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## Employee Self-Service Frequently Asked Questions

### 1. What options do I have with employee self-service in People First?

Employees have the ability to maintain certain personal and employee-related information in People First, such as personal contact information, insurance benefits (when applicable), W-4 and direct deposit information, and timesheet-related information. Employees also have the ability to view other information such as work contact information, key service dates, and pay information. Refer to the [Employee Self-Service User Guide](#) for additional details.

### 2. Do all employees have an Employee landing page?

All employees have an Employee landing page. Unless you are a manager or have a human resource security role code, you will be taken directly to the Employee landing page after successfully logging in to the system.

### 3. What information is included in the header area?

The header area across the top of the page provides access to different screens in the system. For example, the Timesheet icon will take you directly to your current timesheet.

### 4. What information is displayed in the Announcements tile?

The Announcements tile contains key information regarding upcoming and on-going events, such as Open Enrollment. If there is more than one announcement, the announcements will be displayed in a rotating fashion.

### 5. What information is available in the Other Resources tile?

The Other Resources tile provides quick access to other employee-related accounts, including life insurance or FSA or HSA account information, if applicable. If you do not have these benefits, you will not have the option.

### 6. Where can I find People First Service Center contact information?

In the footer section, there is an option to view contact information. Here, you will find applicable phone and address information related to People First.

### 7. Are there any setting options available to update my People First viewing preferences?

In the footer section, there is an option that allows you to make personal preferences. Preferences include high contrast on/off and turning keys on/off. High Contrast allows you to turn high contrast theming on and off. Keys On allows you to also see numeric codes associated with various fields. For these settings, your preference is saved but can be changed again.

### 8. Where can I update my current People First password or my security questions?

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After logging in, you can update your password and security questions from the Settings option located in the footer.

## **9. What information is included in the Employee Information section?**

The Employee Information section displays your name, position title, and agency. If your agency has chosen to use employee photos, your photo will also be presented. Otherwise, a silhouette will be shown.

## **10. What information is included in the Quick Links section?**

The Quick Links section includes the most commonly used screens. Examples include timesheet, Open Enrollment (when applicable), contact information, leave and overtime requests, and HSA/FSA. Choosing a quick link will take you directly to the screen. To hide the Quick Links section, click the double arrow to collapse.

## **11. What tasks are presented in the Inbox?**

The Inbox section includes tasks pending your action. For example, if you have not completed your timesheet or do not have a current direct deposit record, you will see a task notifying you that an action is required. There will also be certain times of the year, such as when Open Enrollment is occurring, that you will see the task for a specific period of time.

## **12. How can I identify tasks in the Inbox that require immediate attention?**

Tasks that require immediate action or that are overdue will have a red circle. The number in the circle indicates the total number of activities required for the task.

## **13. How do I take action on a task from the Inbox?**

Selecting the task in the Inbox takes you directly to the action to be completed. The system automatically removes tasks once they are completed.

## **14. How do I view or update my personal or work information?**

The navigation tiles titled Personal Info, Work Info, Insurance Benefits, Pay Info, Talent Management, and Time and Attendance allow you to see information in People First. For tiles that have multiple screens, a navigation menu will be presented when you select the tile.

Note: If your agency does not use People First for some of these processes, that specific tile will not be displayed for you.

