Frequently Asked Questions

Q. When can I access ESS?
A. ESS is available 24 hours from any computer that has an active connection to the internet.

Q. Is the information shown in ESS secure?
A. Yes. The information is protected at the highest level. This security also is effective for transmitting data to locations outside the office. (See ESS Data Confidentiality and Security section in this document.)

Q. Where is the information for ESS stored?
A. The data is stored within the PASSHE Human Resource/Payroll System. ESS provides a web browser to access the same information that is accessed and used by authorized staff.

Q. How do I log off ESS?
A. You can log off by exiting the portal using the "log off" link in the top right hand corner of the screen.

Q. Can I access ESS from an Apple computer?
A. Yes. Some portal functionality has been proven in the MAC OS environment if you use the Firefox browser by Mozilla. However certain parts may function in an unfamiliar way or not function at all.

Q. Why does the ESS system log off after 5 minutes of inactivity?
A. For your privacy and protection. Once it times out, you will be prompted to enter your User ID and password again to log back in.

Q. How do I enlarge the font on my browser so I can read the information?
A. On the Internet Explorer toolbar, click on the **View** tab. Move your mouse over the **Text Size** option, and then select the desired option.

Q. How do I remove my password if it keeps coming up automatically when I navigate to ESS?

A. On the Internet Explorer toolbar, click on **Tools** and move your mouse over **Internet Options**. Click on the **Content** tab and then click on the **Clear Passwords** button.

Q. How do I log in to ESS?
  A. Instructions are located on the Payroll website under Employee Self Service, ESS First Time User Instructions