What is Employee Self-Service?
- Employee Self-Service (ESS) is an online tool that puts your personal, health benefits, pay, tax and deduction information in the best hands – yours!

- You can use ESS to:
  - Update personal information, such as name, address, emergency contact and phone number (FDNY & DSNY have view-only access to emergency contacts)
  - Update health benefits information for you and your family
  - Enroll in or change direct deposit information
  - View pay stub information from current and prior years
  - Change tax withholdings
  - View and print W-2s, 1127 and 1095-C forms from prior tax years
  - View and print Employment Verification Letters
  - Enroll, update, suspend or cancel your Commuter Benefits payroll deductions
  - Enroll, view and update your NY 529 College Savings Program payroll deductions
  - Enroll, view and update your IRA payroll deductions
  - Enroll and view your TreasuryDirect deductions
  - View and apply for jobs open to City employees
  - Print your electronic CPD-B (if you have previously completed a CPD-B online)
  - And much more!

Where do I log in to ESS?
- From work, log in through CityShare.
- You can also access NYCAPS ESS through the Internet.

What are my User ID and password?
- Your User ID is your 7-digit Employee ID/PMS Reference # provided by your agency or found on your pay stub in the Reference box.
- If this is your first-time logging into ESS, your initial password consists of the last 2 digits of your SSN, an underscore ("_"), the first 3 letters of your birth month (must be upper case), your birthday including the leading zero, and your birth year (e.g., the password for an employee with an SSN of XXX-XX-XX99 and a birth date of January 01, 1910 would be 99_JAN011910). Otherwise, please use the password you created.

What if I forget my password?
- Use the "Forgot Password" link on the login page and follow the instructions to answer the security questions you previously set up. If you have forgotten the answers to your security questions, or are unable to log in using your password, you must contact NYCAPS Central at nycapscentral@dcas.nyc.gov to have your password reset.

What if I do not have access to a computer at work?
- You can access ESS via the Internet from home, or from any public place, such as a library.
- You can also check with your HR Administrator to see if a computer or kiosk is available at your agency to access ESS.

When can I access ESS?
- ESS is available 24 hours a day, 7 days a week.

What if I need help navigating through ESS?
- After you log in, click the "Help" link at the top right corner.
- You can also contact NYCAPS Central at nycapscentral@dcas.nyc.gov.

Is my information secure?
- Yes. ESS meets security standards set by the NYC Office of Technology and Innovation (OTI). However, you also play a key role in protecting your information. You should create passwords that cannot be linked to you and change your password regularly.

- If you are accessing ESS in a public place (e.g., a library, or a shared computer):
    - Take all necessary precautions to protect your data while viewing or printing online and do not leave your computer screen unattended.
    - Remember to log off the computer when you are done to prevent others from accessing your personal information.

Why am I not receiving a paper pay stub?
- City law (Intro-702A) mandates the adoption of electronic pay stubs. Instead of receiving a paper version of your pay stub, you are encouraged to use ESS to view a much more comprehensive, easy-to-understand version.

- This initiative may save millions of pieces of paper a year. You can do your part to "go green" by viewing your stub online instead of receiving a paper version.

Can I continue to receive my paper pay stub?
- You are encouraged to save paper by discontinuing your receipt of a paper stub, but you may elect to opt out of the program by changing your "Pay Stub Print Status".
    - From the home page, select the "Pay and Tax Information" tile and click the "Pay Stub Printing Status" link in the "Pay and Tax Information" folder.
    - If you are unable to access ESS, contact your Payroll Administrator to make this change on your behalf.

What is the lead time required to switch from an electronic stub to a paper stub?
- The payroll is calculated a week before the pay date. When an employee makes a change through ESS, it will take effect immediately and be reflected on the first pay date following the next payroll calculation date.

If I am not a direct deposit user, will I continue to receive my paper check?
- Yes, you will continue to receive your paper check as usual.

What if I need a copy of my pay stub?
- If a paper pay stub is needed, you may print via a secure printer. You may also print at home. It is recommended that you do not print your pay information on a shared printer as someone else may pick up the printed pay stub before you do.
- To print your pay stub, select the "Pay and Tax Information" tile on the home page and click the "View My Last Pay Stub" link in the "Pay and Tax Information" folder. Click the 'Printer-Friendly Paycheck" button at the top of the page to send a copy to your designated printer.

What if I find a discrepancy on my pay statement or have questions about the information being displayed?
- You should contact your Payroll Administrator with questions about your pay details and your HR Administrator with questions about your HR information.

How much past pay and tax information can I access in ESS?
- You may access pay information, including pay stubs, from the past two calendar years and tax information, such as W-2 and 1127 information for all years.

If I can see my stub online, are my funds available?
- There will be no change to the day your funds become available, your online pay stub will be available the day before the pay date.

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