



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](#)

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](#)



VIDEOS

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**

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



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:

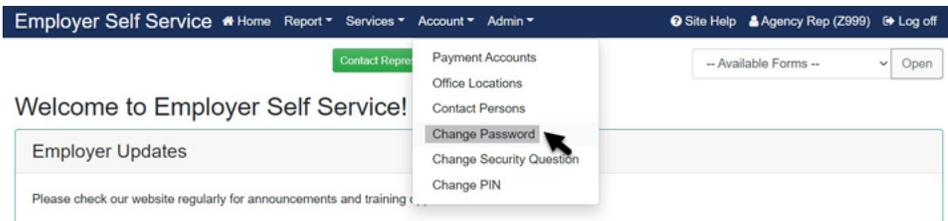
- Must be between 8 and 16 characters long
- Include at least one letter
- Include at least one number
- Include at least one special character
- Are case sensitive
- Should not contain spaces

The following characters are permissible:

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

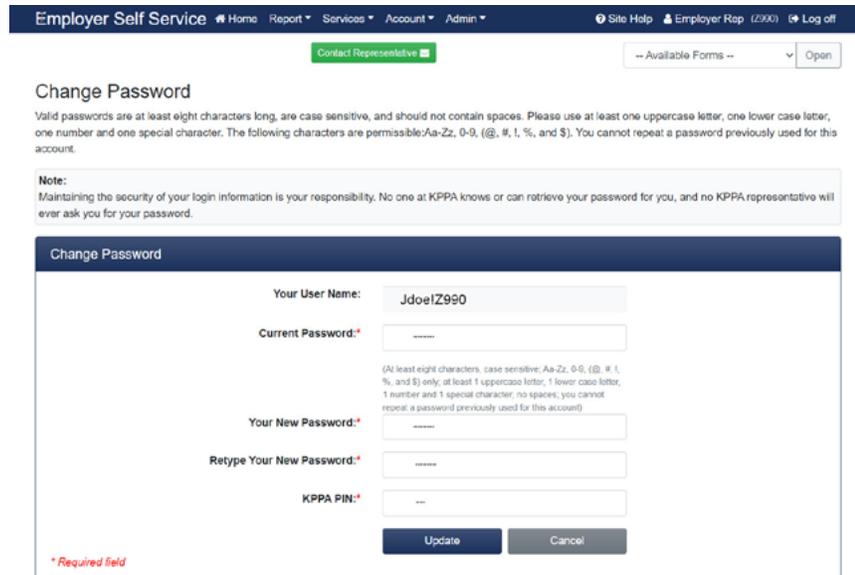
### STEP 1

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 in the Employer Self Service application. The form is titled 'Change Password' and includes a note about password security. The form fields are: 'Your User Name' (pre-filled with 'Jdoe1Z990'), 'Current Password' (masked with dots), 'Your New Password' (masked with dots), 'Retype Your New Password' (masked with dots), and 'KPPA PIN' (masked with dots). A red asterisk indicates that the 'Current Password', 'Your New Password', 'Retype Your New Password', and 'KPPA PIN' fields are required. The form also includes 'Update' and 'Cancel' buttons. A small note at the bottom left of the form states '\* Required field'.

| 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

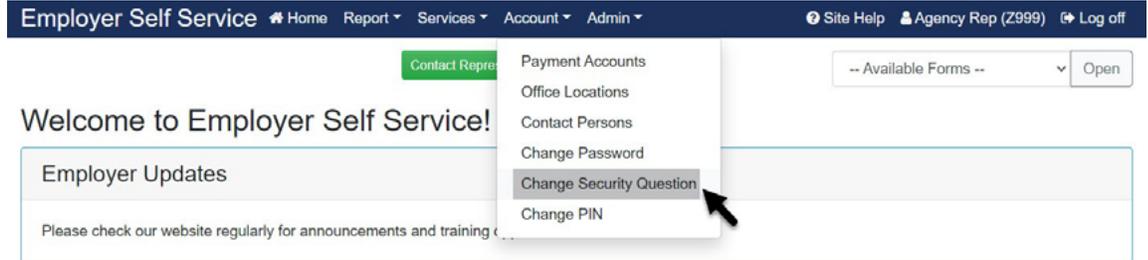
Click  to change the ESS password.

## 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:

The screenshot shows the 'Update Security Question' form. It includes a 'Note' section stating that the question displayed is the current one on file. The form has four required fields: 'Security Question' (a dropdown menu with 'What color was your first car?' selected), 'Answer' (a text input field with asterisks), 'Retype Your Answer' (a text input field with asterisks), and 'KPPA PIN' (a text input field with asterisks). There are 'Update' and 'Cancel' buttons at the bottom. A list of sample security questions is visible 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.

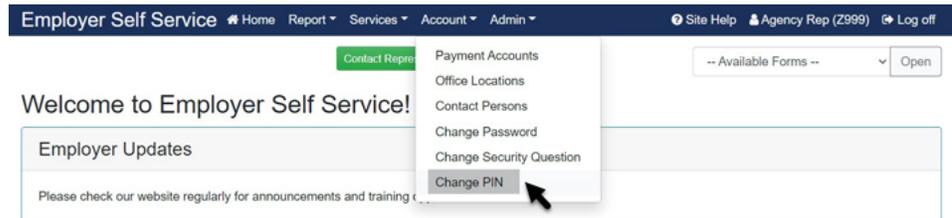
## CHANGE PERSONAL IDENTIFICATION NUMBER

