

A photograph of three construction workers in hard hats and safety vests gathered around a laptop on a construction site. One worker in a yellow hard hat is pointing at the screen, while another in a white hard hat and glasses looks on. A third worker in a blue hard hat is on the right, looking towards the laptop. The background shows a blurred construction site with concrete pillars.

City of Newton MUNIS Employee Self-Service (ESS)

Instructional Guide for City Employees

www.newtonma.gov/ess

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MUNIS ESS OVERVIEW

What is Employee Self-Service (ESS)?

The Employee Self-Service portal (ESS) is a secure online application designed for City of Newton employees to conveniently manage their personal and financial information. ESS provides access to various HR-related features and data, ensuring user-friendliness and data security.

Within ESS, employees can access HR announcements, view their personal information, check time-off balances, and examine pay details. This includes information like home address, emergency contacts, pay advice, tax information forms, 1095C (Affordable Care Act form), deduction details, paycheck simulations, total compensation, demographic information, and time off balances. ESS also facilitates making edits and updates to personal information, such as home addresses, phone numbers (primary, work, and cell), and emergency contacts.

The ease of access from anywhere with an internet connection offers flexibility and convenience.

ESS Goals and Objectives

The goal of implementing the Employee Self-Service (ESS) system and this guide for City of Newton employees is to empower users with the knowledge and skills necessary to navigate the ESS portal while enhancing the efficiency, accessibility, and transparency in HR-related tasks and information management.

As ESS continues to evolve, newer versions with additional or enhanced features will emerge, aimed at further enhancing efficiency and usability, all while upholding the highest standards of data security.

Now, more than ever, is the perfect time to partner with HR. With the continuous evolution of the ESS portal, we understand that there may be instances where you come across incorrect information or encounter challenges while using the platform. By collaborating with HR, you can contribute to the ongoing improvement of the ESS system and help us identify areas that require attention and refinement. Your feedback is valuable in our mission to provide you with a seamless, efficient, and secure experience as you access HR-related tasks and manage vital information. So, read on to learn more about how you can be part of this exciting journey.



GENERAL GUIDELINES

Where an internet connection is available, MUNIS ESS is compatible with the following web browsers: Google Chrome, Safari, Microsoft Edge, and Firefox.

To log-in, please visit newtonma.gov/ess using a desktop computer or mobile device.

For iPhone users, you can conveniently access the Munis ESS Portal by downloading the official app from the App Store. Simply search for '**Munis ESS Mobile**' or follow this link: [Munis ESS Mobile on the App Store](#).

While Android users do not have a dedicated app at this time, you can easily access the portal by using your phone's default web browser.

To get started with ESS, you will need to log in using your **Employee ID** as the 'Username' (this can be found on your pay stub/voucher).

Your temporary password will be the last 4 digits of your Social Security Number, and **first time users will be automatically prompted to create a new password**.

Passwords guidelines are as follows:

- minimum of 10 characters in length
- One number required
- One upper and lower case letter required
- One special character

First time users will also be prompted to provide a password hint. Use a hint that will help you to easily remember your password. In the future, this password hint will be emailed to you upon your request if you happen to lose or forget your password in order to reset your password.



MUNIS ESS MAIN PAGE

Once you log in, the MUNIS Employee Self-Service Main Page appears, displaying your name in the center of the screen.

Announcements– users can stay informed about important updates, news, and notifications relevant to their employment.

Personal Information– allows users to view and update their personal details, such as contact information, emergency contacts, and other essential personal data

Paychecks– provides access to payroll information, allowing employees to view and download their pay stubs and related financial documents.

Time Off– track and review your paid time off, including vacation days, sick leave, and other leave accruals.

