

# Summary message from the State System

ESS "Account Alerts" feature – The Account Alert feature is an optional security measure that employees can utilize to receive automatic notifications when specific portal (ESS) applications are accessed or updated. Employees can customize the applications for which they want to receive notifications as well as the method(s) for receiving such notifications. Employees can opt to receive notifications via text messages, personal email, and/or State System work email. More details and instructions are contained in the attached "ESS Account Alerts" help document.

**IMPORTANT NOTE:** If there is no Mobile Phone or Personal Email entered on the Permanent Address, Contact Information screen the Text Message and Personal Email checkboxes will be unavailable for selection. Conversely, once a mobile phone and/or a personal email address is provided, employees can choose those as a method of delivery for the account alerts. Since employees accessing the ESS system will always have an active work email, the Work Email will always be available to anyone wanting to receive alerts via that method. For additional information please refer to the attached "ESS - Personal Information, Address and Contact Information" help document.

The Account Alerts page provides options for receiving notifications when designated portal applications are accessed. Employees may receive alerts via Text Message, Personal Email, and Employee Work Email (State System). Please be aware that if you elect to receive Text Messages standard wireless carrier charges may apply. (Please note: In order to receive alert notifications to your personal email and/or mobile phone in addition to your work email, you must maintain these fields on the Personal Information/Permanent Address screen under the Employee Self-Service tab.)

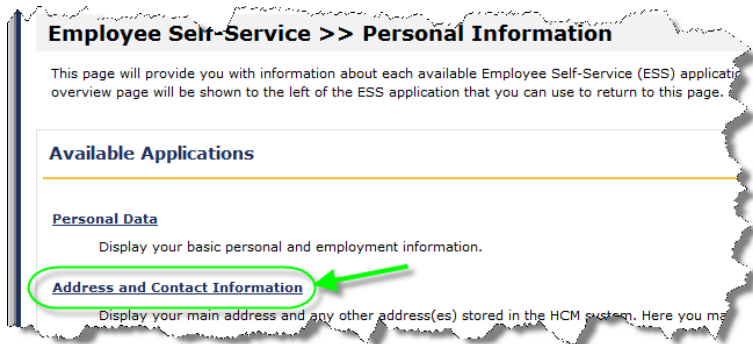
To set up account alerts, follow these quick and easy steps:

1. Login to ESS (select the EMPLOYEE SELF-SERVICE tab)
2. Select PERSONAL INFORMATION and choose ADDRESS AND CONTACT INFORMATION
3. Verify, update and/or add mobile phone and personal email addresses if you want to receive alerts via text messaging or at your personal email address.
4. Save changes.
5. Select the ACCOUNT ALERTS tab and check the notification options of your choice (scroll down to see all available applications). NOTE: if you are unable to select the text message or personal email options, you must update your mobile phone and personal email address as directed in steps 2 and 3 above.

## ESS - Personal Information – Address and Contact Information

1. **Address and Contact Information** - The *Address and Contact Information* screen under *Personal Information* allows employees to view their *Permanent Address* and any other address on file with PASSHE. The *Address and Contact Information* screen also provides employees the ability to view/maintain their primary contact number(s), emergency contact address and phone number(s), campus address and phone number(s), as well as the ability to end any current mailing address.

1.1. To begin, select the *Address and Contact Information* link from the *Personal Information* menu in ESS.



1.2. The employee's current *Permanent Address*, *Emergency Contact*, *Campus Address*, and *Mailing Address* information on file with PASSHE will automatically be displayed.

<p><b>Permanent Address</b></p> <p><a href="#">Change Contact Information</a></p> <p>Country: USA                  Street Address: 915 Susan Circle                  City: Enola                  State: Pennsylvania                  County: CUMBERLAND                  ZIP Code: 17050</p> <p>Home Phone: 717-412-1111 <input checked="" type="checkbox"/> Primary Contact <input type="checkbox"/> Unlisted Number                  Mobile Phone: <input type="checkbox"/>                  Work Phone: <input type="checkbox"/>                  Personal E-Mail:</p>	<p><b>Campus Address</b></p> <p><a href="#">Change Campus Address</a></p> <p>Department:                  Building:                  Floor:                  Room:                  Box:</p> <p>Work Phone                  Work Fax                  Work Mobile</p>
<p><b>Emergency Contact</b></p> <p><a href="#">Change Contact Data</a></p> <p>Name: Emergency Contact                  Country: USA                  Street Address: Test Street                  City: Mechanicsburg                  State: Pennsylvania                  ZIP Code: 17050</p> <p>Home Phone: 717-412-1111 <input checked="" type="checkbox"/> Primary Contact <input type="checkbox"/> Unlisted Number                  Mobile Phone: <input type="checkbox"/>                  Work Phone: <input type="checkbox"/></p>	<p><b>Mailing Address</b></p> <p><a href="#">Change Mailing Address</a></p> <p>Country:                  Street Address:                  City:                  State:                  County:                  ZIP Code:</p>

## **Permanent Address Maintenance**

1. Under *Permanent Address*, employees have the option to update the following:

- *Home Phone* (Option to make number unlisted)
- *Mobile Phone* (Optional and can be the same as *Home Phone*)
- *Work Phone* (Optional)
- *Primary Contact* (Required)
- *Personal E-Mail* (Optional)

**NOTE:** ESS does not allow employees to update their permanent address. Employees must contact the Human Resource Office in order to update their permanent address. The *Permanent Address* on file will be used for sending mail to the employee. If a different address is to be used for mailings, employees must visit their Human Resource Office as well in order to provide a *Mailing Address*.

