Employee Self-Service Center FAQ's

Will the Employee Self-Service Center be available 24 hours a day?
The Employee Self-Service Center is available 24/7, excluding Official State of Kansas Holidays. Self-Service is also down one Saturday-Sunday per month. It is generally unavailable from 6PM Central Standard Time (CST) Saturday night thru 6PM CST 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 answer (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 answer (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 page. 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 90 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 to prevent others from viewing confidential information after you leave the machine. The steps are different depending on the browser you are using. Refer to the Browser Compatibility link that is listed on the sign on page for more information.

How do I change my password?
On the Employee Self-Service home page, click on "My System 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:
1. First time you sign into Self-Service
2. Your password is over 90 days old
3. 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 leaving State of Kansas employment?
You have thirty days from the date of termination to access all your Self-Service information online. After thirty days, access is limited to "My System Profile", "W-2: Consent, Reissue, Forms", and "View Paycheck' tiles for 18 months from the date of separation from employment.

Who do I call if I have questions?
Contact your agency human resource office with questions about:
1. Your password to sign on for the first time
2. Your State of Kansas Employee ID number
3. System information you believe is incorrect

Contact the Self-Service Help Desk Topeka Area: 296-1900 or Outside of Topeka Area: 1-866-999-3001 for a new password if you:
1. Are locked out of the system after 3 invalid attempts to sign on
2. Can't create a new password yourself by using the "Forgot Your Password?" function

What information is on the secure portion of the Employee Self-Service Center?
Self-Service is comprised of the following tiles. NOTE: Depending on your security access, you may not see all the tiles listed below.
1. Messages (pertinent information related to Self-Service)
2. My System Profile
    a. Maintain your email
    b. Update your password
    c. Setup or maintain your "Secret Question & Answer"
3. My Time (your timesheet if you enter your own time in Self-Service)
4. Team Time (only supervisors who approve their employee's time in Self-Service see this tile)
5. View Paycheck (view current paycheck as well as previous paychecks)
6. View Leave Balances (view leave balances for the most recent paycheck)
7. W-4, K-4 & Direct Deposit Forms
    a. Update your W-4 Tax Form
    b. Update your K-4 Tax Form
    c. Direct Deposit Form
8. W-2:Consent, Reissue, Forms
    a. W-2/ W-2c Consent
    b. View W-2/W-2c Forms
    c. W-2 Reissue Request
9. View Personal Information
    a. Addresses
    b. Contact Details
    c. Name
    d. Ethnic Groups
    e. Emergency Contacts
    f. Additional Information
10. Employee Training Summary (view training history included in the Statewide Human Resource and Payroll (SHARP) system)