

# Employee Self-Service (ESS) User Guide

## Log in to access your personal, pay, tax, and benefits information.

New York City employees can access ESS using your seven-digit Employee ID number (found on your pay stub, in the box labeled "Reference #"), at work (<http://cityshare.nycnet/ess>) or from a mobile device or at home ([www.nyc.gov/ess](http://www.nyc.gov/ess)).

## Important Notes

- ESS access from home or mobile requires a valid email in your ESS profile for Multi-Factor Authentication (MFA).
- Occasional, brief maintenance may affect availability.
- Need help?
  - **City employees:** [nycapscentral@dcas.nyc.gov](mailto:nycapscentral@dcas.nyc.gov)
  - **DOE:** 718-935-4000 for password resets or 718-935-4001 for all other issues
  - **CUNY:** Visit [CUNY NYCAPS ESS](#)

## For first-time users:

Your initial password consists of the last two digits of your SSN, an underscore, the first three letters of your birth month in all upper case, your birthday (including the leading zero for single digit months), and your four-digit birth year.

### Example:

For an employee whose SSN is XXX-XX-XX99 and birth date is January 01, 1910, their password would be: **99\_JAN011910**.

## For returning users:

You can reset an expired or forgotten password at ESS with your Employee ID number.

## Log into ESS to...

### Update Personal Information

- Add or update emergency contacts or beneficiaries.
- Change your name, address, or phone number.
- View military status, pension, and leave balances.
- Update education, licenses, certifications, and languages.

### Manage Pay & Tax Info

- Enroll or update direct deposit. (only at work)
- View and print pay stubs, W-2, 1127, and 1095-C tax forms.
- Manage payroll deductions (College Savings, IRA, NYC Gives, commuter benefits)
- Print salary verification letters and your City employment history.

### Manage Health Benefits

- Enroll in benefits as a new hire or during the annual transfer period.
- Add or update dependents.
- Change healthcare waiver status after a qualifying life event.