2. To begin making changes under *Permanent Address*, click *Change Contact Information*.

Permanent Address			
<b>Change Contact Information</b>			
Country:	USA		
Street Address:	915 Susan Circle		
City:	Enola		
State:	Pennsylvania		
County:	CUMBERLAND		
ZIP Code:	17050		
		<b>Primary Contact</b>	<b>Unlisted Number</b>
Home Phone:	717-412-1111	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Phone:		<input type="checkbox"/>	
Work Phone:		<input type="checkbox"/>	
Personal E-Mail:			

3. The *Update Contact Information* window will appear allowing employees to make changes.

➤ The following guidelines should be used for entering data. (NOTE: If data is entered in an erroneous format, additional guidance will be provided on screen when *Save Changes* is attempted.)

- At least one phone number must be provided.
- Only one number can be chosen as the primary contact number.
- Phone numbers must be in the format of 123-456-7890.
- Employees may choose to make the *Home Phone* an *Unlisted Number*.
- *Home Phone* and *Mobile Phone* can be the same number.
- *Mobile Phone*, *Work Phone*, and *Personal E-Mail* are optional.

4. From the *Update Contact Information* window, the *Home Phone* and the *Work Phone* along with *ext.* can be entered directly in the spaces provided.

**Update Contact Information**

You may make all changes to your phone numbers below. You must enter at least one number and have one number checked as your primary contact.  
Please enter all numbers in the format 123-456-7890.

Home Phone: 717-412-1111  Primary Contact Unlisted Number

Mobile Phone:  Add

Work Phone: 717-703-5800 ext.

Personal E-Mail:  Add

Save Changes Cancel Update

- 4.1. In order to enter a *Mobile Phone*, select the *Add* button.

Home Phone: 717-412-1111

Mobile Phone:  Add

Work Phone: 717-703-5800 ext.

Personal E-Mail:  Add

- 4.2. The *Add Mobile Number* screen will appear. Enter the *New Mobile Phone*, select the *Mobile Carrier* from the drop-down box, and select *Add Mobile Number*

**Add Mobile Number**

Enter mobile number & select mobile carrier  
Please enter all numbers in the format 123-456-7890.

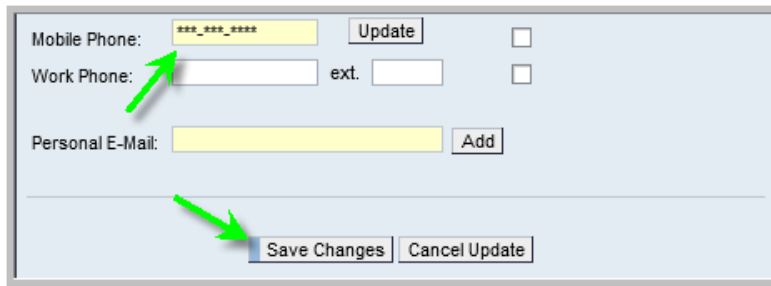
Previous Mobile Phone:

New Mobile Phone: \* 717-635-0000

Mobile Carrier: \* ADVANTAGE COMMUNICATIO @ADVANTAGEPAGING.COM

Add Mobile Number Remove Mobile Number Cancel

4.2.1. The *Update Contact Information* screen will appear again. The *Mobile Phone* field will be populated with *\*\*\*-\*\*-\*\*\*\**. Select the *Save Changes* button.

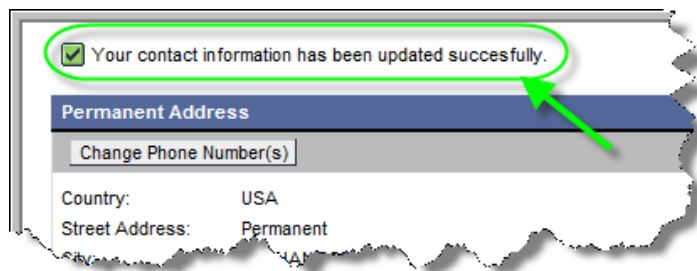


Mobile Phone:

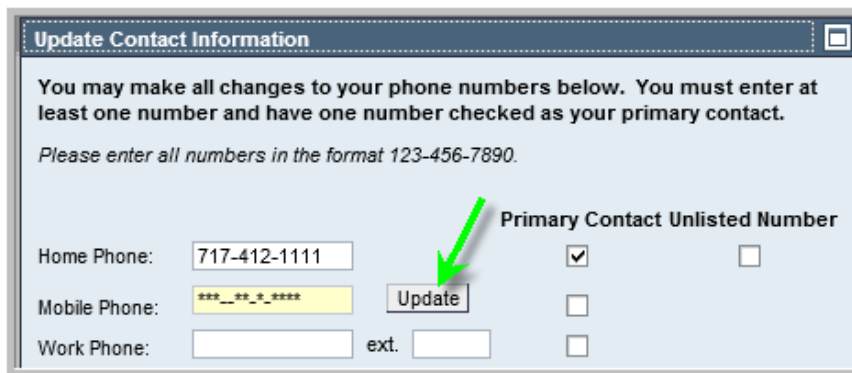
Work Phone:  ext.

