



Kentucky Public
Pensions Authority

CHAPTER 3

Employer Self Service Account Setup and Maintenance

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REVISED 07/2021

OVERVIEW



FORM

[Form 7071](#)



[First Time Log In
to Employer Self
Service](#)



VIDEOS

The Employer Self Service (ESS) website provides access to an employer's online account and monthly reporting modules. The Agency Head must submit [Form 7071, Employer Self Service Employer Administrator Account Creation Request](#), to KPPA to designate an Employer Administrator. Each agency's Employer Administrator completes the setup for each ESS user. To log in to ESS, a user must have a valid user ID and password.

Once the Employer Administrator grants a new user access, the user must first log in to KPPA's secure email portal to retrieve the user ID, password and Personal Identification Number (PIN). For step-by-step instructions on the initial login process, please refer to the [First Time Log In to Employer Self Service guide](#). After signing in to ESS, a user will have access based on the security role set by the Employer Administrator.

It is imperative that all users safeguard their ESS credentials. This means credentials should NEVER be shared with other ESS users, including coworkers.

Required Fields

All information that must be provided by the user is designated with a red asterisk.

Security Timer

Once the user has signed in, a security timer begins. The timer displays in the bottom left-hand corner of the screen. The timer will reset when the user performs certain actions. After 15 minutes with no activity, the session will time out and the ESS user will be required to log in again.

ESS Training Videos

Several training videos are published explaining how to register and use ESS:

- [Registering for Employer Self Service](#)
- [Guide to the Secure Email Portal](#)
- [Update a Password](#)
- [Update PIN](#)
- [Update a Security Question](#)
- [Add a Contact Person](#)
- [Edit a Contact Person](#)
- [Delete a Contact Person](#)
- [Add an Agency Address](#)
- [Edit an Agency Address](#)
- [Delete an Agency Address](#)
- [Download Member ID](#)
- [Viewing and Paying Invoices](#)

Visit our website at <https://kyret.ky.gov/Employers> for employer announcements, additional videos and training resources.

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TIP

**RECOMMENDED
BROWSER**
Most Recent
Version of
Microsoft Edge

STEP 1

Launch your internet browser and navigate to the KPPA website at <https://kyret.ky.gov>. Click **LOGIN** and click on **Employer Login**.



LOGIN

[Members](#) [Retirees](#) [Employers](#) [Investments](#) [Publications & Forms](#) [About](#) [Legislative Updates](#) [Contact](#)

Login

Webinars

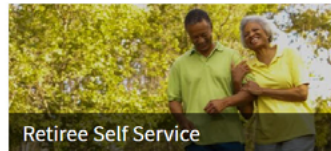
If you are interested in one of our webinars covering covering tier benefits, Reemployment After Retirement, or other retirement-related topics, visit the [Webinars and Videos page](#) under Members > Outreach and Programs for more information.



Member Self Service

- Apply for Retirement
- Upload Documents
- Update Contact Information
- Request an Account Balance Letter
- Calculate Retirement Estimates
- Estimate Costs to Purchase Eligible Service
- View Annual Statements

MEMBER LOGIN >



Retiree Self Service

- Update Contact Information
- Change Tax Withholdings
- Maintain Direct Deposit Information
- View 1099-R
- Update Mailing Address
- Submit Health Insurance Application during Open Enrollment

RETIREE LOGIN >



Employer Self Service

- Submit Your Monthly Report
- Change Your Payment Accounts
- Give Employees Online Access
- Estimate Sick Leave Cost
- Download New Member Information
- Pay Outstanding Invoices

EMPLOYER LOGIN >

Log in to your account

User ID

Password

☐ Save ID

Consider unchecking if on shared device

Login

Need to register? Please contact your administrator or a KPPA representative.

[Forgot User ID](#)[Forgot Password](#)

Note: The information contained in this site is available via a secure connection.

[Members log in here »](#)Use **Employer Services** to:

- Submit your monthly report
- Change your payment accounts
- Give employees online access
- Estimate sick leave cost
- Download new member information
- Pay outstanding invoices

STEP 2

To log in, enter the user ID and password and click

Login



If you attempt to log in three times unsuccessfully, your account will be locked. To reset your password and unlock your account, contact your Employer Administrator.

Upon initial login, the ESS user will be required to change the temporary password, change the temporary PIN, and select and answer a security question. The user must complete these steps before accessing ESS. After creating ESS credentials, users can click [Forgot Password](#) or [Forgot User ID](#) and answer their security question to reset their ESS Password or retrieve their User ID.

Once an ESS user has logged in, the [Home](#) page displays. Not all menu options will be available to all users because the security role assigned to each user determines what the user can access. For example, the [Admin](#) menu only displays to ESS users with an Employer Administrator role.

| HOME | REPORT | SERVICES | ACCOUNT | ADMIN |
|--|--|---|---|--|
| This is the first page a user sees in ESS. | Enter Report Details or Upload Detail File <ul style="list-style-type: none"> • Submit your monthly detail report | Download Member ID <ul style="list-style-type: none"> • Find contribution groups for new employees and/or download Member IDs from KPPA | Payment Accounts <ul style="list-style-type: none"> • Set up payment accounts for EFT and/or e-check | Manage Users <ul style="list-style-type: none"> • Only available to users in the Administrator role • Used to add users, unlock user accounts, reset passwords and PINs, and deactivate users |
| | Submit Monthly Summary <ul style="list-style-type: none"> • Submit your monthly summary and electronic payment | Sick Leave Cost Calculator <ul style="list-style-type: none"> • Only available to employers who participate in the Standard Sick Leave program for budgetary purposes | Office Locations <ul style="list-style-type: none"> • Stores all locations for a particular employer | |
| | Monthly Packets <ul style="list-style-type: none"> • Includes items from previous monthly reports that need to be reviewed | Death Notice <ul style="list-style-type: none"> • Report the death of a current or former employee | Contact Persons <ul style="list-style-type: none"> • Lists all agency personnel who KPPA may contact | |
| | Invoices <ul style="list-style-type: none"> • View and pay invoices | Seminars <ul style="list-style-type: none"> • Register for upcoming employer training sessions | Change Password <ul style="list-style-type: none"> • Update password for ESS | |
| | Supplemental Report Details (County Fee Agencies Only) <ul style="list-style-type: none"> • Submit additional monthly report details | | Change Security Question <ul style="list-style-type: none"> • Update Security Question for password hints | |
| | Adjustments (KHRIS Agencies Only) <ul style="list-style-type: none"> • Make non-monetary adjustments to previously reported records | | Change PIN <ul style="list-style-type: none"> • Update PIN for ESS | |



Some options are only available to certain agencies based on reporting requirements. For example, only county fee agencies will see the Supplemental Report Details option in the [Report](#) menu.

CHANGE PASSWORD

First time users will be required to reset their temporary password issued by KPPA immediately upon initial log in. The ESS user must use their password to log in to ESS.

