

## ESS Frequently Asked Questions

*(These FAQs do not cover Time Entry in ESS.*

*See separate document for questions related specifically to time entry.)*

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**Q: Can I access this from home?**

A: If you have VPN access, yes. Otherwise, you can only access this from a City Computer that is connected to the network.

**Q: Do I need to have a network ID to access the CityLink ESS page?**

A: You need to be logged into the City's computer to access CityLink. If you do not have a network ID, your bureau will provide access for you.

**Q: I can already view my pay statement and leave balances on the City internet page. How is this any different?**

A: There are two ESS pages available to employees. Below is a list comparing the two:

<b>PortlandOnline – Employee Portal ESS</b>	<b>CityLink – SAP ESS</b>
View Online Pay Statements	Personal Data –
View Leave Quotas	View/edit addresses
Pay Statement Delivery Options	View/edit personal contact information
Benefits Access	View/edit emergency contact
W2 Statement	Compensation –
Access to Pre-SAP information	View pay statement
	View/edit W4 (tax withholding)
	View/edit direct deposit
	Time –
	View/edit time sheets
	View leave balances

**NOTE:** Even though pay statements and leave balances are available at both locations, there are significant differences.

In the PortlandOnline ESS page, the statements available to you are essentially snapshots of the pay statement you received on that day. They will never change.

The information you view in the CityLink ESS portal is “real time” information. This means that as changes are made to prior and current pay periods, the pay statements and leave balances will reflect those changes (both current and past statements).

For example, if a mistake was made on your pay statement last month that is just now being fixed, the CityLink portal will show pay and leave corrections on the prior pay period statement. The PortlandOnline ESS page will keep the prior period pay statement exactly as it was the day you were paid (no changes will be made).

**Q: How many banks can I add for automatic deposit?**

A: You can have a total of four banks set up for automatic deposit.

**Q: How soon will the deposit go through to the bank?**

A: Because of the complications of running payroll, please allow one full pay period to see the changes reflected in your pay. Until changes are reflected, SAP will keep current distributions and banking information.

**Q: When will my W4 changes be reflected in my pay?**

A: Because of the complications of running payroll, please allow one full pay period to see the changes reflected in your pay.

**Q: Why can't I change my name or social security number?**

A: This type of personal data has legal implications for change. If you find that your name and/or social security information needs to be changed, notify your manager and/or your bureau's OBPA to find out what you need to submit. These changes normally require proof, such as a copy of your social security card.

**Q: Can I add more than one emergency contact?**

A: At this time no. Enter the most available emergency contact in ESS and you can submit any other names to your bureau.

**Q: How will my home address and contact information be used? Who will have access to that information?**

A: This information will be used to contact you for official City business. The only people who can access this information are those who have an HR role within your bureau or in Central HR.

**Q: How far back can an employee view his/her time?**

A: There is no restriction. An employee will be able to see as far back as her/his time has been entered into SAP.

**Q: Where is the employee's timesheet information pulling from?**

A: It is a "live" view of CAT2; the transaction used in SAP by the timekeepers to enter an employee's time.

**Q: Will an employee who is viewing her/his timesheet information lock out the timekeeper from accessing the PERNR?**

A: Yes.

**Q: Will I automatically be logged out of ESS after a certain time period?**

A: Yes, if you do not click on any links in ESS for 15 minutes, you will automatically be logged out.

**Q: I get an error message saying that my information is currently not available and to try again later. What does that mean?**

A: That means that someone else, like a Timekeeper, is accessing your information in SAP. You will not be able to view your information until they close out your record.

**Q: Is an employee locked out of ESS during the payroll run?**

A: No. Note that any payroll changes made in the system by the employee after payroll has run will not be valid until the next pay period. All other changes to personal information will be reflected in real time.