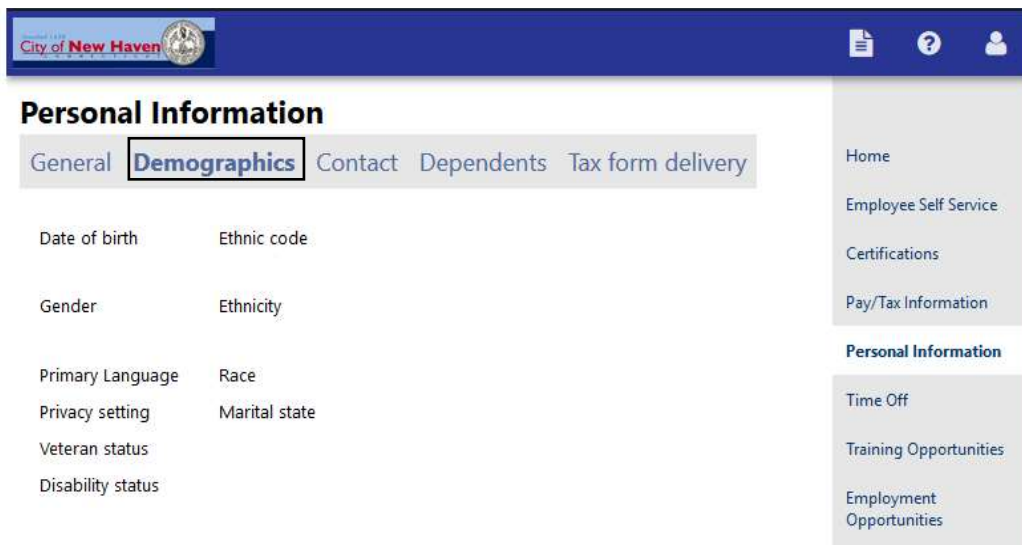
There is an option for **Pay Check Simulator**. You can click on that and see what your paycheck would total to once you enter in different variables.

There is also an option for **direct deposit**. **That function has not been set up.** If you click on it, an error message will pop up.

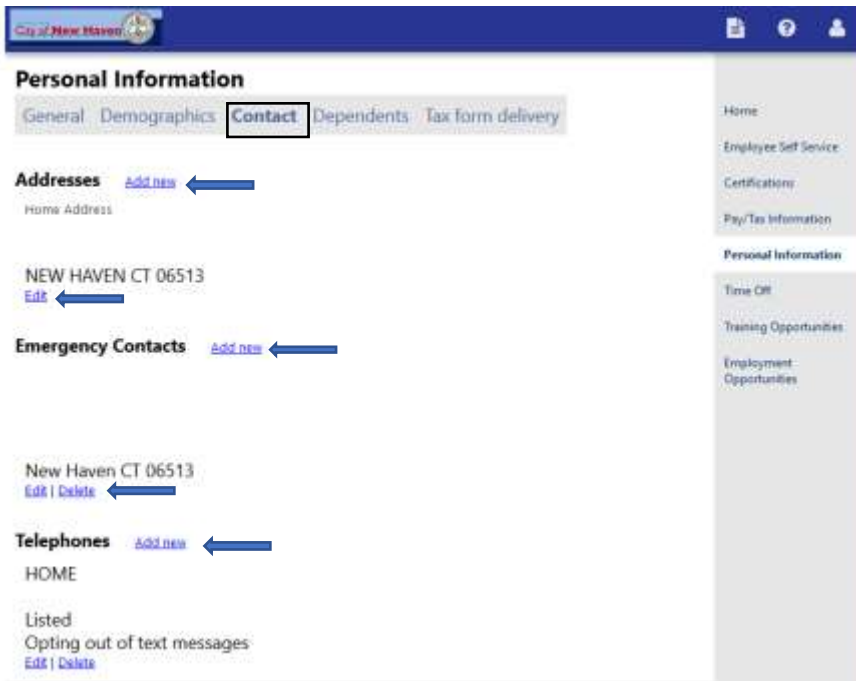
Now we can go to **Personal Information**, it will be the fifth option down on the right-hand side.