Valid ESS passwords:

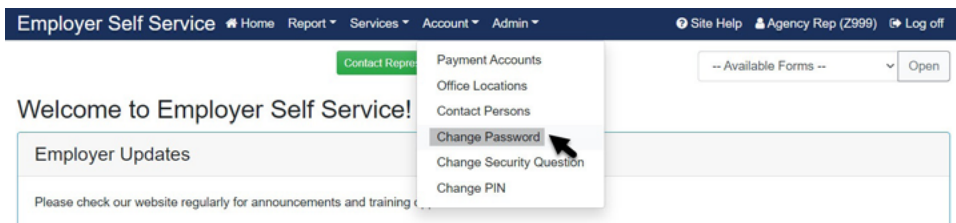
- Must be between 8 and 16 characters long
- Include at least one letter
- Include at least one number
- Include at least one special character
- Are case sensitive
- Should not contain spaces

The following characters are permissible:

- Capital and lower case Aa-Zz
- Numbers 0-9
- Special characters @ # ! % \$

STEP 1

ESS users can change the password on their account by selecting **Change Password** under the **Account** menu.




STEP 2

Complete all required fields:

A screenshot of the 'Change Password' form within the 'Employer Self Service' application. The form is titled 'Change Password' and includes a note about password security. It contains several input fields: 'Your User Name' (pre-filled with 'Jdoe1Z990'), 'Current Password' (with a red asterisk indicating it is required), 'Your New Password' (with a red asterisk), 'Retype Your New Password' (with a red asterisk), and 'KPPA PIN' (with a red asterisk). Below the fields are 'Update' and 'Cancel' buttons. A red asterisk and the text '* Required field' are shown at the bottom left of the form area. A detailed password requirement note is visible next to the 'Your New Password' field: '(At least eight characters, case sensitive; Aa-Zz, 0-9, (!, #, %, and \$) only; at least 1 uppercase letter; 1 lower case letter; 1 number and 1 special character; no spaces; you cannot repeat a password previously used for this account)'. The top navigation bar shows 'Employer Self Service' and the 'Account' tab is selected.

| Field Name | Description |
|--------------------------|--|
| Your User Name | User name of the person currently logged in to ESS. |
| Current Password | Current password of the person logged into ESS. |
| Your New Password | New password to be used for ESS. |
| Retype Your New Password | Verification of the new password for ESS. |
| KPPA PIN | Security feature that uses your employer PIN to verify identity. |

STEP 3

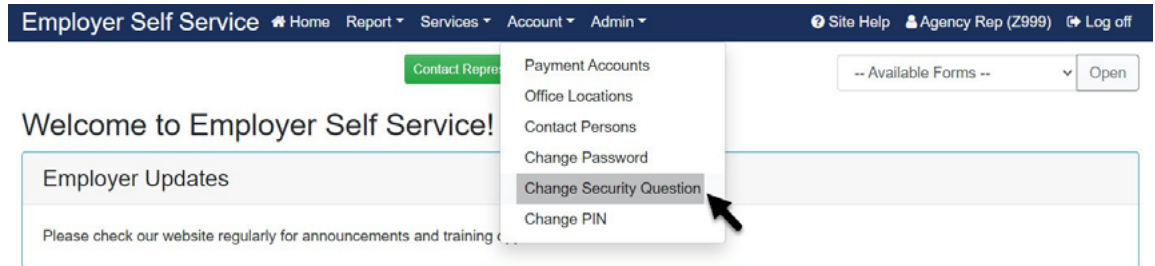
Click  to change the ESS password.

CHANGE SECURITY QUESTION

First time users will be required to select and answer a security question upon initial log in. The Security Question answer will be required if the user clicks the “Forget Password” link on the sign in screen.

STEP 1

Click [Change Security Question](#) under the [Account](#) menu.



STEP 2

Complete all required fields:

A screenshot of the 'Update Security Question' form in the Employer Self Service application. The form includes a dropdown for 'Security Question' (currently set to 'What color was your first car?'), text input fields for 'Answer' and 'Retype Your Answer' (both masked with asterisks), and a 'KPPA PIN' field (also masked). There are 'Update' and 'Cancel' buttons at the bottom. A note states: 'The question displayed below is what we currently have on file for you.' A list of available security questions is shown in a dropdown menu, including 'What color was your first car?', 'What is the first name of your best friend from high school?', 'What is the last name of your all-time favorite athlete?', 'What is the name of your high school mascot?', 'What is your favorite cartoon character?', 'What is your favorite color?', 'What is your favorite movie?', 'What is your favorite sports team?', 'What is your favorite vacation spot?', 'What was the first phone number that you remember?', 'What was the last name of your first teacher?', 'What was the last name of your favorite teacher?', 'Who is your favorite composer, singer, band?', 'Who was your favorite childhood hero?', and 'Where did you go to prom with?'.

| Field Name | Description |
|--------------------|--|
| Security Question | Question that will be asked in the event the user forgets their user name or password. |
| Answer | Answer to the security question. |
| Retype Your Answer | Verification of the answer to the security question. |
| KPPA PIN | Security feature requiring the user's PIN to verify identity. |

STEP 3

Click [Update](#) to update the security question information.

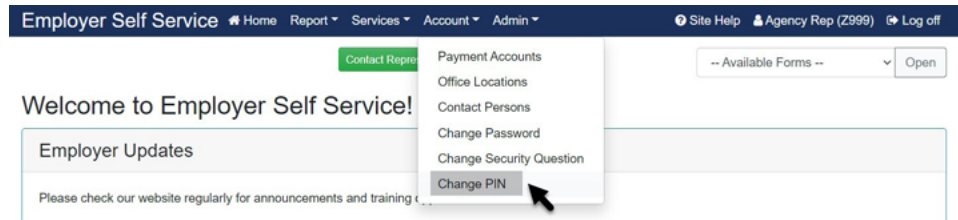
PIN Personal Identification Number

CHANGE PERSONAL IDENTIFICATION NUMBER

First time users will be required to reset their temporary PIN issued by KPPA immediately upon initial log in. The employer PIN is used to verify the identity of the employer representative both online and when calling KPPA, and acts as the representatives' electronic signature.

STEP 1

Click **Change PIN** under the **Account** menu.



STEP 2

Complete all required fields:

 A screenshot of the 'Change PIN' form. The form is titled 'Change PIN' and includes a note: 'Valid PINs are 4 characters long. Only numbers are permissible.' Below the note is a 'Note' box stating: 'Maintaining the security of your PIN information is your responsibility. No one at KPPA knows or can retrieve your PIN for you.' The form contains four input fields: 'Your User Name' (pre-filled with 'jhunt'), 'Current PIN' (with a placeholder '(4 characters, all numbers, no spaces)'), 'Your New PIN', and 'Retype Your New PIN'. Each of the last three fields has a red asterisk indicating it is a required field. At the bottom right are 'Update' and 'Cancel' buttons. A red asterisk and the text '* Required field' are located at the bottom left of the form.

| Field Name | Description |
|---------------------|--|
| Your User Name | User name of the person currently logged into ESS. |
| Current PIN | Current PIN of the person logged into ESS. |
| Your New PIN | New PIN to be used for ESS. |
| Retype Your New PIN | Verification of the new PIN for ESS. |

STEP 3

Click **Update** to update the ESS PIN.

