

Employee Self Service Center - Frequently Asked Questions

Will the Employee Self Service Center be available 24 hours a day?

The Employee Self Service Center is unavailable for daily routine systems maintenance from 6:00 p.m. - 7:00 p.m. CT, and Sundays, 8:00 a.m. - 12 noon CT. Self Service is also down one Saturday-Sunday per month. It is generally unavailable from 6PM Saturday night thru 6PM Sunday night during these specific weekends. It is possible Self Service could be available early afternoon on Sundays if the maintenance is completed early.

What is the Employee Self Service Center?

- A website with services and information specifically for employees of the State of Kansas.

How do I sign on?

You need your 11-character State of Kansas Employee ID number and password to sign on.

How do I get my State of Kansas Employee ID number?

You can find your Employee ID number on a printed pay advice or timesheet. You can also contact your agency human resource office.

What is my password the first time I sign on?

Your agency human resource office is responsible for telling you your password for the first time you sign on. The system requires you to change that password the first time you sign on. The system also requires you to enter a secret question and response to use in case you forget your password.

What if I forget my password?

The first time you signed on, you were required to enter a secret question and response to use in case you forgot your password. Click on the "Forgot Your Password?" link on the sign on page. You can answer your secret question to create a new temporary password that will display on the screen. You do not need an email address to get a new password.

Who can access my information over the Internet?

You must enter your Employee ID number and a Password that should only be known to you. Unless you have compromised your Password by revealing it to someone else, you are the only one who can access your information using the Employee Self Service Center.

Is my information secure?

The security of the Employee Self Service Center is state of the art, uses 128-bit encryption, and offers the best protection of data that we can provide. Our security policy requires that passwords be changed every 30 days. You also have a key role in protecting your information. You should create passwords that are not easily linked with you, change your password regularly, and protect your password so that it is not compromised.

When working on a public or shared computer, you should clear the computer's "cache" (temporary memory) after you sign out of the Employee Self Service Center in order to prevent others from viewing confidential information after you leave the machine. The steps are different depending on the browser you are using.

How do I change my password?

On the Self Service Options page, click on "Update My Profile" and select "Change Password."

The system will automatically take you to the Change Password page to assign a new password for any of the following reasons:

- First time you sign in to self service
- Your password is over 30 days old
- You use the "Forgot Your Password?" process to create a new, temporary password

How long do I have access to my SHARP Self Service information after terminating?

You have thirty days from the date of termination to access all of your self service information online. After thirty days, access is limited to "Update My Profile" and "Request W-2 Reissue" for 18 months from the date of termination.

Who do I call if I have questions?

Contact your agency human resource office with questions about:

- Your password to sign on for the first time
- Your State of Kansas Employee ID number
- System information you believe is incorrect

Contact the Self Service Help Desk

Topeka Area: Call 785-296-1900

Outside of Topeka Area: Call toll-free at 1-866-999-3001

- New password if you are locked out of the system after 3 invalid attempts to sign on
- New password if you can't create a new password yourself by using the "Forgot Password" function.

What information is on the secure portion of the Employee Self Service Center?

Self Service is divided into three areas – viewing information, updating information, and requesting information.

View but not update your information.

- View Personal Information – view name, address, phone number, marital status, birth date, and original hire date.
- View Paycheck* – view current paycheck as well as previous paychecks.
- View Leave Balances* – view leave balances for the most recent paycheck.
- View Benefits Confirmation Statement – view current employee benefit information including type of benefits, plan descriptions, and deduction amounts.
- View Training Summary – view training history included in SHARP.
- View Total Compensation Statement* – view your total compensation statement for the most recent year available.

* Not available to Regents' Institution employees.

Update selected information.

- Update My Profile – change email address or password.
- Update W-4 Tax Information* – change W-4 tax withholding information.
- Benefits Open Enrollment – update benefit coverage during October each year.

* Process not available to Regents' Institution employees.

Request information.

- **Request W-2 Reissue** – request a duplicate W-2 be issued.