The screenshot displays the 'City of Newton Employee Self Service' interface. It includes a navigation menu on the left with options like 'Employee Self Service', 'Pay/Tax Information', 'Personal Information', 'Substitute Teaching', and 'Time Off'. The main content area is titled 'Welcome to Employee Self Service' and contains several sections: 'Announcements' with a link to the 'Newton ESS Portal', 'Personal Information' with fields for phone and email, 'Time off' with a bar chart showing accruals for COMP (7.50), FL HOLIDAY (12.00), SPECIAL LV (43.12), and VACATION (37.50), and 'Paychecks' with a table of recent paychecks and links to 'Tools' like 'PAYCHECK SIMULATOR' and 'VIEW LAST YEAR'S W2'.

Category	Amount	Balance
COMP	7.50	7.50
FL HOLIDAY	12.00	15.00
SPECIAL LV	43.12	65.62
VACATION	37.50	75.00

Date	Amount	Status	Details
10/26/2023		ISSUED	DETAILS
10/19/2023		ISSUED	DETAILS
10/12/2023		ISSUED	DETAILS
10/5/2023		ISSUED	DETAILS
9/28/2023		ISSUED	DETAILS

ESS Mobile Service URL- Using a mobile device, employees can conveniently access their employee self-service features by scanning the QR code below provided in the ESS Mobile Service URL section.





PERSONAL INFORMATION

What Can I View?

The "Personal Information" section in MUNIS ESS is a convenient and secure portal designed to help you manage and view key aspects of your personal and professional details. Here's a brief overview of what you can expect in this section:

- View basic employee information, including your name, employee ID, and job title.
- Confirm personal details such as marital status, gender, and ethnicity.
- Access information about your compensation, including salary and any additional benefits.
- Retrieve details about your current job status, department, position, and supervisor.
- Check your remaining leave balances, including vacation, sick leave, and any other accrued time off.

What Can I Change?

ESS allows you to change the following:

- Contact Information:
 - Update your address, phone number, and alternate email address. Keeping this information current is essential for communication from the City.
- Emergency Contacts:
 - Add, remove, or update emergency contacts as needed. Ensure that this information is accurate for situations requiring emergency assistance.
- Demographic Information*:
 - Make changes to personal details like your marital status, gender, or ethnicity if necessary. Ensure that this information is accurate for HR and payroll purposes.

*These changes may require additional documentation/approval



PAY/TAX INFORMATION

What Can I View?

The Pay/Tax Information Module allows you to view pay check information, view year-to-date gross earnings, W-2 information, and offers a paycheck simulator function.

Here you can view the following:

- Paycheck History:
 - Access a detailed history of your paycheck information, including earnings, deductions, and taxes for each pay period.
- Tax Forms:
 - View and download electronic copies of your tax forms, such as W-2s and 1099s.
- Benefit Deductions:
 - Understand the details of benefit deductions from your paycheck, including health insurance, retirement contributions, and other voluntary deductions.

What Can I Change?

ESS allows employees to change the following information:

- Tax Withholding:
 - Adjust your federal and state tax withholding to align with your current tax situation. Ensure that you update this information whenever there is a change in your tax status.
- Personal Information
 - Conveniently update your personal information such as your mailing address, phone number, alternate email, or emergency contact details.
- Paycheck Simulator:
 - Use the paycheck simulator to forecast how changes to your deductions will impact your pay.



FREQUENTLY ASKED QUESTIONS (FAQS)

What is the link to access MUNIS ESS?

Visit <https://www.newtonma.gov/ess> to access the Employee Self Service portal.

What is my login and password?

Your login is your employee ID. This can be found on your pay stub (voucher). Your password is the last 4 digits of your social security number. Upon first login, you'll be prompted to change it to a more secure password, meeting the following criteria: a minimum of 10 characters, including numbers, upper- and lower-case letters, and a special character.

What should I do if I forgot my password?

If you forget your password, select the "forgot password" option and answer the hint. This will generate a reset link to your primary email address. For City employees, this is your City email; otherwise, it's your personal email. If unsure, contact the payroll department at (617) 796-1045.

I forgot my password and didn't receive the confirmation email. What should I do?