PAYMENT ACCOUNTS

KHRIS employers included on the Personnel Cabinet's monthly retirement file do not manage Payment Accounts in ESS. The Personnel Cabinet submits payment to KPPA.

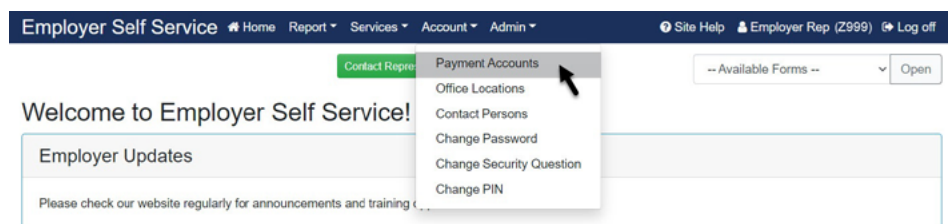
The Payment Accounts module allows employers to add, update, and delete payment accounts for remitting contributions to KPPA. Bank routing and account information entered by the employer in ESS is encrypted and stored securely by KPPA.

Two electronic payment account types can be set up:

| Payment Account Type | Description |
|----------------------|--|
| EFT | Bank routing and account information is stored with KPPA so that the monthly payment can be automatically drafted after the submission of the monthly summary. |
| e-Check | Bank routing and account information is stored with KPPA and allows the employer to enter a specific check number each month prior to payment. |

STEP 1

Click **Payment Accounts** under the **Account** menu. All existing payment accounts will display.



The user can delete an existing payment account by clicking **Delete** next to the payment account if there are no pending payments.

Delete

Manage Payment Accounts

The Payment Accounts page allows employers to manage various methods for payment to KPPA. Accounts entered through this module will be available for use on the Submit Monthly Summary and Invoices screens of Employer Self Service. Users will click the Nickname of the account to update entered account information. New account information can be entered using the **Add a Payment Account** button.

| Existing Payment Accounts | | | | |
|---------------------------|----------------|---------------------|--------------|--------|
| Nickname | Bank Name | Bank Account Number | Receipt Type | |
| Retirement Account | JPMORGAN CHASE | ...4567 | EFT | Delete |
| Add a Payment Account | | | | |

STEP 2

Click **Add a Payment Account**  to add a new account.

Add a Payment Account



Provide your bank account information below. Refer to your checkbook for the routing and account number (see illustration). When you have finished, click **Continue**.

Payment Account Details

Receipt Type:

Nickname: (e.g. My Checking Account)

Bank routing or ABA number:

Bank Account number:

Retype Bank Account number:



For money market or other accounts, please check with your financial institution to obtain the information you should use for routing and account number.

Continue

Cancel

STEP 3

Complete all required fields:

| Field Name | Description |
|----------------------------|--|
| Receipt Type | The type of payment account being set up. |
| Nickname | Name displayed on the Payment Account screen. |
| Bank Routing or ABA number | Routing number for the bank that the account is associated with. |
| Bank Account number | Employer's bank account number that will be used for payments to KPPA. |
| Retype Bank Account number | Verification of the Employer's bank account number. |

STEP 4

Click **Continue**



Employers have the option of adding multiple accounts for contribution remittance. Accounts can be differentiated using the Account Nickname and Receipt Type.

STEP 5

Add a Payment Account



Please review the information you have entered then click [Submit](#).

To make changes, click [Edit](#).

To cancel without saving, click [Cancel](#).

| | |
|---|--|
| Nickname: | <input type="text" value="CERS Retirement"/> |
| Bank Name: | <input type="text" value="JPMORGAN CHASE"/> |
| Bank routing or ABA number: | <input type="text" value="083000137"/> |
| Bank Account number: | <input type="text" value="123456"/> |
| Receipt Type: | <input type="text" value="EFT"/> |
| KPPA PIN: * | <input type="text"/> |
| <div>Edit Submit Cancel</div> | |

Enter your PIN and click [Submit](#) to save the payment account.

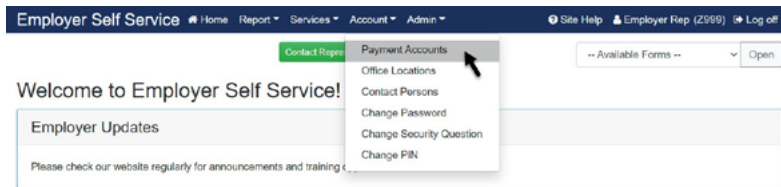


Employers have the option, prior to submitting the payment account, to edit the information or cancel the transaction.

EDIT PAYMENT ACCOUNTS

STEP 1

Click **Payment Accounts** located under the **Account** menu.



You can delete an existing payment account by clicking **Delete** next to the payment account if there are no pending payments for the account.

STEP 2

Click the link in the **Nickname** column for the payment account you would like to edit.

Manage Payment Accounts

The Payment Accounts page allows employers to manage various methods for payment to KPPA. Accounts entered through this module will be available for use on the Submit Monthly Summary and Invoices screens of Employer Self Service. Users will click the Nickname of the account to update entered account information. New account information can be entered using the **Add a Payment Account** button.

| Existing Payment Accounts | | | | |
|------------------------------------|----------------|---------------------|--------------|---------------|
| Nickname | Bank Name | Bank Account Number | Receipt Type | |
| Retirement Account | JPMORGAN CHASE | ...4567 | EFT | Delete |
| Add a Payment Account | | | | |

STEP 3

Complete the required field:

| Field Name | Description |
|------------|---|
| Nickname | Name displayed on the Payment Account screen. |

A screenshot of the 'Edit a Payment Account' form in the Employer Self Service application. The form has a title 'Edit a Payment Account' and a subtitle 'Provide a nickname for the account below. When you have finished, click Update.' The form fields are: Nickname (with a hint 'e.g. My Checking Account'), Bank Name, Bank routing or ABA number, Bank Account number, Receipt Type, and KPPA PIN. The 'Update' button is highlighted in blue, and the 'Cancel' button is in grey.

STEP 4

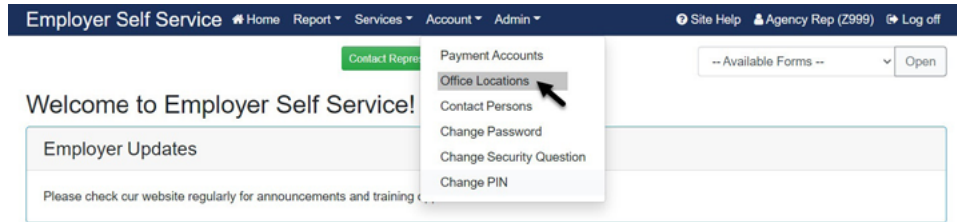
Enter your PIN and click **Update** to change the nickname for the payment account.

ADD OFFICE LOCATIONS

The **Office Locations** screen allows employers to add new office locations and update their mailing address with KPPA.