Personal E-Mail:

4.2.2. The following message will appear confirming changes have been saved.



4.2.3. To update or remove a previously entered *Mobile Phone*, return to the *Update Contact Information* screen and select the *Update* button.



**Update Contact Information**

You may make all changes to your phone numbers below. You must enter at least one number and have one number checked as your primary contact.

Please enter all numbers in the format 123-456-7890.

Home Phone:

Mobile Phone:

Work Phone:  ext.

**Primary Contact Unlisted Number**

4.2.4. Before making any updates, users will be required to enter the *Previous Mobile Phone*.

The screenshot shows a web form titled "Update Mobile Number". At the top, there is a red warning message: "A new mobile number is only accepted if you enter the previous mobile number correctly and click your 'Enter' key on the keyboard". Below this, instructions state: "Please enter all numbers in the format 123-456-7890." The form contains three input fields: "Previous Mobile Phone:" (with a green arrow pointing to it), "New Mobile Phone:", and "Mobile Carrier:". At the bottom, there are three buttons: "Update Mobile Number", "Remove Mobile Number", and "Cancel".

4.2.5. Once the *Previous Mobile Phone* field has been completed, select the *Enter* key on the keyboard.

4.2.5.1. To remove a mobile phone completely, select the *Remove Mobile Number* button.

The screenshot shows the "Update Mobile Number" form. The "Previous Mobile Phone" field now contains the number "717-635-0000" and has a yellow highlight and a small "x" icon. A green arrow points to the "Remove Mobile Number" button. The "New Mobile Phone" and "Mobile Carrier" fields are now required, indicated by asterisks. The "Update Mobile Number" button is disabled.

4.2.5.2. To change the mobile phone, enter the new number in the *New Mobile Phone* field, select the *Mobile Carrier* from the drop-down box, and select *Update Mobile Number*.

The screenshot shows the "Update Mobile Number" form. The "Previous Mobile Phone" field contains "717-635-0000". The "New Mobile Phone" and "Mobile Carrier" fields are now active. Green arrows point to the "New Mobile Phone" field, the "Mobile Carrier" drop-down menu, and the "Update Mobile Number" button. The "Update Mobile Number" button is now enabled.

4.2.5.3. The *Update Contact Information* screen will appear. To commit to the changes, select the *Save Button*.

**Update Contact Information**

You may make all changes to your phone numbers below. You must enter at least one number and have one number checked as your primary contact.  
Please enter all numbers in the format 123-456-7890.

Home Phone: 717-412-1111   **Primary Contact Unlisted Number**

Mobile Phone:  Add

Work Phone:  ext.

Personal E-Mail: \*\*\*\*\*@\*\*\*\*\*.\*\*\* Update

Save Changes Cancel Update

4.2.5.4. The following message will appear confirming changes have been saved.

Your contact information has been updated successfully.

**Permanent Address**

Change Phone Number(s)

Country: USA

Street Address: Permanent

4.3. In order to enter a *Personal E-Mail*, select the *Add* button.

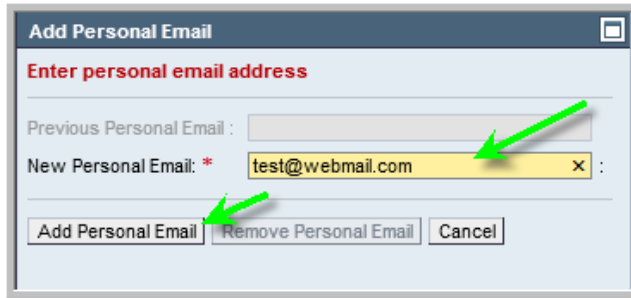
Home Phone: 717-412-1111

Mobile Phone: \*\*\*-\*\*\*-\*\*\*\* Update

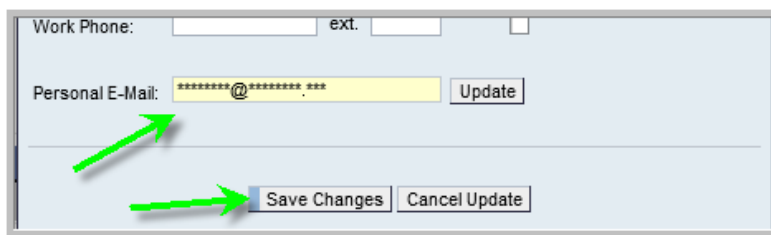
Work Phone:  ext.

