

## Self-Service (Autoservicio)




# Table of Contents

**Self-Service** ..... 1



# Self-Service

## EmployeePortal > Self-Service

Click your name in the upper-left corner of the page or click  in the upper-right corner of the page at any time to access the Self-Service Profile page.

This page is used to enter and request updates to your demographic and payroll information. Your information as it currently exists in your record is displayed.

You can also change your password from this page. Click [Change Password](#) and follow the appropriate steps.

- The fields that you are allowed to view and update are determined by your LEA. Your submitted changes may go through an approval process.
- Your current information is displayed in the **Current** and **New** columns.
  - The **Current** column is display only.
  - The **New** column is only enabled if your LEA allows updates to the data. If the **New** column fields are enabled, you can enter your changes and click **Save**. The data is saved and submitted for approval.
  - Pending requests are highlighted yellow after the changes are submitted.
    - If approval is not required, the changes are made immediately.
    - If the requests are pending approval, you can continue to change your request until it has been approved and updated in the system.
  - Click **Undo** to revert the data to its original state. A message is displayed confirming that you want to cancel your changes.
    - Click **OK** to cancel your requested changes.
    - Otherwise, click **Cancel** to close the message without changing your request.
  - If the fields are not automatically updated, an email message is sent to the applicable approver prompting them to approve the submitted changes.
  - You will receive an automatic reply email containing the changes and informing you that the changes are pending approval.
- To delete information, delete the data in the **New** column and click **Save**.
- If a change is made more than once for the same field, the most recent change overrides the previous one.
- Some fields may require you to submit documentation to your employer. If documentation is required, the fields are identified in the automatic reply email message.

## Update your demographic record:

Under **Legal Name:**

Field	Description
<b>Title</b>	Click ▼ to select your legal title. If this field is not required by the LEA, you can leave it blank.
<b>Last</b>	Type your 25-character maximum last name. This field is required.
<b>First</b>	Type your 17-character maximum first name. This field is required.
<b>Middle</b>	Type your 14-character maximum middle name.
<b>Generation</b>	Click ▼ to select your generation code.

 Under **Marital Status:**

<b>Local</b>	Click ▼ to select your marital status.
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 Under **Driver's License:**

<b>Number</b>	Type your driver's license number. The field can be a maximum of 19 characters.
<b>State</b>	Click ▼ to select the two-character abbreviation of the state in which you hold a driver's license.

 Under **Restriction Codes:**

<b>Local</b>	Click ▼ to select the code that indicates whether to restrict your email address, phone number, and street address from local distribution.
<b>Public</b>	Click ▼ to select the code that indicates whether to restrict your email address, phone number, and street address from public distribution.

 Under **Email:**

When an email address is updated, email messages are sent to both the old and new email addresses notifying you of the change.

<b>Work E-mail Address</b>	Type your work email address. The field can be a maximum of 45 characters.
<b>Verify E-mail Address</b>	Type the same address that you entered in the previous <b>Work E-mail Address</b> field.
<b>Home E-mail Address</b>	Type your home email address. The field can be a maximum of 45 characters.
<b>Verify E-mail Address</b>	Type the same address that you entered in the previous <b>Home E-mail Address</b> field.

 Under **Emergency Contact Information:**

<b>Name</b>	Type the name of the person to contact in case of an emergency. The field can be a maximum of 26 characters.
<b>Phone Number</b>	Type the three-digit area code, seven-digit phone number, and four-digit maximum extension number of your emergency contact.
<b>Relationship</b>	Type the relationship with your emergency contact. The field can be a maximum of 25 characters.

<b>Emergency Notes</b>	Type any important notes that may be pertinent about you in an emergency situation. The field can be a maximum of 25 characters.
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Under **Mailing Address:**

<b>Number</b>	Type the street number for your mailing address. The field can be a maximum of eight characters.
<b>Street/P.O. Box</b>	Type the street name or post office box number for your mailing address. The field can be a maximum of 20 characters.
<b>Apt</b>	Type the apartment number for your mailing address. The field can be a maximum of seven characters.
<b>City</b>	Type the name of your city for your mailing address. The field can be a maximum of 17 characters.
<b>State</b>	Click ▼ to select the two-character abbreviation of your state for your mailing address.
<b>Zip</b>	Type the five-digit zip code for your mailing address.
<b>Zip+4</b>	Type the additional four digits of your zip code.