STEP 1

After successfully signing in to ESS, click **Office Locations** located under the **Account** menu

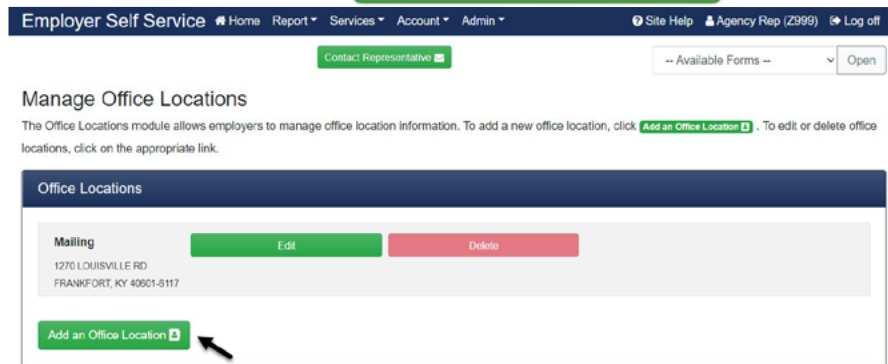


The screenshot shows the top navigation bar of the Employer Self Service portal. The 'Account' menu is open, and 'Office Locations' is highlighted with a mouse cursor. Other options in the menu include 'Payment Accounts', 'Contact Persons', 'Change Password', 'Change Security Question', and 'Change PIN'. The main content area shows a 'Welcome to Employer Self Service!' message and a 'Please check our website regularly for announcements and training' notice.

STEP 2

To add a new office location, click

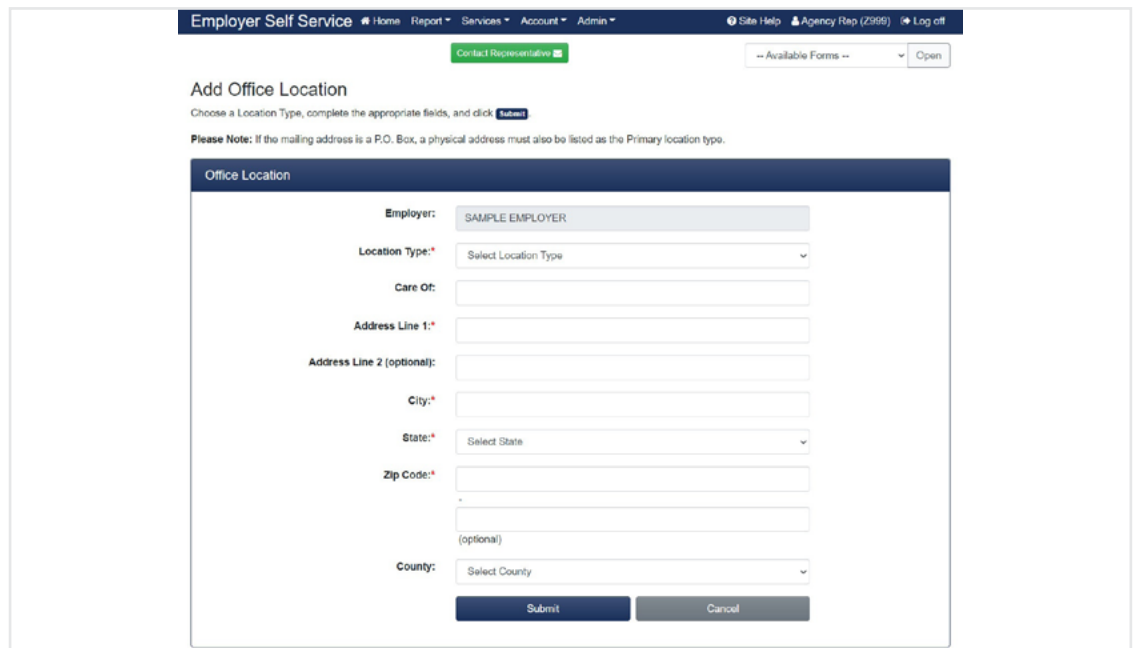
Add an Office Location



The screenshot shows the 'Manage Office Locations' screen. It includes a header with navigation links and a 'Contact Representative' button. Below the header, there is a section titled 'Manage Office Locations' with a description and a link to 'Add an Office Location'. The main content area shows a table with one row for a mailing address: '1270 LOUISVILLE RD, FRANKFORT, KY 40601-5117'. To the right of the address are 'Edit' and 'Delete' buttons. At the bottom of the table is a green 'Add an Office Location' button with a plus icon, which is highlighted by a mouse cursor.



The **Office Location** must be set up before you can enter a **Contact** person.



The screenshot shows the 'Add Office Location' form. It includes a header with navigation links and a 'Contact Representative' button. Below the header, there is a section titled 'Add Office Location' with a description and a 'Submit' button. A 'Please Note' message states: 'If the mailing address is a P.O. Box, a physical address must also be listed as the Primary location type.' The form itself is titled 'Office Location' and contains the following fields: 'Employer' (dropdown menu with 'SAMPLE EMPLOYER' selected), 'Location Type' (dropdown menu with 'Select Location Type' selected), 'Care Of' (text input field), 'Address Line 1' (text input field), 'Address Line 2 (optional)' (text input field), 'City' (text input field), 'State' (dropdown menu with 'Select State' selected), 'Zip Code' (text input field), and 'County' (dropdown menu with 'Select County' selected). At the bottom of the form are 'Submit' and 'Cancel' buttons.


STEP 3

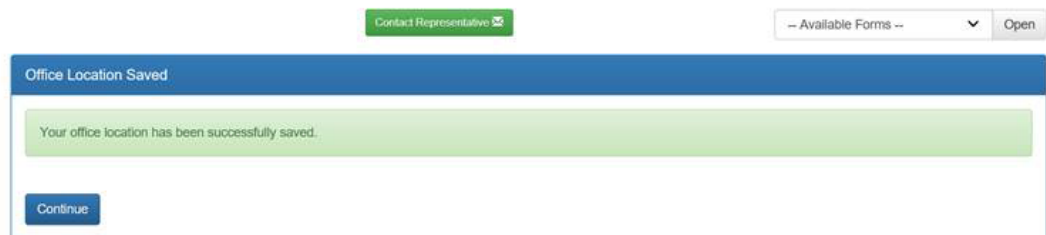
Complete all applicable fields.

| Field Name | Description |
|--|--|
| Location Type (see descriptions below) | Type of location which is being added for the employer. |
| Care Of | Use when recipient does not normally receive mail at the address provided. |
| Address Line 1 | Street address or post office box for the location. |
| Address Line 2 | 2nd line of an address to be used for a building, unit, floor or suite number. |
| City | City in which the office is located. |
| State | State in which the office is located. |
| ZIP Code | ZIP Code for the office location. |
| County | County in which the office is located. |

| Location Type | Description |
|-----------------------------|---|
| Mailing | Address KPPA will use when mailing information to the employer. This address is required. |
| Primary Location | Enter a Primary Location if the employer is primarily located at an address that is different from the Mailing address. |
| Satellite | Enter a Satellite address if the employer has a location other than the Primary Location. |
| Third-Party Preparer | Address of a third party (i.e. Accountant, Payroll Provider) who prepares a monthly report for the employer. |

STEP 4

Click  to save the office location information.