Personal E-Mail:  Add

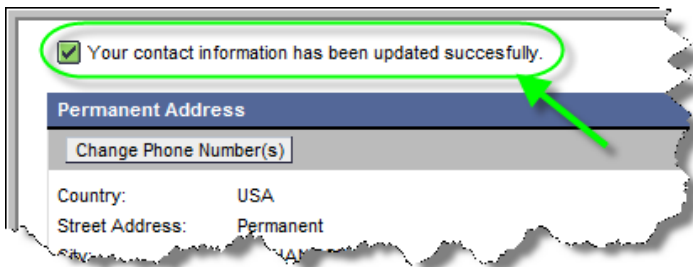
4.3.1. The *Add Personal Email* screen will appear.



4.3.2. The *Update Contact Information* screen will appear again. The *Personal E-Mail* field will be populated with \*\*\*\*\*@\*\*\*\*\*.\*\*\*. Select the *Save Changes* button.



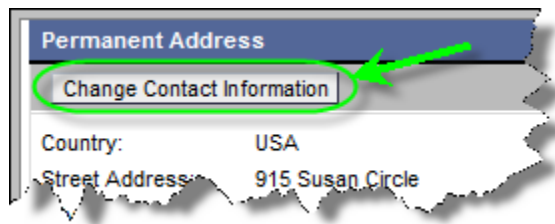
4.3.3. The following message will appear confirming changes have been saved.



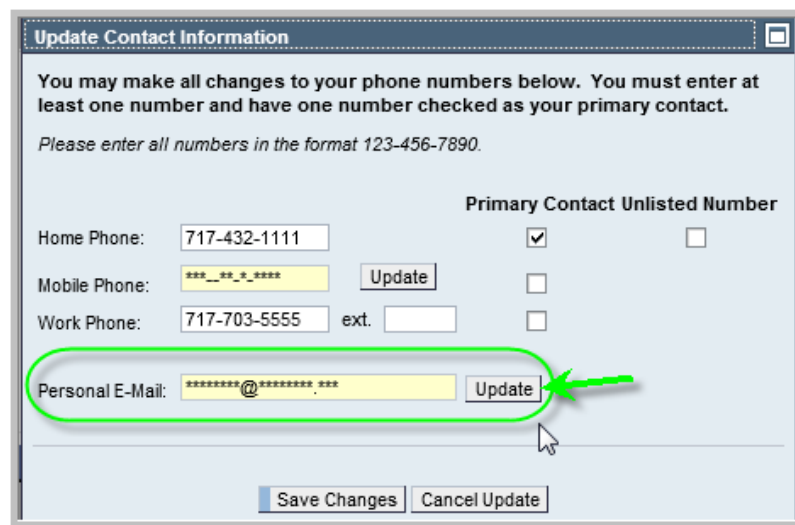


4.4. To make changes to or remove a previously entered *Personal E-Mail*, follow these steps:

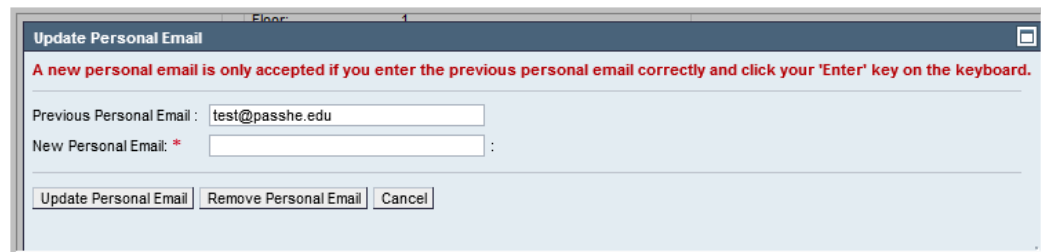
4.4.1. Select *Change Contact Information* from the *Permanent Address* section.



4.4.2. Select the *Update* button next to the *Personal E-Mail* field.



4.4.3. The *Personal E-Mail* pop-up window will appear. Enter the personal email address that is currently on file into the *Previous Personal Email* field and click the 'Enter' key on the keyboard. This will unlock the *New Personal Email Address* field as well as the *Update Personal Email* and *Remove Personal Email* buttons.



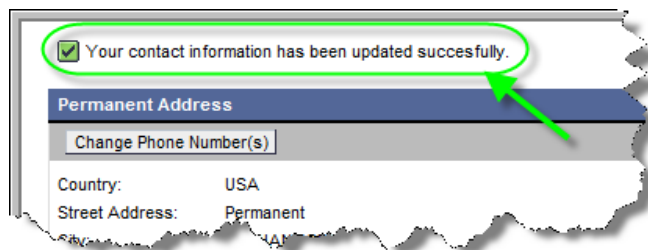
- 4.4.3.1. If updating the personal email address on file, enter the new email address into the *New Personal Email* field and select *Update Personal Email*.

The screenshot shows a web form titled "Update Personal Email". At the top, a red message reads: "A new personal email is only accepted if you enter the previous personal email". Below this, there are two input fields: "Previous Personal Email" containing "test@passhe.edu" and "New Personal Email: \*" containing "newemail@passhe.edu". A green arrow points to the "New Personal Email" field. At the bottom, there are three buttons: "Update Personal Email", "Remove Personal Email", and "Cancel". A green circle highlights the "Update Personal Email" button, with a green arrow pointing to it.

