Human Resources Tool Kit:
Employee Self Service

Overview:

Employee Self Service (ESS) offers a single, secure source for individuals to manage their personal information. ESS offers two components:

- **eBenefits**: Allows individuals to enroll in and manage their benefits elections when they are newly eligible to enroll or make changes, such as at hire, when they have certain changes in their appointment, or during open enrollment. eBenefits can be used to enroll in medical, dental, and vision; flexible spending accounts (health care and/or dependent care); short-term disability; voluntary life insurance; supplemental retirement plans; and dependent tuition assistance.
  
eBenefits can also be used to change benefit elections due to certain life events: marriage, divorce, addition or termination of same sex domestic partnership, birth, adoption/legal guardianship, gain or loss of other coverage. Forms will still be required for enrollment changes due to all other life events (i.e. death).

- **eProfile**: Allows individuals to update their personal demographic information immediately in PeopleSoft, including campus mail, home/personal e-mail, phone, address, emergency contact information, and race/ethnicity information. Separate updates need to be made in the Student Information System for student-related addresses; however, all other demographic information is shared between employee and student records. Only address information needs to be updated in both eProfile and BuckeyeLink for employee-students.

ESS will roll out university-wide April 30. Faculty and staff of The Ohio State University Wexner Medical Center and the College of Medicine already use eProfile, and are currently participating in an eBenefits pilot through April 29.

Faculty and staff will access Employee Self Service from hr.osu.edu (Under “Hot Links”) or OneSource (within the links).

Your Role:

Currently, faculty and staff contact their local human resources representative to update their personal information and to obtain forms to enroll in benefits. In order to help us successfully implement the new self-service functionality, we are asking you to:

- Encourage faculty and staff to use ESS whenever possible.
- Provide assistance to faculty and staff using ESS. There will be resources available to help provide a clear understanding of the process.
- **Consider your current processes as they relate to this new functionality.** Newly eligible faculty and staff cannot access ESS and enroll in benefits until they are entered into PeopleSoft. Timely PeopleSoft actions are important so these individuals have the maximum amount of time for enrolling in benefits within their 31-day window.
- Save this information for future reference — many faculty and staff won’t need to use ESS for months after implementation. This will allow you time to think through your departmental processes and phase in changes that you may like to make to support ESS.

Implementation Checklist:

Following are the steps you can take to ensure a successful implementation of ESS in your college/unit. Not all items will be appropriate for your area; select the items that are, and include additional actions as necessary.

**Week of April 16 - Week of April 23**

- Register for training. This training will provide an overview of ESS and your role in the change, and will walk you through the available resources. Please register [online to attend](#).
- Review campus-wide communications schedule. Be aware of upcoming communications about ESS in case you receive questions from faculty and staff.
- Learn how to use eBenefits. Review the eBenefits pilot training and the eBenefits tutorials for step-by-step instructions on how to enroll in and manage benefits.
- Attend training. Attend the training session for which you registered. If you aren’t able to attend, or would like a refresher, you will be able to view an [online](#) replay.
- Remind your dean or vice president about the launch of ESS. Share this [executive summary](#) with your leader, and ask him/her to also encourage other leaders in your area to promote the use of ESS.
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Week of April 30

☐ **Check out ESS.** Log in to ESS so you can experience it for yourself. Go into eProfile and check your personal information for accuracy. Check out eBenefits as well – go to the Benefits Summary tab and review your current elections.

☐ **Post a visual reminder.** Hang ESS posters in common areas such as break rooms, locker rooms and at time clocks.

☐ **Add a shortcut to ESS on public computers.** If you have public access computers or kiosks, add a shortcut to the ESS link (University) or (Med Center) on the desktop, add a link in the Favorites menu, or make it the home page.

☐ **Post resource materials.** If you have public access computers or kiosks, place a permanent copy of the eBenefits tutorials and eProfile job aids at each computer; these are available online, or use the ESS Guides.

☐ **Include eBenefits information in orientation materials.** As part of the onboarding process, encourage new benefits-eligible faculty and staff to watch for their benefits packet containing the Benefits Overview Book and eBenefits fact sheet. Encourage eBenefits use for benefits enrollment. Information about eBenefits is also shared at the monthly Health & Wellness Benefit Choices Forums.

☐ **Remind faculty and staff of their Ohio State Username:** Print copies of this wallet card to help university faculty and staff keep record of their log-in information – they will need their Ohio State log in (lastname.#) and password to access ESS. Medical Center faculty and staff will use their Medical Center/OneSource login.

☐ **Notify faculty and staff that ESS is live:** Send this note announcing the rollout of ESS.

**Summer and Fall**

Use these tactics periodically throughout the summer and fall.

☐ **Encourage faculty and staff to use ESS and eBenefits during Open Enrollment.** Prior to Open Enrollment, send this note encouraging faculty and staff to log in to eProfile to verify their address is correct, and use eBenefits to make 2013 benefit changes during Open Enrollment. This can come from you or your leader, and can be customized for your area.

☐ **Promote ESS in your communication vehicles.** Reprint this Resources article in your newsletter or on your website to offer an overview of ESS.

☐ **Encourage faculty and staff to verify their information prior to tax season.** Send this note encouraging faculty and staff to log in to eProfile and verify their address in preparation for tax season.

**Where To Go for Help:**

- For help with username or password:
  - Medical Center logon: Contact the Help Desk at 293-3861
  - University logon (lastname.#): Go to my.osu.edu, or call 688-HELP (688-4357)

- For help using Employee Self Service:
  - For technical issues, e-mail ESS@hr.osu.edu
  - For step-by-step instructions on making changes in eBenefits, view these online tutorials

- For Benefits questions, visit hr.osu.edu/benefits, or contact Human Resources at service@hr.osu.edu, 292-1050 or 800-678-6010