The screenshot shows a web interface with a green button labeled 'Contact Representative' and a dropdown menu labeled '-- Available Forms --' with an 'Open' button. Below these is a blue header bar that says 'Office Location Saved'. Underneath the header is a green box containing the text 'Your office location has been successfully saved.' and a blue button labeled 'Continue'.

STEP 5

A messages displays that confirms the office location has been successfully saved.

Click 

EDIT AN OFFICE LOCATION

To edit an **Office Location**, click the link next to an existing location.

The screenshot shows the 'Manage Office Locations' interface. At the top, there's a navigation bar with 'Employer Self Service' and various menu items. Below this, a 'Contact Representative' button and a dropdown for 'Available Forms' are visible. The main heading is 'Manage Office Locations', followed by a brief description. A table-like section titled 'Office Locations' contains two entries: 'Mailing' and 'Primary Location'. Each entry has an 'Edit' button (green) and a 'Delete' button (red). The 'Primary Location' entry is selected, and a mouse cursor is pointing at its 'Edit' button. Below the table is an 'Add an Office Location' button.

Refer to **Steps 3 - 5** above for adding an office location.

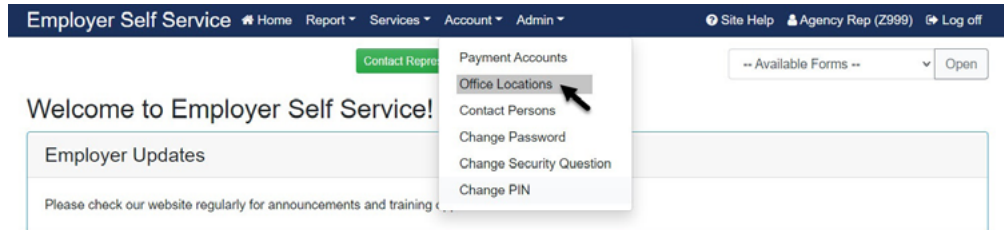
The screenshot shows a confirmation screen titled 'Office Location Saved'. It features a green message box with the text 'Your office location has been successfully saved.' and a blue 'Continue' button at the bottom left.

Click **Continue**

DELETE AN OFFICE LOCATION

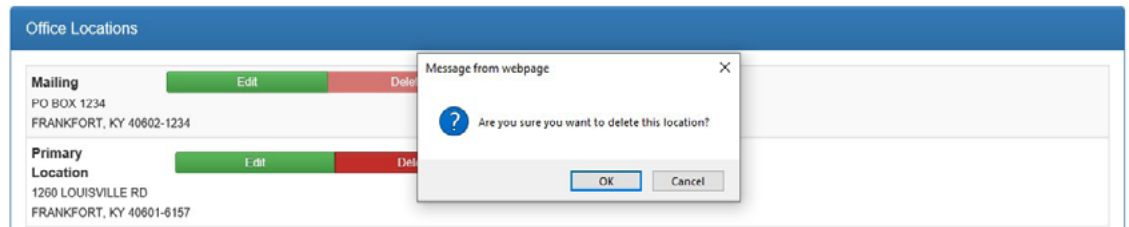
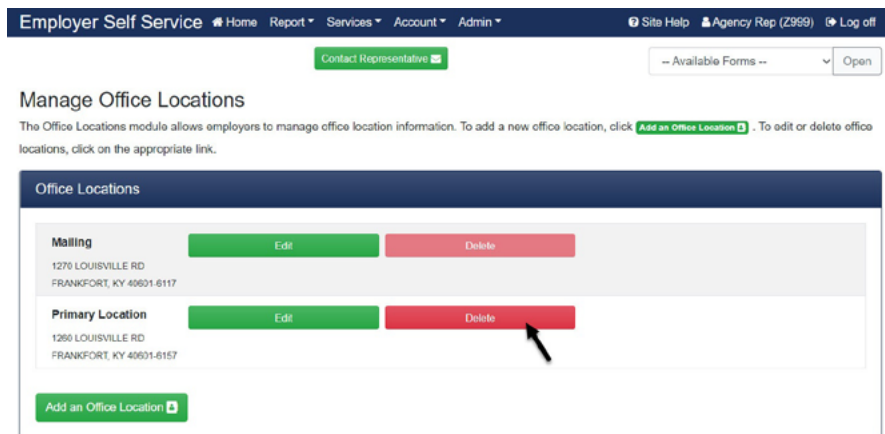
STEP 1

Click **Office Locations** located under the **Account** menu.



STEP 2

Click **Delete** next to the location to be deleted.



STEP 3

Click **OK** to confirm that the location should be deleted.



If one of the employer contacts has been tied to the location you wish to delete, you must first edit that contact person's location information before you will be able to delete the location.



Employers cannot delete the mailing address, as this is a required address for KPPA. Mailing addresses can only be edited to update information.

ADD CONTACT PERSONS

Employers can set up multiple employees as contacts in ESS. Contacts can then be set up as ESS users and granted access to ESS. An employee must be added as a contact in order to be an ESS user.

An employer must designate a primary Reporting Official contact. For multiple contacts of the same type (e.g. Human Resources), one individual must be designated as a primary contact.

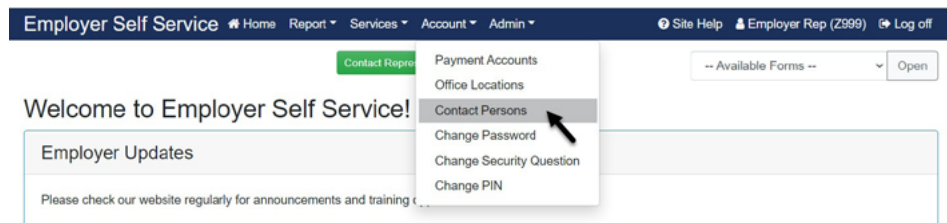
Every six months the primary Reporting Official will verify contact information for the primary Reporting Official, primary Human Resources contact, and Agency Head in ESS. If the employer does not have a primary contact for Agency Head and Human Resources, the pop-up verification will display upon login until these contact types are provided.