- 4.4.3.2. If completely removing the personal email address on file, select *Remove Personal Email*.

The screenshot shows the same "Update Personal Email" form. The "Previous Personal Email" field still contains "test@passhe.edu", but the "New Personal Email: \*" field is empty. A green arrow points to the empty field. At the bottom, the "Remove Personal Email" button is circled in green, with a green arrow pointing to it.

- 4.4.4. The following message will appear to indicate changes have been made successfully.



## **Emergency Contact Maintenance**

1. Under *Emergency Contact*, employees have the option to update the following:

- Emergency contact name
- Emergency contact address
- Emergency contact home phone (Option to make number unlisted)
- Emergency contact mobile phone
- Emergency contact work phone
- Emergency contact primary contact number

2. To begin making changes under *Emergency Contact*, click *Change Contact Data*.

Emergency Contact			
<b>Change Contact Data</b>			
Name:	Emergency Contact		
Country:	USA		
Street Address:	Test Street		
City:	Mechanicsburg		
State:	Pennsylvania		
ZIP Code:	17050		
		<b>Primary Contact</b>	<b>Unlisted Number</b>
Home Phone:	717-555-1234	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile Phone:	717-452-1234	<input type="checkbox"/>	
Work Phone:	717-352-1234 ext 34	<input type="checkbox"/>	

3. The *Update Emergency Contact Information* window will appear allowing employees to make changes.

➤ The following guidelines should be used for entering data. (NOTE: If data is entered by the user in an erroneous format, additional guidance will be provided on screen when *Save Changes* is attempted.)

- All address fields are required.
- At least one phone number must be provided.
- Only one number can be chosen as the primary contact number.
- Phone numbers must be in the format of 123-456-7890.
- Employees may choose to make the *Home Phone* an *Unlisted Number*.
- *Home Phone* and *Mobile Phone* can be the same number

3.1. When finished making updates, click *Save Changes*.

**Update Emergency Contact Information**

Make all changes to your emergency contact data below. An emergency contact name and primary phone number are required before you may save your update.

Name:

Country:

Street Address:

City:

State:

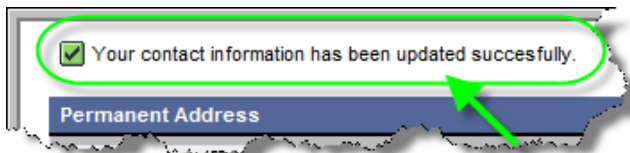
ZIP Code:

Please enter all numbers in the format 123-456-7890.

	Primary Contact	Unlisted Number
Home Phone: <input type="text" value="717-555-4567"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile Phone: <input type="text" value="717-452-4567"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work Phone: <input type="text" value="717-352-1234"/> ext. <input type="text" value="4567"/>	<input type="checkbox"/>	<input type="checkbox"/>

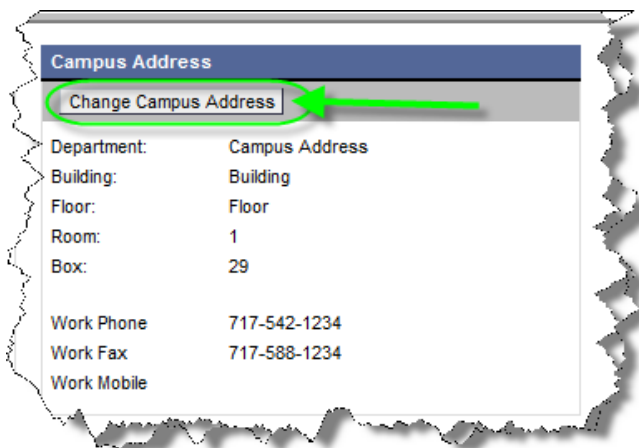
**NOTE:** To cancel updates, click on *Cancel Update* and changes will be discarded.

4. The following message will appear confirming changes have been saved.



## **Campus Address Maintenance**

1. Under *Campus Address*, employees have the option to update the following:
  - Department (required)
  - Building (required)
  - Floor
  - Room number
  - Box
  - Work phone
  - Work fax
  - Work mobile
  
2. To add a new campus address or to begin making changes to a pre-existing campus address, select *Change Campus Address*.



3. The *Update Campus Address* window will appear allowing employees to make changes.
  - The following guidelines should be used for entering data. (NOTE: If data is entered by the user in an erroneous format, additional guidance will be provided on screen when *Save Changes* is attempted.)
    - The *Department* field will default from the employee's organizational assignment and cannot be modified.
    - The *Building* field is required to be completed. Employees will be provided a drop-down list of buildings to choose from depending on the university at which they are employed.
    - *Floor, Room Number, Box, Work Phone, ext., Work Fax, and Work Mobile* are optional fields.
    - If phone numbers are provided, they must be in the format of 123-456-7890.

3.1. When finished making changes, click *Save Changes*.

**Update Campus Address**

Make all changes to your campus address below.  
Department name and building are required to save your address changes.

Department: A&F SAS HCM Team

Building: 0140 Vartan Way

Floor: 2

Room Number: 36

Box: 33

Please enter all numbers in the format 123-456-7890.

