



ANTELOPE VALLEY
HOSPITAL
A facility of Antelope Valley Healthcare District



Self-Service Center

Employee Self-Service Frequently Asked Questions

Q1. What is Employee Self-Service?

A1. Employee Self-Service is a safe and secure system that you can access via the Internet from work and home that allows you to view, print, add, and change some of your HR and payroll information, **when it's convenient for you**, instead of having to visit the HR and Payroll offices. Employee Self-Service goes live at AV Hospital on June 5, 2014.

Q2. What can I do on Employee Self-Service?

A2. You can view or print a copy of your pay statement, add or change direct deposit data, change federal and state tax withholdings, change your home and mailing addresses, add or change your emergency contact, personal phone number and personal email address.

Q3. Do I have to use Employee Self-Service? Can I just fill out and submit the paper form for processing changes for direct deposit, federal and state tax withholdings, home and mailing addresses, emergency contact, personal phone number and personal email address?

A3. Paper forms will be allowed through **June 30, 2014**, for transactions that can be performed on Employee Self-Service. Paper forms will not be accepted for processing after **June 30, 2014**, for transactions that can be performed on Employee Self-Service. Please contact HR and/or Payroll if you have additional questions or concerns.

Q4. Is my information secure on Employee Self-Service?

A4. Your information in Employee Self-Service is stored on a secure server. A password protection feature has also been implemented that will expire your Employee Self-Service password every 90 days. On the day of expiration, you will be prompted to change your password. Always remember to fulfill your responsibility for security by **not** sharing your password and by not leaving your workstation running unlocked while unattended.



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- Q5. I don't have a computer at work and I don't have a computer at home. How can I use Employee Self-Service?**
- A5.** Starting June 5, 2014, you can use the designated computers in EVS, Transport, Dietary, Grounds, Engineering, Security, Employee Relations and Payroll to access Employee Self-Service.
- Q6. Does Employee Self-Service require training?**
- A6.** Employee Self-Service does not require training. It is intuitive and easy to use. There are also quick reference guides that provide step-by-step instructions and online video demos that you can watch should you have any questions when using Employee Self-Service.
- Q7. Why should I use Employee Self-Service?**
- A7.** First, Employee Self-Service is convenient. You can access it at work and from home, or wherever you have a computer and internet access. Second, Employee Self-Service is paperless... there are no forms to fill out. And third, you do not have to visit the HR or Payroll offices to make your updates.
- Q8. Who can use Employee Self-Service?**
- A8.** Active AVH employees, including employees on a leave of absence, can use Employee Self-Service.



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Q9. Are there any special requirements in order for me to use Employee Self-Service?

A9. Yes, you must be an active AVH employee and have an Employee Self-Service user ID and password. You will receive further information regarding your Employee Self-Service user ID and password in the *Getting Started in Employee Self-Service Guide*. This guide will be mailed to your home address prior to the June 5, 2014, Employee Self-Service go-live and will be available on the AVH Portal and on the AVH public website, avhospital.org. Instructions on how to access Employee Self-Service remotely will be included in the guide.

Q10. How do I begin using Employee Self-Service?

A10. You will be receiving a *Getting Started in Employee Self-Service Guide* that will explain how to start using Employee Self-Service. This guide will be mailed to your home address prior to the June 5, 2014, Employee Self-Service go-live and will be available on the AVH Portal and on the AVH public website, avhospital.org. Instructions on how to access Employee Self-Service remotely will be included in the guide.

Q11. Starting June 5, 2014, where can I find forms such as the TAAR form, the Name Change form, the Pay In Lieu form? I hear that these forms will no longer be on the AVH Portal in the AVH Forms folders.

A11. The following forms will be relocated to the **Employee Dashboard** page in Employee Self-Service on June 5, 2014: KRONOS Pay Codes, Teletime Instructions, TAAR Form (renamed to the Timecard Correction Form (TCF)), Confidentiality Agreement, Employee Transfer Guide - Employee Checklist, Matrix Intermittent Leave Timesheet, Name Change Form, Notice of Privacy Practices, Time Off Request/Approval Form and the Pay In Lieu of Benefits Form. This move helps to consolidate employee resources. **These forms are designed to be accessed when you are on the AVH Intranet. Do not use these forms when you are accessing Self-Service remotely (i.e., outside of AV Hospital).**