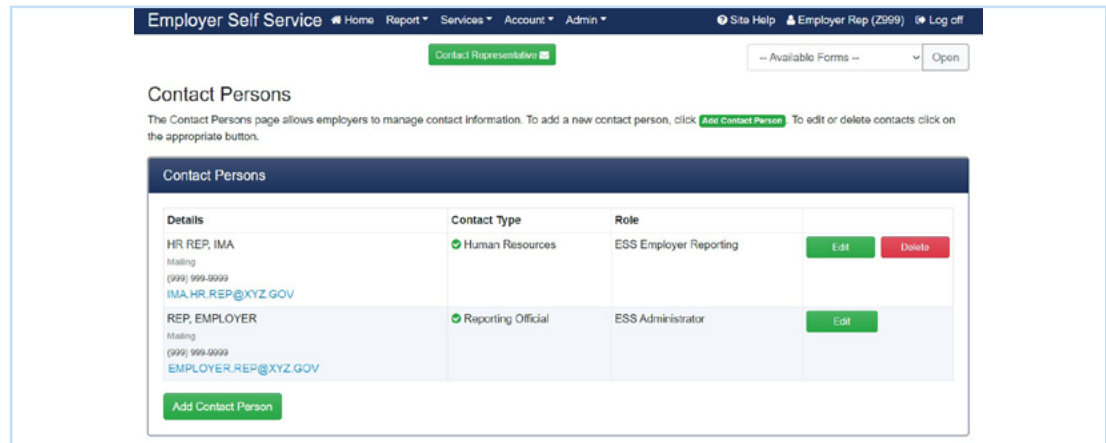
For an employer representative to be authorized to sign KPPA forms, they must be listed as a [Contact Person](#) for the employer.

STEP 1

Click [Contact Persons](#) located under the [Account](#) menu.



All contact persons associated with the employer are displayed. If the contact person is an ESS user, the user's security role will also be displayed.



STEP 2

Click **AddContact** to add a new contact person.

Employer Self Service

HomeReportServicesAccountAdmin

Site HelpEmployer Rep (2999)Log off

Contact Representatives

-- Available Forms --Open

Contact Persons

The Contact Persons page allows employers to manage contact information. To add a new contact person, click **Add Contact Person**. To edit or delete contacts click on the appropriate button.

Contact Persons

| Details | Contact Type | Role | |
|--|--------------------|------------------------|------------|
| HR REP, IMA Mailing (999) 999-9999 IMA.HR.REP@XYZ.GOV | Human Resources | ESS Employer Reporting | EditDelete |
| REP, EMPLOYER Mailing (999) 999-9999 EMPLOYER.REP@XYZ.GOV | Reporting Official | ESS Administrator | Edit |

Add Contact Person



In order to set up a new **Contact Person**, the corresponding **Office Location** must be entered and saved in ESS.

STEP 3

On the Add a **Contact Person** screen, complete all required fields. There are additional fields you may complete to provide more information.

| Field Name | Description |
|---------------------|---|
| NAME | |
| Prefix | Prefix for the person being added as a contact person. |
| First Name | First Name of the person being added as a contact person. |
| Middle Name | Middle Name of the person being added as a contact person. |
| Last Name | Last Name of the person being added as a contact person. |
| Suffix | Suffix of the person being added as a contact person. |
| Title | Contact Person's title within the organization. |
| CONTACT INFORMATION | |
| Office Location | Location Type for the employer office location. |
| Email | Email address of the person being added as a contact person. Each contact person set up for an employer must have a unique email address. |
| Work Phone | Work phone number of the person being added as a contact person. |
| Alternate Phone | Alternate phone number of the person being added as a contact person. |
| Fax | Fax number of the person being added as a contact person. |

STEP 4

Select the employer contact type for the **Contact Person** by clicking the check box for each **Contact Type** that should be related to the person.

Contact Type

☐ Agency Head

☒ Human Resources

☐ IT

☐ Legal Contact

☐ Payroll

☐ Police Chief

☐ Reporting Official

☐ Sheriff

☒ Set as Primary Contact

Submit

Cancel



The first time a contact type is set up, that contact must be set as the primary contact. If multiple contacts will be set up for the same contact type, then the primary contact should be set up first. Marking the check box for **Set as Primary Contact** will identify this **Contact Person** as the primary contact for the **Contact Type** selected.



The primary Reporting Official is the person responsible for all aspects of the employer's monthly report. KPPA will contact this person if there any questions about the employer's monthly report. The Reporting Official will also receive email notifications generated by invoicing and employer reporting in the KPPA system.

STEP 5

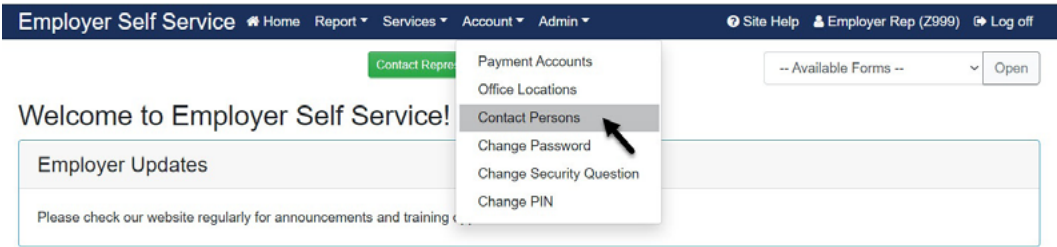
Click

Submit

EDIT A CONTACT PERSON

STEP 1

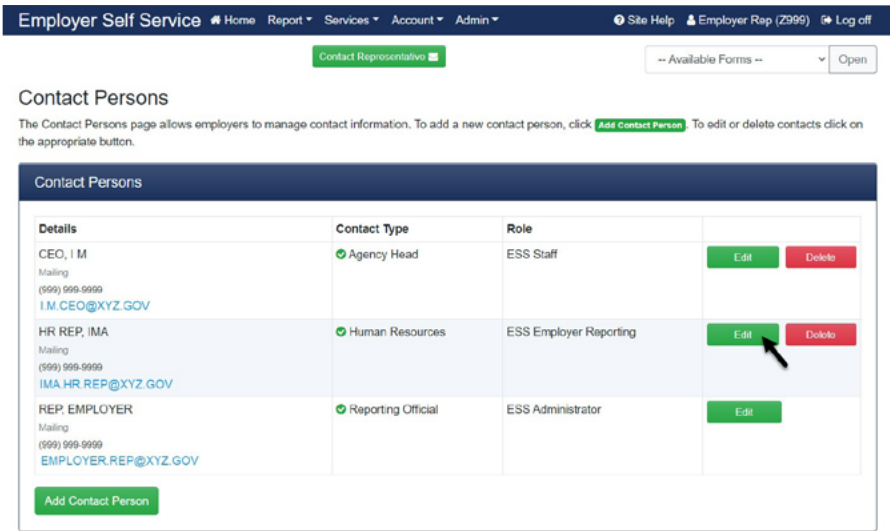
Click **Contact Persons** located under the **Account** menu.



All existing contact persons associated with the employer will display.

STEP 2

Click **Edit** next to the contact person to be edited.



STEP 3

On the Add a **Contact Persons** screen, complete all required fields. There are additional fields you may complete to provide more information.

| Field Name | Description |
|-------------|--|
| NAME | |
| Prefix | Prefix for the person being added as a contact person. |
| First Name | First Name of the person being added as a contact person. |
| Middle Name | Middle Name of the person being added as a contact person. |
| Last Name | Last Name of the person being added as a contact person. |
| Suffix | Suffix of the person being added as a contact person. |
| Title | Contact Person's title within the organization. |

| Field Name | Description |
|----------------------------|---|
| CONTACT INFORMATION | |
| Office Location | Location Type for the employer office location. |
| Email | Email address of the person being added as a contact person. Each contact person set up for an employer must have a unique email address. |
| Work Phone | Work phone number of the person being added as a contact person. |
| Alternate Phone | Alternate phone number of the person being added as a contact person. |
| Fax | Fax number of the person being added as a contact person. |

STEP 4

Update the employer contact type for the **Contact Person** by clicking the check box for each **Contact Type** that should be related to the person.