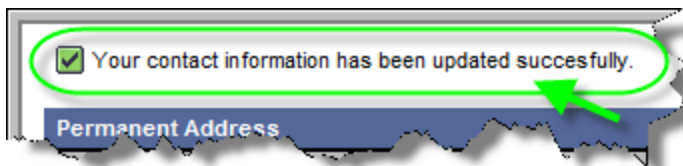
Work Phone: 717-542-1234 ext. 1111

Work Fax:

Work Mobile: 717-577-1234

**NOTE:** To cancel updates, click on *Cancel Update* and changes will be discarded.

4. The following message will appear confirming changes have been saved.



## **Mailing Address Maintenance**

1. Under *Mailing Address*, employees have the option of ending the validity of their mailing address if one is already on file. If no *Mailing Address* exists and an employee attempts to access the *Change Mailing Address* button as in the example below, a message will appear indicating that adding a mailing address must be done by visiting the HR office. To exit, select the *Cancel Update* button.

The screenshot shows two overlapping windows. The left window is titled "Mailing Address" and has a "Change Mailing Address" button circled in green. Below the button are fields for Country, Street Address, City, State, County, and ZIP Code. The right window is titled "Change Mailing Address" and contains the following text: "A mailing address is only necessary if you want mailings to arrive at an address other than your permanent residence address. To add a mailing address, please contact your campus HR office." At the bottom of this window, a "Cancel Update" button is circled in green.

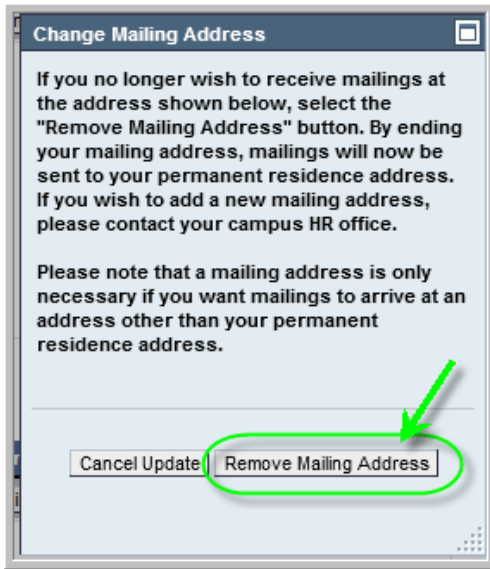
**NOTE:** The *Permanent Address* on file will be used for sending mail to the employee. *Mailing Address* should only be provided by the employee if they desire mail to be sent to an address other than *Permanent Address*.

2. For employees who already have a mailing address on file but no longer wish to receive mail at that particular address, the *Change Mailing Address* feature can be used to end the validity of the mailing address. To begin, select *Change Mailing Address*.

The screenshot shows the "Mailing Address" window with the "Change Mailing Address" button circled in green. The address details are as follows:

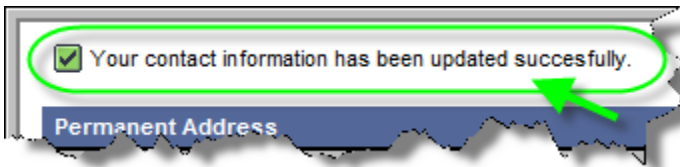
Country:	USA
Street Address:	Address Line 1 Test
City:	Mechanicsburg
State:	Pennsylvania
County:	CUMBERLAND
ZIP Code:	170501234

3. The *Change Mailing Address* window will appear. Select *Remove Mailing Address*.

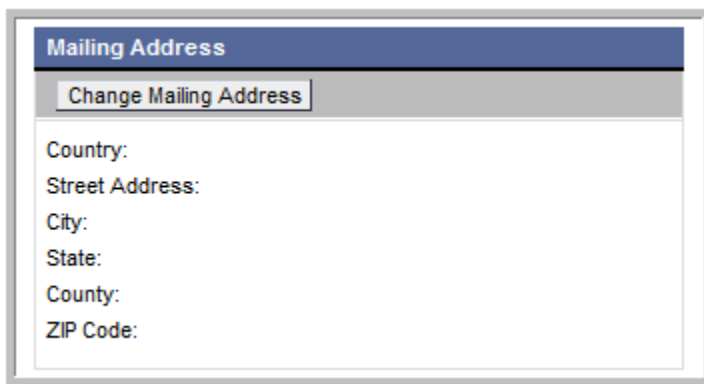


**NOTE:** To cancel updates, click on *Cancel Update* and the process will be abandoned.

4. The following message will appear confirming the *Mailing Address* has been ended.



(NOTE: The *Mailing Address* will now be blank reflecting the address has been removed.)





## ESS – Account Alerts

1. **Account Alerts** – The Account Alerts feature is an optional security measure that employees can utilize to receive automatic notifications when specific portal (ESS) applications are accessed or updated. Employees can customize the applications for which they want to receive notifications as well as the method(s) for receiving such notifications. Employees can opt to receive notifications via text messages, personal email, and/or State System work email.

**IMPORTANT:** If checkmark boxes appearing under *Text Message* and/or *Personal Email* are not maintainable as shown in this example, the employee has not provided a mobile number and/or a personal email address.

