# EMPLOYEE SELF SERVE

# Town of Natick

# ESS

ESS provides all current and former Town and School employees with their information: Paystubs, W-2, W4, 1095 forms, time-off, deductions and a whole lot more. All in one easy to use location!

## From Your Computer

1. https://townofnatickma.munisselfservice.com/ess/default.aspx
2. Login: Initials + employee ID # (ex. JS12345)
3. Password: last 4 digits of your SS # (first time users)
4. Create a new password and you're ready to go!

## From Your Phone

1. Go to the App Store - Munis ESS Mobile
2. Download App
3. Scan the QR code below or go to...
4. https://townofnatickma.munisselfservice.com/ess/default.aspx
5. You **must** click on view desktop version at bottom of screen

## Need more information?

www.natickma.org/ESS has detailed instructions.

## Still stuck?

Email the comptrollers office at:

tmui@natickma.org
or
mlaramee@natickma.org

# EMPLOYEE SELF SERVE SERVICE – ESS STEP BY STEP INSTRUCTIONS

The Town's ESS portal is now active and is your one stop for information such as: Paystubs, W-2's, accrued time and more.

## FROM YOUR COMPUTER:
From the internet, log onto the ESS site:
**https://townofnatickma.munisselfservice.com/ess/default.aspx** then choose Employee Self Service.

**Step 1:** Click Login on top right corner.

**Step 2:** Login: First Initial, Last Initial and employee ID
Example: John Smith employee number 12345 would be js12345 (not case sensitive). **Where can I find my employee ID?** On your pay stub in the middle of the page just above the salary info. If you have two employee numbers you can toggle between both numbers/jobs in the top right corner.

**Step 3:** Enter your Password. The **first time password** will be last 4 digits of your social security number. The system will ask you to change the password. The new password must have: an uppercase letter, a lowercase letter, a number and a symbol.

**Step 4:** Once logged in you're on the home page titled EMPLOYEE SELF SERVICE – **Welcome to Employee Self Service**. On this page you'll see:

**Announcements** (any future announcement will be shown here).
**Personal Information** - Click on "More" on the right hand side of the screen to review your detailed personal information. If you need to make a correction, please notify your department coordinator of the changes needed.
**Time off** – This is an overview of your time. Underneath there are abbreviated months with year. If you click "Show Time off Taken" you can toggle between the time off taken graph and time off requested graph. By clicking on any colored icon it will show the exact date the time was taken.
**Paychecks -** A quick review of year to date Gross salary and last few checks. Click Detail to see the detail of checks. Click the camera to see the PDF version of your check. More information can be found on the Pay/Tax information screen. Keep in mind to see the actual direct deposit/check image you must click view the paycheck image in the upper right corner.

## FROM YOUR PHONE:
**Step 1:** If you haven't done so already, download the ESS mobile app and scan the QR code to set up the ESS Mobile Service on your phone.

**Step 2:** Login: First Initial, Last Initial and employee ID
Example: John Smith employee number 12345 would be js12345 (not case sensitive). **Where can I find my employee ID?** On your pay stub in the middle of the page just above the salary info.

**Step 3:** Enter your Password. The **first time password** will be last 4 digit of your social security number. The system will require you to change the password. The new password must have: an uppercase letter, a lowercase letter, a number and a symbol.

**Step 4:** Once logged in you'll see **Welcome (your name) before you do anything else - click on view full site at the bottom left.** It may ask you to log in again, once you do that you'll have full access to the information in step 4 from the computer instructions above.

# EMPLOYEE SELF SERVE SERVICE – ESS COMMON QUESTIONS AND ANSWERS

## WHAT IF I'M NO LONGER AN EMPLOYEE?
ESS is still available to each former employee. The login and password remain the same for active and inactive employees.

## WHERE CAN I FIND MY EMPLOYEE ID?
Employee ID's can be found on the emailed pay stub in the middle of the page just above the salary info.

## I CAN'T SEE ANY INFORMATION ON MY MOBILE DEVICE
As a security measure, when first logging in you must scroll to the bottom of the page and click on view desktop version. This may require you to log in again, however all documents will be available.

## I NO LONGER HAVE THE SCHOOL/TOWN EMAIL ADDRESS
An email address is not required for login. Should you wish to update your email address, please send an email requesting the change to the comptroller's office.

## MY PASSWORD DOESN'T WORK
In most cases, people are using the last four digits of their social security number, forgetting they've previously changed the password. Social Security numbers are only valid when first logging into ESS. The system requires a change of password. The new password which is permanent, must have an uppercase letter, a lowercase letter, a number and a symbol.

## WHAT IF I DON'T SEE MY W2?
In most cases, this is due to your holding multiple jobs with multiple employee numbers. W2 information will roll all of your earnings into the lowest employee number. If you don't see the W2 on the screen you logged onto, just hover over your name in the top right hand corner and click on the other job listed. You can toggle between both numbers/jobs, just remember the W2 combines the earnings, you will not receive more than one W2.

## I ONLY SEE THE DATA, HOW TO I VIEW MY W2 DOCUMENT?
Under the Pay/Tax Information, choose W2 from the menu, confirm the year you need and directly across the screen on the right click on View W-2 Image. The document is now ready to print.