Contact Type

☐ Agency Head
☒ Human Resources
☐ IT
☐ Legal Contact
☐ Payroll
☐ Police Chief
☐ Reporting Official
☐ Sheriff

☒ Set as Primary Contact

Submit

Cancel

STEP 5

Click

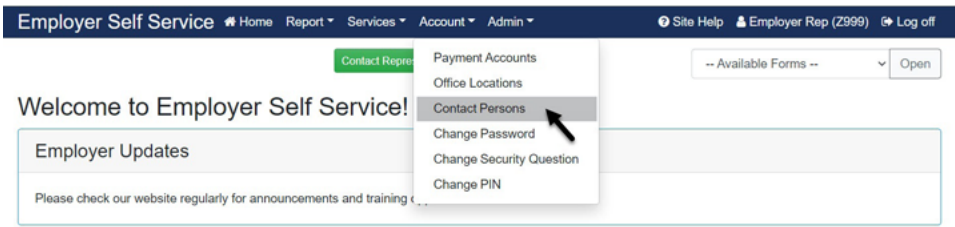
Submit

DELETE A CONTACT PERSON

STEP 1

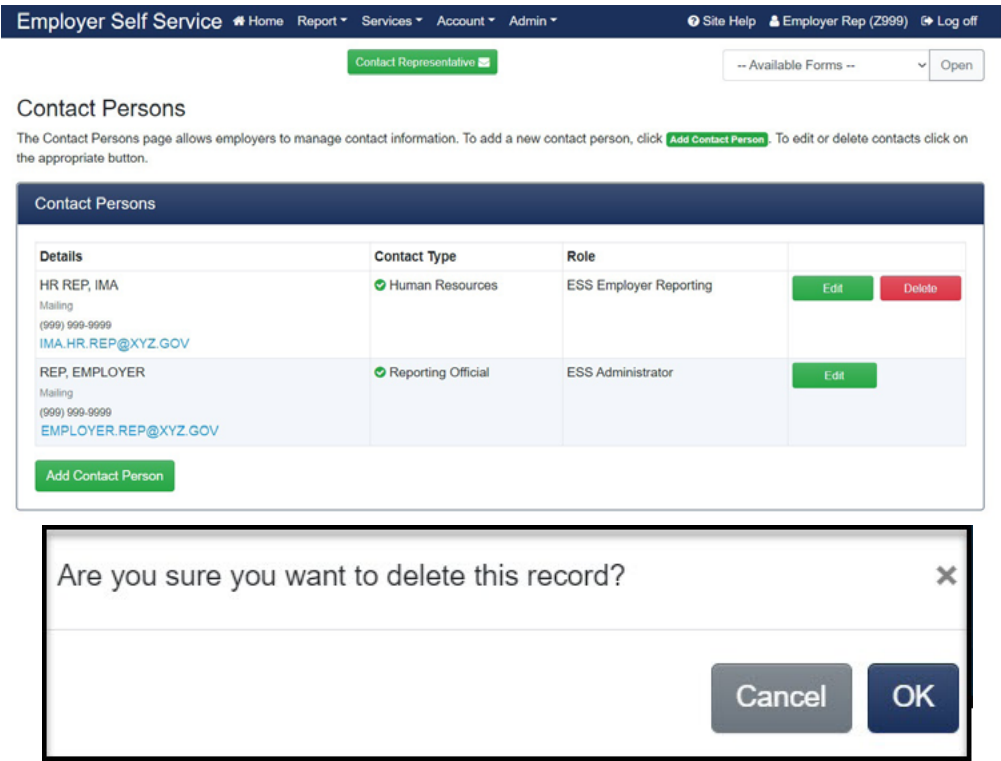
Click **Contact Persons** located under the **Account** menu.

All existing contact persons associated with the employer will display.



STEP 2

Click **Delete** next to the contact person to be deleted.



STEP 3

Click **OK** to confirm that the contact person should be deleted.



You cannot delete the primary Reporting Official without having first named a new primary Reporting Official.

MANAGE USERS



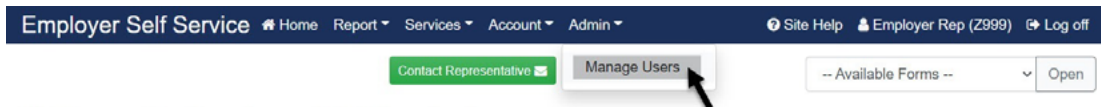
Only users with the role of Employer Administrator will see the **Admin** menu display. Under the **Admin** menu, the ESS Administrator can access the **Manage Users** module to add or delete users and assign or change security roles. The ESS Administrator uses security roles to manage each user's level of access in ESS. The Employer Administrator can also reset the password and PIN of each user if the user account is locked or the user forgets their PIN or password.



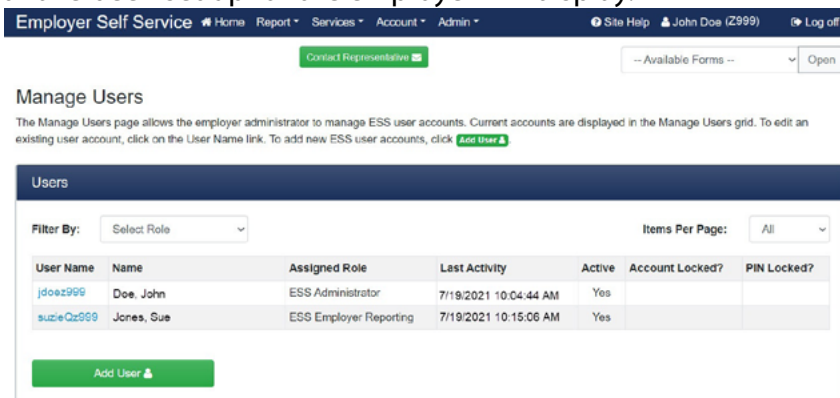
An employer may have two Employer Administrator roles for each account. If a person designated as the Employer Administrator needs to be changed, the Agency Head should complete and submit a **Form 7071** to KPPA in a timely manner to establish a new Employer Administrator. If the designated Employer Administrator leaves the employer before a new administrator is set up by KPPA, the new Employer Administrator should contact KPPA.

STEP 1

Click **Manage Users** located under the **Admin** menu.