**Manage Notification**

Applications	Text Message	Personal Email	Work Email (State System)
Logon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In order to receive text message and/or personal email account alerts, employees must maintain this information under *Address and Contact Information*.

**Permanent Address**

[Change Contact Information](#)

Country: USA  
 Street Address: 1 Front Street  
 City: MECHANICSBURG  
 State: Pennsylvania  
 County: CUMBERLAND  
 ZIP Code: 170503801

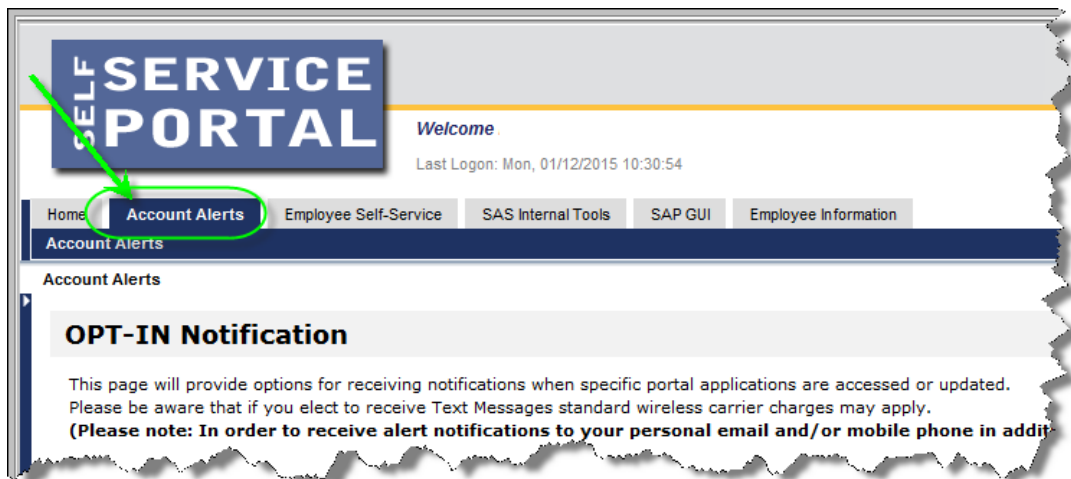
	Primary Contact	Unlisted Number
Home Phone: 717-412-2233	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Phone: ***_**_****	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work Phone: 717-703-0000	<input type="checkbox"/>	<input type="checkbox"/>
Personal E-Mail: *****@*****.***	<input type="checkbox"/>	<input type="checkbox"/>

For help setting up this information, please refer to the ESS help document *Address and Contact Information*.



## Setting Account Alerts

1.1. From the Self Service Portal menu, select *Account Alerts*.



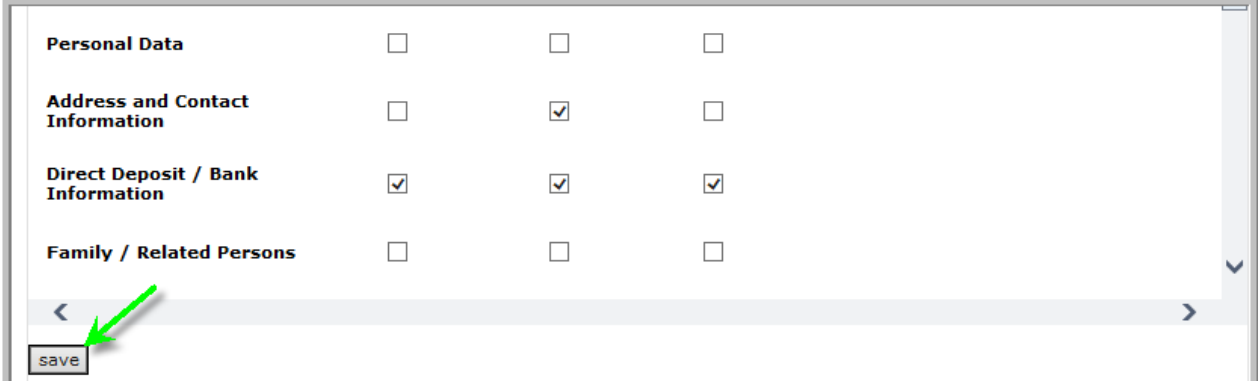
- 1.2. The *OPT-IN Notification* screen will appear. On the left-hand side of the menu, the *Applications* for which alerts are available are listed. Employees simply decide which applications for which they would like to receive automated notifications and place a checkmark under the corresponding method of notification(s) they desire. For example, if the employee wants to receive notification by text message, personal email, and work email any time a change is made to *Direct Deposit/Bank Information*, the employee simply has to place a checkmark in each of the corresponding boxes.

The screenshot displays the 'Manage Notification' interface. At the top, the title 'Manage Notification' is followed by a horizontal line. Below this, there are three columns of notification methods: 'Text Message', 'Personal Email', and 'Work Email (State System)'. These column headers are circled in green. To the left, a list of applications is provided: 'Logon', 'Personal Data', 'Address and Contact Information', 'Direct Deposit / Bank Information', and 'Family / Related Persons'. Each application has a corresponding checkbox in each of the three notification columns. The 'Direct Deposit / Bank Information' row has checkmarks in all three columns, with green arrows pointing to each checkmark. A 'save' button is located at the bottom left of the interface.