## **15. What screens are available in the Personal Info tile?**

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- Contact Information – Allows employees to update their home address, mailing address, and notification email address. Employees should ensure these are always kept up to date in People First.
  - i. Both the home and work county are used to determine which HMO health plan the employee is eligible for. Employees can update the home county on their home address record while the work county can be updated only by the employee's human resource office.
  - ii. The mailing address is used by People First, the Division of Retirement, the employee's insurance provider(s), and other state entities to send important information to employees.
  - iii. The notification email address is used to send notices to employees related to their insurance benefits.
- Correspondence History – Displays (view-only) a history of the insurance benefits notices that were sent from People First to the employee through either standard mail or through emails.
- Direct Deposit – Allows employees to maintain their direct deposit record. The information entered in this screen is used to deposit the employee's state paycheck into his or her bank account. This information is accessible only to the employee.
- EEO-Veteran – Allows employees to maintain their race, ethnicity, military status, and disability status. Disability status is self-reported and visible only to the employee (i.e., managers and human resource professionals cannot see the employee's disability status).
- Emergency Contact – Allows employees to maintain their emergency contacts.
- Employee Education – Allows the employee's human resource office to maintain the employee's work-related education history. Screen is view-only for employees.
- Employee Languages – Allows employees to maintain their related languages. Screen is view-only for employees.
- Form W-4 – Allows employees to maintain their tax status for payroll.
- Licenses and Certifications – Allows the employee's human resource office to maintain the employee's work-related licenses and certifications. Screen is view-only for employees.
- Other Employment – Allows the employee's human resource office to maintain the employee's other employment. Screen is view-only for employees.
- Personal Info – Displays the employee's key personal information (e.g., Social Security number, date of birth) that is used for tax reporting and to generate insurance benefits cards.



### 16. What screens are available in the Work Info tile?

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- Action History – Provides a history of the personnel actions that have been processed for the employee in People First. Screen is view-only for employees.
- Appointment Status Details – Provides a history of the employee's appointment status (e.g., probationary, permanent, exempt) for his or her employment records in People First. Screen is view-only for employees.
- DROP / Retirement – Provides a history of the employee's retirement codes for his or her employment records in People First. Screen is view-only for employees.
- Employment Screening – Provides a history of when employment screening was completed on the employee and, if rescreening is required, when it's due. Screen is view-only for employees.
- Key Service Dates – Displays key employment (e.g., agency hire date, state hire date) dates for the employee. Screen does not apply to OPS employment. Screen is view-only for employees.
- Org Work Assignment – Displays key work-related information from the employee's position. Screen is view-only for employees.
- Work Contact Information – Displays the employee's work location address, work mailing address, and work email address. Screen is view-only for employees.

### 17. What screens are available in the Insurance Benefits tile?

- Change My Benefits – Allows employees to create a qualifying status change when a life event such as marriage or birth occurs. Additionally, if the employee has a qualifying work event, an event is created for the employee and available here. The type of event determines the insurance benefit plans the employee is allowed to make enrollment changes to. Refer to the [Insurance Benefits Enrollment Process User Guide](#) for step-by-step instructions on completing the enrollment process.
- Confirmation Statement – Allows the employee to view and print insurance benefits confirmation statements for changes over the past seven years. Screen is view-only for employees.
- Health Insurance Tax Forms – Allows the employee to view and print his or her 1095-C insurance tax forms. Records are available only for years 2016 and after. Forms are added to this screen for the tax year by January 31 of the year following the tax year. For example, the 2017 forms will be available by January 31, 2018. Screen is view-only for employees.
- My Benefits – Allows employees to view both their current insurance benefits as well as their historical benefits. The screen defaults to current insurance benefits. Employees have the ability to view a history of enrollments for a specific insurance plan  as well as insurance benefit enrollments as of a certain day .
- My Dependent Information – Allows the employee to view currently registered dependents. Employees can correct the dependent's Social Security number. However,

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all other information has to be updated by contacting the People First Service Center. “Registered” does not mean the dependent is covered under any insurance plan. To view which dependents are enrolled, review enrollments in the My Benefits screen.

- Open Enrollment – Allows insurance benefits-eligible employees to make their insurance elections for the next plan year. The Open Enrollment menu item is presented only during the state’s annual Open Enrollment period.
- Premium History – Displays the employee’s premiums paid and due for their insurance benefits plans. Screen includes the ability for the employee to view underpaid and overpaid premiums as well as history of premiums paid. Screen is view-only for employees.