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- Q12. I have a Mac computer at home. Can I use Employee Self-Service on a Mac computer?**
- A12.** Yes, Employee Self-Service works on Mac computers.
- Q13. Can I use Mozilla Firefox, Google Chrome, or Internet Explorer browsers to access Employee Self-Service?**
- A13.** Yes, Employee Self-Service works with Mozilla Firefox, Google Chrome, and Internet Explorer browsers. You must use version 8 or higher of Internet Explorer.
- Q14. When is Employee Self-Service available?**
- A14.** Starting June 5, 2014, Employee Self-Service is generally available 24 hours a day, 7 days a week. Periodic system maintenance may occur which may cause the system to be unavailable for a short period of time.
- Q15. When can I see my pay statement in Employee Self-Service?**
- A15.** Starting June 5, 2014, you can see your pay statement in Employee Self-Service on pay day.
- Q16. When are changes that I make on Employee Self-Service effective?**
- A16.** It depends on the type of change you are making. Starting June 5, 2014, refer to the **applicable** quick reference guide located on the **Employee Dashboard** in Employee Self-Service for details regarding when changes become effective.
- Q17. I hear that starting June 5, 2014, the look of my pay statement is changing. Where can I find an explanation of my new pay statement look?**
- A17.** The new pay statement look and an explanation will be reviewed in the *Getting Started in Employee Self-Service Guide*. This guide will be mailed to your home address prior to the Employee Self-Service June 5, 2014, go-live.



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- Q18.** Starting June 5, 2014, I hear that the earning codes and the deduction codes are different on my new pay statement from what I am used to seeing today. What do these new earning and deduction codes mean?
- A18.** Starting June 5, 2014, you will be able to sign onto Employee Self-Service, go to the **Employee Dashboard**, go to **ESS Related Links**, and then click on **KRONOS Pay Codes** to find an explanation regarding old and new earning and deduction codes.
- Q19.** I heard that starting June 19, 2014, the Payroll Department will no longer print my pay statement and distribute it to my department for me to pick up on pay day. How am I going to get my pay statement?
- A19.** Starting June 19, 2014, sign onto Employee Self-Service to view and print your pay statement.
- Q20.** I do not have direct deposit. Starting June 5, 2014, how will I receive my live pay check?
- A20.** You will receive your live pay check the same way that you do today. There will be no change with the distribution of live pay checks.
- Q21.** Starting June 5, 2014, who can I contact if I have Employee Self-Service questions?
- A21.** Contact payroll@avhospital.org with self-service questions related to Payroll.
Contact hselfservice@avhospital.org with self-service questions related to HR matters.
Contact help.desk@avhospital.org with computer-related questions for AVH-owned equipment and Employee Self-Service user ID/password questions.
- These mailboxes will be monitored so your questions can be answered as soon as possible.



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Q22. Do I need to turn off Pop-up blocker in order to see my pay statement and/or any other PDF documents accessed via Employee Self-Service?

A22. Yes, you must turn off Pop-up blocker in order to see your pay statement online and/or any other PDF documents accessed via Employee Self-Service.

If you are using Internet Explorer and receive the “Pop-up blocked” message, click on the “Pop-up blocked” message, and then click on the “Temporarily Allow Pop-ups” or the “Always Allow Pop-ups from this site” option.

If you are using Mozilla Firefox and receive the “Firefox prevented...” pop-up window message, click on the “Option” button and select the last option to see your pay statement.

If you are using Apple Safari and nothing occurs after you click on the pay check date link, within your browser window, click on Safari and make sure that the “Block Pop-Up Windows” option is **not** selected (i.e., does not have a check mark next to it). Remove the check mark to view your pay statement.

If you are using Google Chrome and the blocked pop-up alert icon appears in the address bar, click on the icon to see the pop-ups that have been blocked for that page. To allow pop-ups, click the link for the pop-up you'd like to see. To always see pop-ups for the site, select "Always show pop-ups from [site]."

Q23. How can I “UNDO” a request that I submitted in Employee Self-Service?

A23. You cannot “UNDO” a request that you submitted in Employee Self-Service. However, you can go to Employee Self-Service and submit a new change.

Q24. Can I use the browser BACK and FORWARD arrows to navigate in Employee Self-Service?

A24. No. Please do not use the browser BACK and FORWARD arrows to navigate in Employee Self-Service. Instead, use the **links** or buttons at the bottom of the page to navigate.



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Q25. If I have trouble viewing Employee Self-Service information outside of AV Hospital, what can I do?

- A25.** If you're having trouble viewing information in Employee Self-Service, make sure AV Hospital is a trusted site on your Internet browser. A trusted site is a site you can safely open on a computer. To add AV Hospital as a trusted site on your Internet Explorer session:
- Open "Tools" and then "Internet Options"
 - Click on the "Security" tab, then on "Trusted Sites" and finally on the "Sites" button
 - In the "Trusted Sites" window, click "Add" for the AV Hospital address that is shown
 - Then, click "Close."