ESS – Help and Support

General Help

Help will be available to all ESS users by using this document, accessing the ESS help documentation provided on ESS under the *Help Documents* link, or by communicating with the contacts provided below by telephone or through e-mail.

Contacts

If any of your personal information on the ESS system appears to be incorrect or if you have questions about the information that is provided, please immediately contact your Human Resource Office.

If you have technical issues logging into ESS, problems with your User ID and/or Password, or problems navigating through ESS, please contact your university's Help Desk.

Frequently Asked Questions (FAQs)

Q.   When can I access ESS?

A.   ESS is available 24 hours from any computer that has an active connection to the internet.

Q.   Is the information shown in ESS secure?

A.   Yes. The information is protected at the highest level. This security also is effective for transmitting data to locations outside the office.

Q.   Where is the information for ESS stored?

A.   The data is stored within the PASSHE Human Resource/Payroll System. ESS provides a web browser to access the same information that is accessed and used by authorized staff.

Q.   How do I log off ESS?

A.   You can log off by exiting the portal using the *Log off* link in the top right hand corner of the screen.

Q.   *Can I access ESS from an Apple computer?*

A.   Yes.

Q.   *Why does the ESS system log off after 30 minutes of inactivity?*

A.   For your privacy and protection. Once it times out, you will be prompted to enter your User ID and Password again to log back in.