Under **Alternate Address:**

<b>Number</b>	Type the street number for your mailing address. The field can be a maximum of eight characters.
<b>Street/P.O. Box</b>	Type the street name or post office box number for your mailing address. The field can be a maximum of 20 characters.
<b>Apt</b>	Type the apartment number for your mailing address. The field can be a maximum of seven characters.
<b>City</b>	Type the name of your city for your mailing address. The field can be a maximum of 17 characters.
<b>State</b>	Click ▼ to select the two-character abbreviation of your state for your mailing address.
<b>Zip</b>	Type the five-digit zip code for your mailing address.
<b>Zip+4</b>	Type the additional four digits of your zip code.

Under **Phone Numbers:**

<b>Home</b>	Type the three-digit area code and seven-digit phone number of your home phone.
<b>Cell</b>	Type the three-digit area code and seven-digit phone number of your cell phone.
<b>Business</b>	Type the three-digit area code, seven-digit phone number, and four-digit maximum business extension number of your business phone.

**Update your payroll record:**

**SELF SERVICE PAYROLL MESSAGE**

Payroll Frequency:

**W4 Marital Status Information**

	Current	New	
W4 Marital Status	S - Single	M - Married	<input type="button" value="Update"/> <input type="button" value="Undo"/>
Nbr of Exemptions	0	<input type="text"/>	
W4 Filing Status			
W4 Multi-Jobs		<input type="radio"/> Yes <input type="radio"/> No	
W4 Children under 17		<input type="text" value="0"/>	
W4 Other Dependents		<input type="text" value="0"/>	
W4 Other Exemptions		<input type="text" value="0"/>	
W4 Other Income		<input type="text" value="0"/>	
W4 Other Deductions		<input type="text" value="0"/>	

**Direct Deposit Bank Accounts**

	Primary	Current	New	
Bank Name	<input checked="" type="radio"/>	DILLEY STATE BANK	DILLEY STATE BANK	804371980 <input type="button" value="−"/> <input type="button" value="Update"/>
Bank Acct Nbr		1400749	<input type="text" value="1400749"/>	<input type="button" value="Undo"/>
Bank Acct type		2 - Checking account	2 - Checking account	<input type="button" value="Delete"/>
Bank Acct Amt		0.00		

**Payroll Frequency** Click  to select the pay frequency for which you wish to view or change payroll information.

Under **W4 Marital Status Information**:


- To delete information, delete the data in the **New** column and click **Update**.
- Click **Undo** to return the data to its original state. A message is displayed confirming that you want to cancel your changes.



**IMPORTANT:** Refer to the [IRS W-4 Instructions](#) for complete details about completing the following fields. Also, be sure to review [Publication 15-T Federal Income Tax Withholding](#), which contains the withholding tax calculations and the [FAQs on the draft 2020 Form W-4](#) page, which contains helpful information.

**Note:** Due to IRS Withholding calculation changes, the **W4 Marital Status** and **Nbr of Exemptions** are no longer used after December 31, 2019.





<b>Filing Status</b>	Click  to select a filing status.  <i>H Head of household</i> <i>M Married filing jointly</i> <i>S Single or Married filing separately</i>
<b>Multi-Jobs</b>	Select to indicate that there are multiple jobs in the household.
<b>Children under 17</b>	Type the number of children in the household under the age of 17 as of December 31. Refer to IRS Pub. 972, Child Tax Credit for complete details.
<b>Other Dependents</b>	Type the number of other dependents in the household.
<b>Other Exemptions</b>	Type the amount of any other exemptions that may affect your federal income tax withholding.
<b>Other Income</b>	Type the amount of any other income that may affect your federal income tax withholding.
<b>Other Deductions</b>	Type the amount of any other deductions that may affect your federal income tax withholding.
<b>IRS Lock-in Letter</b>	This field is only displayed if the IRS has determined that you do not have sufficient withholding and a Lock-in Letter has been issued and updated on your pay info record in ASCENDER. If so, the field is set to Y and the <b>W4 Marital Status Information</b> fields are disabled preventing any changes from being made.  For more information about the IRS Lock-in Letter, visit <a href="https://www.irsvideos.gov/Individual/Resources/WhatsALock-InLetter">https://www.irsvideos.gov/Individual/Resources/WhatsALock-InLetter</a> .  If you have questions, contact your Human Resources/Payroll administrator.