In this section you can view your **general information**. You should see the following fields filled with information: Name, Employee ID, SSN, e-mail address, and alternate e-mail address. **The only field that you can make an edit to would be the e-mail address field.** Please make sure you have at least one e-mail address on file. You may add one by clicking the edit button.



In this section you can view your **demographics**. You provided this information when you were first hired with the City. If this information is not correct, please e-mail harchanges@newhavect.gov. You will not be able to make edits under this section.



In this section you can view your **contact** information. This is where you can make your address change. HR no longer accepts address changes via paper or e-mail. If we do receive it, you will be directed to make the change using your ESS account.

You can add/remove people from your emergency contact by using the **“add new”** or **“edit”** **“delete”**. Please make sure to have at least one person as your emergency contact.

The **dependents** section is still in the works. You skip that section for now.



In the **tax form delivery**, you can select the delivery method for your tax forms. If you select to receive them via e-mail, you **must** make sure you have an e-mail on file. You can click on the **“General”** tab and see if you have an e-mail on file. If you do not have one on file, make sure you provide one.

If you select **“self-service only”** you will not receive your W-2 via e-mail or paper. It will only be made available to you via ESS. From there you can download it as a pdf.

If you select to receive your W-2 and 1095 via e-mail, it will be sent to the e-mail that is listed in the **“general”** tab. The document will be sent as a pdf and will be password protected. **The password to unlock the document is the last four of your social security number.**

If you would like to receive your paystub electronically rather than paper, please complete the opt-out form and submit to esspassword@newhavenct.gov

If you do not have access to the form, please e-mail esspassword@newhavenct.gov and state your request. Be sure to include: your full name, employee #, primary and secondary e-mail address. Once the change takes effect, your paystub will be sent to your primary e-mail in a password protected pdf. **The password to unlock the document is the last four of your social security number.**

The time off and training opportunities sections are still in the development stages. You can skip those pages and proceed to the **“Employment Opportunities”** tab.

City of New Haven

Employment Opportunities

[ESS](#)

Home
Administration
Employee Self Service
Employment Opportunities

Welcome to the City of New Haven On-Line Employment Application Portal.

Thank you for your interest in employment with the City of New Haven. We are an Equal Opportunity Employer.

We welcome you to browse through our job opportunities listed at the bottom of this page and apply for those where you meet the job requirements. Please note the following before starting any application:

- First-time users must set-up an account. An email address is required. If you do not have an email address, you may set up a free email account with: Yahoo, Google, etc. Please note that our method of communication with applicants is by email. Please provide us with a valid email address, and make sure that you monitor your email for correspondence from the Human Resources Department.
- Please make sure to write down the account PIN assigned to you by the system. You will need it every time you want to enter your account to complete an application. If you forget your PIN, **DO NOT** re-register for a new account to generate another PIN. Use the "PIN Reminder" button instead.
- Use the Tab key on your keyboard to navigate through the application when completing it. Everything marked with a **red asterisk (*)** is a required field and cannot be left blank.
- Some fields require specific formatting. Pay attention to requested formatting for social security number, dates and telephone numbers. Make sure to follow all instructions.
- **DO NOT** use the "Refresh" or "Back" buttons from your browser while completing the application. If you do, you will experience problems completing it.
- It is important that your application reflect all your education and experience relevant to the position for which you are applying. An incomplete application may result in your disqualification.
- Once complete, click on the "Review Application" button and the system will check for errors before allowing you to submit your application. Errors will be noted with a **red asterisk (*)**. You must fix all errors in order to submit your application. You can also make changes by using the "Changes" link.
- While you are required to complete all fields, you may upload and attach a copy of your resume, as well as a cover letter to your application. All attachments must be in

Lastly, if you decide to apply for another job within the department or City of New Haven, you will click on the **"Employment Opportunities"** through your ESS account. It will bring you to this page and you can apply for the position. More information will be provided when the time comes. This handbook was created to get you familiar with certain features and how to access them.

Again, if you're locked out of your account, need a password reset, or have other issues or questions related to ESS that were not covered in this handbook, please e-mail esspassword@newhavenct.gov and make sure to state your full name, employee #, primary and secondary e-mail address and include a brief description of the issue you're having or your question. You should expect to receive a respond within three to four business days after sending the e-mail.

As more features become available, we will provide trainings and have electronic documents made available for your use.

Best,

Human Resources