Applications	Text Message	Personal Email	Work Email (State System)
Logon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address and Contact Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct Deposit / Bank Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Family / Related Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

save

- 1.3. Employees can elect as many different alerts as they want to receive. Once finished making elections, select the Save button.

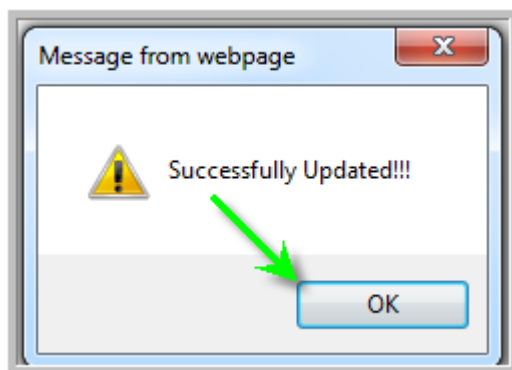


A screenshot of a web form for selecting account alerts. The form is organized into four sections, each with three checkboxes:

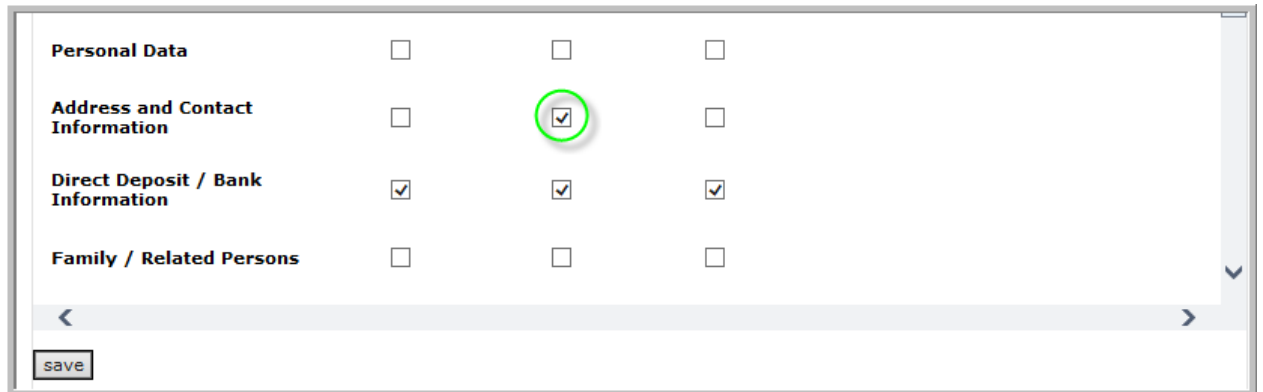
Section	Checkbox 1	Checkbox 2	Checkbox 3
Personal Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address and Contact Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Direct Deposit / Bank Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Family / Related Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom left of the form, there is a "save" button. A green arrow points to this button. The form also features a left-pointing arrow and a right-pointing arrow, with a green arrow pointing to the left-pointing arrow.

- 1.4. The following message will appear to indicate that the account alert options have been saved. Select OK to return to the *Account Alerts*



- 1.5. The setup of *Account Alerts* is now complete. If removing a notification is desired, simply click on the notification to be removed.

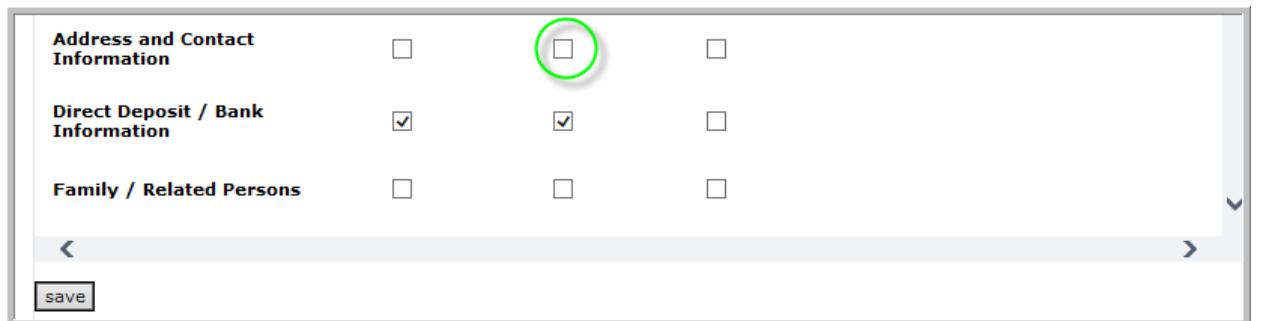


Personal Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address and Contact Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Direct Deposit / Bank Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Family / Related Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

< >

save

- 1.6. The checkmark will be removed. Select the Save button to capture the change(s).



Address and Contact Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct Deposit / Bank Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Family / Related Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

< >

save

- 1.7. The following message will appear to indicate that the account alert options have been saved. Select *OK* to return to the *Account Alerts*.

