

ADVANTAGE 3.10

EMPLOYEE SELF SERVICE (ESS) Upgrade FAQs



Browsers for ESS 3.10:

1. Is Safari ok to use?
 - a. The Advantage ERP product is not certified for the Safari browser running on desktop. However, it is certified to run on Safari from iPad & iOS 11.2.2.
2. Can you provide a list of certified browsers?
 - a. The Advantage ERP product will work with Internet Explorer 11.0, Edge, Chrome, Firefox

Computer:

1. When can I log in to the new ESS 3.10?
 - a. **Monday, June 4, 2018 @ 8:00 AM.**
2. How do I print my check stub for pay date Friday June 1st?
 - a. Employees will have read-only access to 3.7 ESS from Wednesday May 30th – Friday June 1st to view/print their paycheck. You will not be able to make any changes during this time – all new changes will need to wait until ESS 3.10 goes live June 4th.
3. What resolutions can we use?
 - a. The optimal resolutions for the monitors with 4:3 aspect ratio is 1280x1024 and 16:9 aspect ratio is 1600x900.
4. Will the web address be the same for ESS?
 - a. Yes
5. How can I access ESS when I away from the office?
 - a. <https://employee-center.co.monterey.ca.us/>

Employee Data:

1. Do I need to review that all my information is correct in ESS 3.10?
 - a. We encourage employees to verify your employee record in ESS 3.10 to familiarize yourself with the new ESS layout and verify that your record is correct.
2. Will ESS 3.10 look different?
 - a. Yes, ESS looks different in ESS 3.10. Please reference the ESS training materials and videos for guidance: <http://www.co.monterey.ca.us/ESS>
3. How far back are the records in the new ESS 3.10?

- a. All data from 3.7 ESS (earliest date 08/28/2010 to 06/01/2018) will transfer over to the ESS 3.10 version.

ESS Availability:

1. When is ESS available after hours for late shift employees?
 - a. **Monday Prelim Night** (Pay week) = 3 am – 7 am Tuesday
 - Tuesday Payroll Night** (Pay week) = Not Available midnight – 7 am Wednesday
 - All other nights** = 2 am – 7 am

Direct Deposit:

2. Will my direct deposit from 3.7 transfer over to ESS 3.10?
 - a. Yes. Employee's direct deposit information from 3.7 will be transferred over and in place for ESS 3.10. *There is no need to submit a new Direct deposit form.*
3. Will the "ESS Only" option from Direct Deposit transfer over?
 - a. Yes, your "ESS Only" option will transfer over from ESS 3.7 to ESS 3.10.
4. When can I make a change to my direct deposit information?
 - a. Employees can start submitting changes to ESS 3.10 starting Monday June 4th.

Timecards:

1. When do I have to submit my timecard?
 - a. Please check with your departmental timekeeper for deadlines as each department has different deadlines based on departmental.
2. Can my Supervisor read the comments I enter on my Timesheet?
 - a. Yes, supervisors and departmental timekeepers can see all timesheet comments.
3. Can I still use Easy fill in ESS 3.10?
 - a. Easy fill will continue to be available in ESS 3.10.
4. How do I know if my timesheet is rejected?
 - a. Your departmental timekeeper or supervisor will notify you.

Taxes:

1. Will my tax withholdings transfer over from ESS 3.7 to ESS 3.10?
 - a. Employee's W-4 tax withholding allowances from 3.7 will be transferred over to ESS 3.10 and be in place. There is no need to submit a new W-4.
2. When can I make a change to my W-4?
 - a. Employees can start submitting changes to ESS 3.10 starting Monday June 4th.

Leaves:

1. Will my leave balances from ESS 3.7 transfer over to ESS 3.10?
 - a. Yes, your leave balances and leave history will transfer over to ESS 3.10.