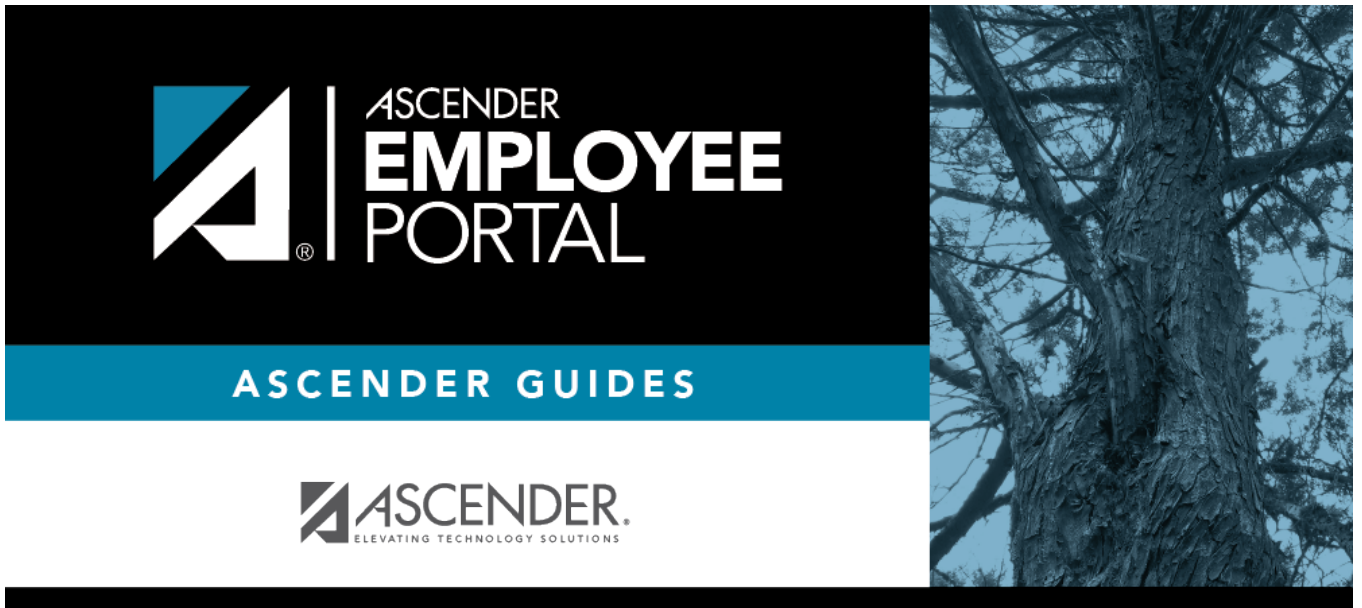
Under **Direct Deposit Bank Accounts:**

- Click **Add** to add a new financial institution to have your paycheck directly deposited.
- Click **Delete** to delete a financial institution from your record.
- To delete information, delete the data in the **New** column and click **Update**.
- Click **Undo** to return the data to its original state. A message is displayed confirming that you want to cancel your changes.

**Note:** The number of direct deposit accounts is determined by the LEA. If the LEA only allows one direct deposit bank and one already exists, you will not be allowed to enter and save a second one unless you delete the first one. If the LEA allows zero direct deposit banks and you have one or more, the banks will remain until you make a change. Once you attempt to make a change to the bank, the system will not allow you to save the change.

<b>Primary</b>	Select to indicate whether the bank account is the primary account for your paycheck to be directly deposited. Only one account can be selected as the primary account.
<b>Bank</b>	Click  to select a bank. A window opens with a list of all available bank names and their respective routing numbers. Click the routing number to select a bank, the bank name and routing number are displayed.

<b>Bank Acct Nbr</b>	Type the bank account number associated with the bank code. The field can be a maximum of 17 characters. This account number is used for the direct deposit of your paycheck.  This account number must be associated with the bank name entered in the <b>Bank</b> field.
<b>Bank Acct Type</b>	Click  to select the code to indicate the account type (e.g., checking or savings)
<b>Bank Acct Amt</b>	Type the amount to be deposited into the account at the bank indicated. The primary account displays a blank account amount.  All secondary accounts must contain an amount. Those amounts are distributed, and the remainder of the paycheck will be sent to the primary account.  The bank account amount cannot exceed 9,999,999.99.



## Back Cover