All users that have been set up for the employer will display.



| Field Name | Description |
|-------------------|---|
| User Name | User name used to sign into ESS. |
| Name | Name of the user. |
| Assigned Role | The user's security role set by the Employer Administrator. |
| Last Activity | Indicates the last time the user has been active in ESS. |
| Active | Indicates the user is an active user for the employer. |
| Locked out of ESS | Indicates if the user has been locked out of ESS. |
| PIN Locked? | Indicates if the user has locked their ESS PIN. |

ADD A NEW USER



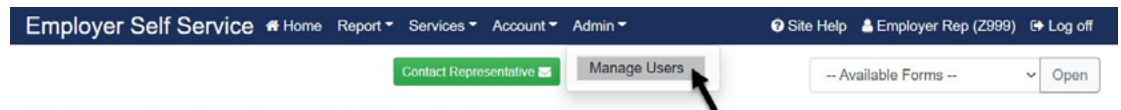
The Employer Administrator can add new ESS users. Each user will have access to the employer's information through ESS based on their security role.



The Employer Administrator role cannot be set up using Employer Self Service. To set up a user as the Employer Administrator, the agency head must complete a [Form 7071](#) and submit it to KPPA.

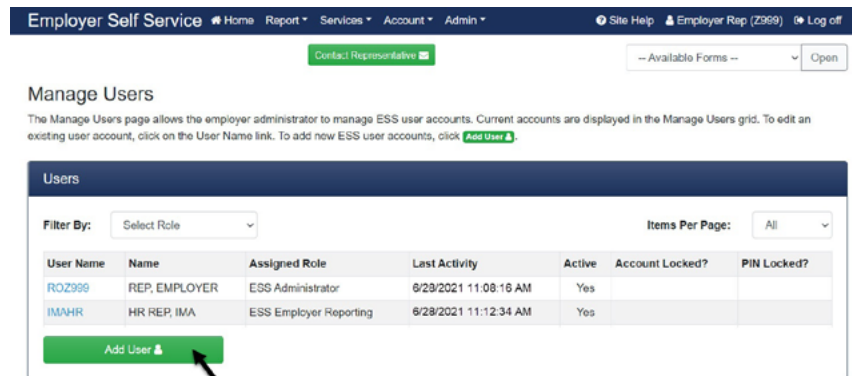
STEP 1

Click **Manage Users** located under the **Admin** menu.



STEP 2

Click **Add User**



In order to set someone up as a new user, they must already be set up as a contact for the employer in the Contact Persons module.

STEP 3

Complete all required fields:

Add User

Choose a contact person, enter a unique User Name, select the appropriate security role and click **Submit**.

Please Note: Only those employees that have been setup as Contact Persons may be assigned an ESS account.

New User

Contact Person:^{*}

Select Contact Person

User Name:^{*}

Role:^{*}

Select Role

E-mail:

☐ Active

Submit

Cancel

| Field Name | Description |
|----------------|--|
| Contact Person | Select the name of the person being added as a new user from the drop-down menu. |
| User Name | Enter the User Name the new user will use to sign into ESS. Please note that the User Name cannot be changed. |
| Role | Select the appropriate role for the user from the role drop-down menu. |
| E-mail | Displays email address of the new user based on the email provided when the individual was set up as a contact person. |
| Active | Check box indicating the user is an active user. |



The role of the user will determine the user's level of access in ESS. Each role is described below.

| Role | Description |
|--------------------|--|
| Administrator | The Administrator role has full access to all screens in ESS, including Manage Users. Only users with the Administrator role may add or delete other users. |
| Employer Reporting | The Employer Reporting role has access to all screens in ESS, except Manage Users. |
| Staff | The Staff role is limited to Forms, Monthly Packets, Download Member ID, Sick Leave Cost Calculator, Death Notice, Seminars, Office Locations, Contact Persons, Change Password, and Change Security Question screens. |

STEP 4

Click  to create the new user.

Three emails are automatically generated and sent to the new user from KPPA's secure email portal. For step-by-step instructions on the initial log in process, read the [First Time Log In to Employer Self Service guide](#).



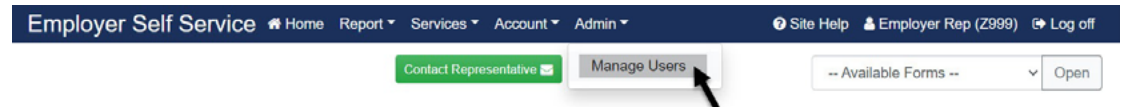
[First Time Log In to Employer Self Service Guide](#)

MANAGE USER ACCESS

The ESS Administrator can reset a user's password and PIN, change a user's security role and deactivate a user's ESS account.

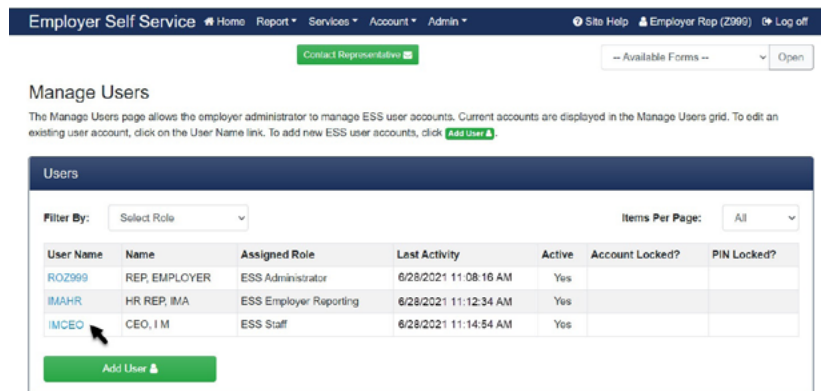
STEP 1


Click [Manage Users](#) located under the [Admin](#) menu.



STEP 2

To reset user information, click on the [User Name](#) link.



If a user's PIN or password has been locked due to multiple incorrect entries, a lock icon  will appear in the appropriate column for that user.

STEP 3

Check the applicable box(es) to reset the user's password, PIN, modify the user's Active status, or select another role.

The screenshot shows the 'Edit User' form within the 'Employer Self Service' application. The top navigation bar includes links for Home, Report, Services, Account, and Admin, along with Site Help, Employer Rep (2999), and Log off. A green 'Contact Representative' button is visible. The form title is 'Edit User'. Below the title, a description states: 'Edit User allows the employer administrator to reset forgotten password and PIN information, update the selected user's security role, and inactive the selected account.' A 'Please Note' section follows: 'Resetting the password and/or PIN will generate email correspondence to the selected ESS user. Inactivating an ESS user will disable their login but not delete their Contact Person record. To delete a Contact Person record, go to the Contact Persons page.' The form fields include: 'Contact Person:' with a text input containing 'CEO, I M'; 'User Name:' with a text input containing 'IMCEO'; 'Reset Password' checkbox (unchecked); 'Reset PIN' checkbox (unchecked); 'Role:' with a dropdown menu showing 'ESS Staff'; 'E-mail:' with a text input containing 'I.M.CEO@XYZ.GOV'; and an 'Active' checkbox (checked). At the bottom are 'Update' and 'Cancel' buttons.

STEP 4

Click 



The user will receive email notification of their temporary password and/or PIN. The user will have to change the temporary password and/or PIN after logging into ESS. The user does not receive an email notification if their Active status changes.



Once a user has been deactivated, the user will no longer have access to ESS. If this person is no longer working for the employer, navigate to the [Contact Persons](#) under the [Account](#) menu to remove the person as a contact for the employer.

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