### 18. What screens are available in the Pay Info tile?

- Employee Gross Salary – Displays all components of the employee’s state gross salary. Screen includes the hourly rate of pay used for overtime (only applies if the employee is eligible for overtime payment) and the hourly rate of pay used for leave payouts (if the employee is eligible for or becomes eligible for a leave payout). Screen is view-only for employees.
- Gross Pay History (Pre-Tax) – Displays the gross salary (pre-payroll deductions) for each payment for the employee. To view your net pay go to the Department of Financial Services, Employee Information Center: <https://apps.fldfs.com/EIC/EmployeeInfoCenter/> Screen is view-only for employees.
- Pay Info – Displays the employee’s base pay amount and if eligible, the employee’s Competitive Area Differential (CAD) amount. Screen is view-only for employees.
- Payroll Deductions – Displays the employee’s elective post-tax payroll deductions.
  - i. To view your insurance deductions for your state-sponsored insurance plans, go to the Insurance Benefits, Premium History screen.
  - ii. Deferred Compensation and collections deductions are only available to view in the Department of Financial Services, Employee Information Center (<https://apps.fldfs.com/EIC/EmployeeInfoCenter/>).
  - iii. Some deductions may be maintained by the employee. This policy is set by your agency’s human resource office.
- Recurring Payments – Displays recurring pay additives for the employee. Screen also includes Criminal Justice Incentive Program and Firefighter Incentive Program records for eligible employees. Screen is view-only for employees.

### 19. What screens are available in the Talent Management tile?

Selecting the talent management tile will take you directly to the module for expectation/evaluation acknowledgment or for hiring manager recruiting related activities.

### 20. What screens are available in the Time and Attendance tile?

- Base Work Schedule Assignment – Allows employees to view their current FLSA period (if applicable) and work shift (if applicable). Screen is view-only for employees.
- FMLA/FSWP Leave Request – Allows the employee to request use of Family Medical Leave Act (FMLA) or Family Support Work Program (FSWP) for qualifying events. Employees should discuss with their agency human resource office before submitting a request. Once submitted, the request is submitted to the employee's human resource office for review. Screen is not displayed for employees in the judicial branch.
- Flexible Work Schedule – Allows employees to request an alternate work schedule. Employees should discuss with their manager before submitting a request. Once submitted, the request is sent to the employee's manager for consideration. If approved, the schedule is updated on the employee's timesheet for the requested period(s). Screen is not displayed for employees in the judicial branch.
- Leave Balance Overview – Provides employees access to view their current leave balances, as well as their previous 18-months of leave accruals, usage and balances. Screen is view-only for employees. Screen is not displayed for employees in the judicial branch.
- Leave Payout – Allows employees to view previous leave payouts that were processed through People First. Screen is view-only for employees. Screen is not displayed for employees in the judicial branch.
- Leave and Overtime Request – Allows the employee to request use of leave (e.g., annual leave). Once submitted, the request is sent to the employee's manager for consideration. If approved, the leave is prepopulated on the employee's timesheet for the requested time period. Screen is not displayed for employees in the judicial branch.
- Overtime Election – Allows overtime-eligible employees, in certain agencies, to change their overtime election from pay to accrual. The overtime election default is pay. If you are not overtime eligible or your agency does not allow you to change your overtime election, this screen is view-only for you. Screen is not displayed for employees in the judicial branch.
- Timesheet – Allows employees to enter their time worked and leave used, and submit for their manager's approval. Screen is not displayed for employees in the judicial branch.

### 21. How do I navigate back to a previous screen?

There is a navigation path at the top left-hand corner of the screen that shows how you navigated to the current screen. The navigation path is clickable and allows you to return to a previous screen or select a different option within the same area. **Do not use the back button within the browser.**

### 22. Where can I find step-by-step instructions on how to update my personal information?

Refer to the Employee Video [\[link is coming soon\]](#) for detailed information on updating your personal information.