ESS will correspond with the primary email address as indicated above. Check your spam folder if you haven't received a notification with your password hint. If issues persist, contact the IT department at (617) 796-1195.

Is there a limit to failed logins?

Your account will be locked after 4 failed login attempts. Please contact the IT Department at (617) 796-1195 for assistance in unlocking.

Does my password expire?

Yes, passwords expire every 12 months.

Does MUNIS ESS have an app for my phone?

Yes, there's a dedicated Munis ESS Portal app available in the App Store for iPhone users. Find it here: [Munis ESS Mobile](#) or by searching "MUNIS ESS Mobile" in the app store.

Unfortunately, there is no current solution for Android users. However, you can access the portal using your phone's default web browser.



FREQUENTLY ASKED QUESTIONS (FAQS) CONTD.

I notice three dates in my records – 'Hire,' 'Service,' and 'Original Hire Date.' Can you explain their significance?

We store information about three important dates in your records, each serving a distinct purpose:

1. **Hire:** The last date on which the Employee was hired or re-hired after a separation of service
2. **Service:** The 'Service' date marks when an employee was hired and became eligible for benefits. This date is used to determine years of service for various benefits like longevity pay, vacation accruals, pension, etc. While often matching the 'Original Hire Date,' exceptions arise when the original hired position lacks benefits. Adjustments to this date, requiring HR Department approval, can occur when creditable service is granted.
3. **Original Hire:** This date stands as the employee's first day of paid work for the City of Newton, including roles with the School Department. This date remains unchanged even if there is a break in service or a modification to the service date.

I see two email addresses. What is the difference?

Your primary email is your work email address. Your alternate email, if populated, is where your paycheck voucher is emailed.

How do I make changes to my information?

Some changes, like emergency contact and phone number, can be updated instantly.

For items needing review, such as W-4 changes, Human Resources approval is required. ESS will confirm your change request submission, and once approved, you'll see the Historical action change, request date, and posting date.

Are there things I can't change through the portal?

Yes, certain items require a visit to Human Resources or Payroll and possibly documentation for changes, as we take extra precautions for their security. Some examples include direct deposit and some demographics changes.



Why does my "Time Off" section show zero time in some areas?

Not all employees have the same accrued time buckets. Some may not receive the same each year. Even if currently zero, the system retains past data, anticipating possible future updates to your record.

ENDING EMPLOYMENT

As you prepare to conclude your employment with the City of Newton, there are important offboarding tasks you can manage through the Employee Self Service (ESS) portal. This ensures a smooth transition and allows you to access vital information even after your separation or resignation.

1. Update Personal Information:

- Ensure your mailing address is up to date to receive any post-employment documentation or correspondence.

2. Alternate Email Address:

- Provide an alternate email address for continued access to historical pay and tax information. This ensures that you can retrieve crucial documents even after your departure.

3. Review Benefits Information:

- Check your benefits status and review any information related to post-employment benefits or options

5. Access Historical Pay and Tax Information:

- Utilize the ESS portal to access historical pay and tax information for your records. Having an alternate email ensures you can retrieve this information at any time.

6. Update Emergency Contact Information:

- Confirm that your emergency contact information is accurate for any unforeseen circumstances.

7. Review Leave Balances:

- Check your remaining leave balances and understand any policies related to unused leave upon separation

9. Return Company Property:

- If applicable, follow the company's process for returning any equipment or property issued to you.

Contact HR for Assistance:

If you have any questions or need assistance with specific offboarding tasks, don't hesitate to reach out to our dedicated Human Resources team by calling (617) 796-1260 or via email at hr@newtonma.gov.



WHO DO I CALL?

For technical issues and assistance resetting your password, please contact the City Hall IT Department/
Help Desk

 **617-796-1195**

 **helpdesk@newtonma.gov**

For assistance and questions about your personnel information contact the Human Resources or Payroll
Department

 **617-796-1260 (Human Resources)**

 **617-796-1045 (Payroll)**

 **hr@newtonma.gov**