

Employee Self Service FAQs

This document contains frequently asked questions about TxDMV HR Online Employee Self Service (ESS). Use the bookmarks on the left side of the page to go to your area of interest, or simply browse to learn more about this topic.

Employee Self Service Introduction

Q: *What is Employee Self Service?*

A: TxDMV HR Online Employee Self Service (ESS) is part of the human resources database used to store employee information. ESS provides you with instant access to important information such as:

- Personal information
 - Home Address
 - Emergency contact information
- Compensation history
- Statements of Earnings
- Leave Accounting Records
- Training and accomplishment history
 - Training history
 - Education
 - Licenses and Certifications
- Available Job Openings and online application

Q: *What can I do in Employee Self Service?*

A: You can view your own personal, payroll, leave and professional information. You can update your home address, personal phone numbers, emergency contact information and personal email addresses. You can also view job openings and apply online.

Q: *Why should I use Employee Self Service?*

A: Employee Self Service provides you access to personal and professional information in a highly secured environment. It gives you the ability to ensure all of your information is accurate and current. It's also efficient; many employees access their earnings and leave statements using the online system, thereby saving TxDMV high administrative costs associated with distributing this information to each employee using paper copy.

Employee Self Service Access

Q: *How do I sign into Employee Self Service?*

A: You will use a User ID and password. The User ID is the same as your Novel Username (what you use to sign into your PC each day). Initially you will request a temporary password from the system and then change it to a personal password that you define. Reference [Sign In Procedures](#).

Q: How do I get a UserID and Password to sign into the application?

A: New employees receive this information from their HRO or Security Administrator. If you do not know your User ID or need assistance signing into Employee Self Service, contact your Information Resources staff.

You can request a temporary password by clicking the “*Forgot password?*” link located on the sign in page. You must enter your UserID and answer a validation question before the system will send you a temporary password. Passwords are delivered via email and can be accessed from GroupWise or WebMail.

Q: What is a temporary password?

A: A temporary password is one that you request using the “*Forgot Password?*” link and receive via email. This password can be used only one time. When you sign in using a temporary password you are immediately prompted to set it to a personal password that you define. If you do not reset the temporary password, you will have to request another one the next time you sign into the application.

Q: What if the system does not accept my answer to the validation question or I can't remember my answer?

A: Contact your Security Administrator to have the answer reset.

Q: How do I maintain my password?

A: Passwords are maintained by you. You can use the “*Password Change*” link to reset your password at any time or use the “*Forgot Password?*” link if you forget your personal password or it expires. Reference [Password Maintenance](#).

Q: What if I cannot find my password in GroupWise?

A: You will not see your emailed password if you have ‘Enable Block Mail’ checked under Junk Mail Handling. From GroupWise select: Tools>Junk Mail Handling. On the Settings tab, look for Blocked Mail and uncheck the Enable Block List feature.

Q: Can I change my password?

A: If you're using a temporary password, you are prompted to change the password immediately after signing in. To reset a personal password, select the “*Password Change*” link at the bottom of the ESS home page and follow the directions on the page. You can reset your personal password at any time.

Q: Do passwords expire?

A: Yes, passwords expire every 90 days. You will receive a message 10 days before the password expires to remind you to reset it.

Q: Can I change the validation question the system displays when I request a new password?

A: Yes. From the ESS home page select the “*Password Change*” link. Then select the “*Change forgotten password question*” link. Follow the directions on the page.

Q: How many times can I ask for a password?

A: As often as needed. Use the “*Forgot password?*” link on the sign in page when you cannot remember the personal password you have set or after being notified by the system that your password is about to expire. Passwords expire every 90 days.

Q: Will my Employee Self Service password work for HR Business Processes or Manager Self Service?

A: Yes. A password setup in one application is valid for another.

Using Employee Self Service

Q: What can I do in Employee Self Service?

A: You can view your own personal, payroll, leave and professional information. You can update your home address, personal phone numbers, emergency contact information and personal email addresses. You can also view job openings and apply online.

Q: Can I use Employee Self Service at home?

A: Yes. You can access ESS from any computer with internet access. Go to www.dmv.state.tx.us. Select the “*Careers*” link at the top of the page. Select the ‘Employee Self Service’ button on the right side of the Careers page. The sign in page opens.

Q: Why doesn't my password work when I'm trying to update my benefits?

A: Benefits are maintained in a different system from HR Online. **ERS Online** - is a self service system managed by the Employees Retirement System for state of Texas employees (current/retired) to administer benefits.

This system requires a different UserID / Password than HR Online. There is a link to the ERS home page from HR Online. If you click this link, a new window opens for ERS Online where you can sign in using the appropriate information. Employees can update their benefits, beneficiary information, etc. information in the ERS system.

Personal Information

Q: How do I change my home address?

A: Select the “*My Personal Information*” link. Under the Home Address section, click the ‘Edit home address’ button. A Home Address page opens. Click the ‘Edit’ button. An Update Home Address page opens. Update the information and click ‘Save’.

Q: What is the difference between my ‘mailing’ address and my ‘home’ address?

A: Usually these two addresses are the same. However, some people receive their mail at a post office box rather than at their home. The ‘mailing’ address is where you receive your mail and the ‘home’ address is where you physically live. If your ‘home’ address is different from your ‘mailing’ address, you can update the home address in ESS.

Training/Education Information

Q: What do I do if my education or training history is incorrect?

A: Contact your HR staff to update the education information and your training coordinator to update your training history. When they make the changes, they will immediately be reflected in ESS.

Support

Q: *Who do I contact when I need help?*

A: Contact your Information Systems staff for assistance signing in or using passwords. Contact your Human Resources staff to correct or update information.

If you don't find an answer here, submit your question to: [Tara Griswold](#)

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