### PIN 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:

The screenshot shows the 'Change PIN' form. The form includes a 'Your User Name' field with the value 'jhunt'. Below it are four required fields for PINs: 'Current PIN', 'Your New PIN', and 'Retype Your New PIN', each with a 4-character asterisk placeholder. A note states: 'Valid PINs are 4 characters long. Only numbers are permissible.' and 'Maintaining the security of your PIN information is your responsibility. No one at KPPA knows or can retrieve your PIN for you.' There are 'Update' and 'Cancel' buttons at the bottom. A red asterisk indicates a required field.

| 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

**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.

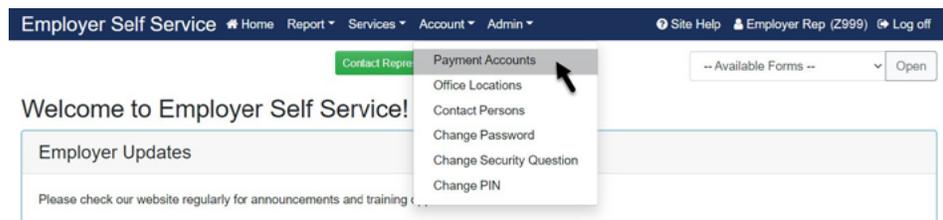
The Payment Accounts module allows employers to add, update, and delete payment accounts for remitting contributions to KPPA. Bank routing and account information entered by the employer in ESS is encrypted and stored securely by KPPA.

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.

A screenshot of the 'Existing Payment Accounts' table in the Employer Self Service interface. The table has columns for Nickname, Bank Name, Bank Account Number, Receipt Type, and a Delete button. One row is visible with the nickname 'Retirement Account', bank name 'JPMORGAN CHASE', and account number '...4567'. A red 'Delete' button is next to the row. Below the table is a green 'Add a Payment Account' button with a plus icon.

| Nickname           | Bank Name      | Bank Account Number | Receipt Type |        |
|--------------------|----------------|---------------------|--------------|--------|
| Retirement Account | JPMORGAN CHASE | ...4567             | EFT          | Delete |

Add a Payment Account



## 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"/>  |
|                             | <input type="button" value="Edit"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> |

Enter your PIN and click  to save the payment account.

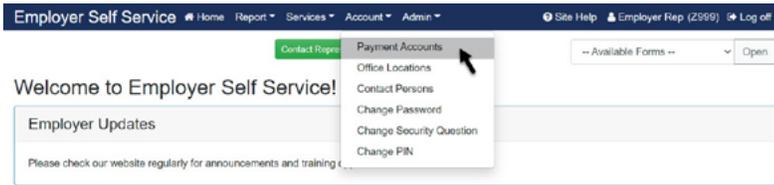


Employers have the option, prior to submitting the payment account, to edit the information or cancel the transaction.

## 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 |               |
| <a href="#">Retirement Account</a> | JPMORGAN CHASE | ...4567             | EFT          | <b>Delete</b> |
| <b>Add a Payment Account</b>       |                |                     |              |               |

### STEP 3

Complete the required field:

| Field Name      | Description                                   |
|-----------------|---|
| <b>Nickname</b> | Name displayed on the Payment Account screen. |

A screenshot of the 'Edit a Payment Account' form in the Employer Self Service application. The form title is 'Edit a Payment Account' with instructions: 'Provide a nickname for the account below. When you have finished, click Update.' The form fields are: 'Nickname: (e.g. My Checking Account)\*' with the value 'Retirement Account'; 'Bank Name:' with the value 'CREDIT UNION'; 'Bank routing or ABA number:' with the value '99999999'; 'Bank Account number:' with the value '...5788'; 'Receipt Type:' with the value 'EFT'; and 'KPPA PIN:\*' which is empty. At the bottom are 'Update' and 'Cancel' buttons.

### STEP 4

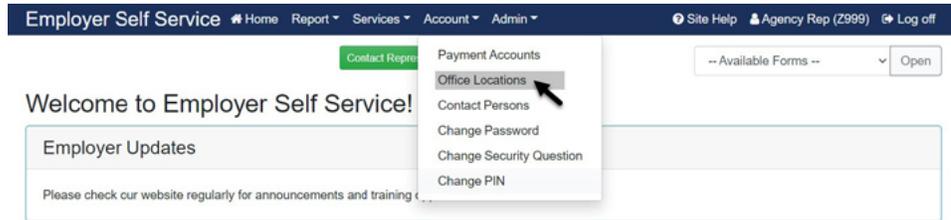
Enter your PIN and click **Update** to change the nickname for the payment account.

## ADD OFFICE LOCATIONS

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

### STEP 1

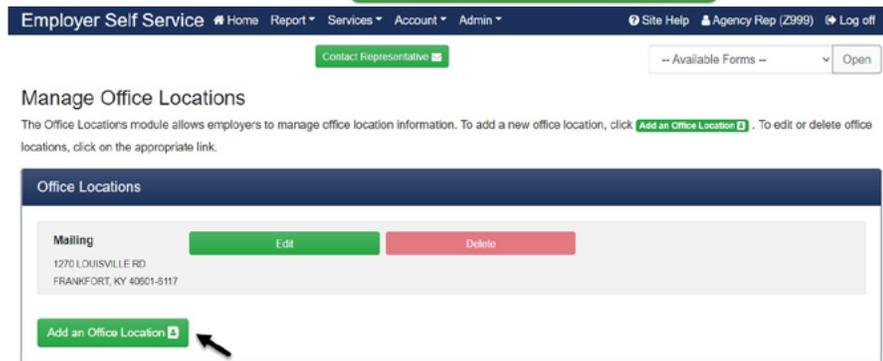
After successfully signing in to ESS, click **Office Locations** located under the **Account** menu



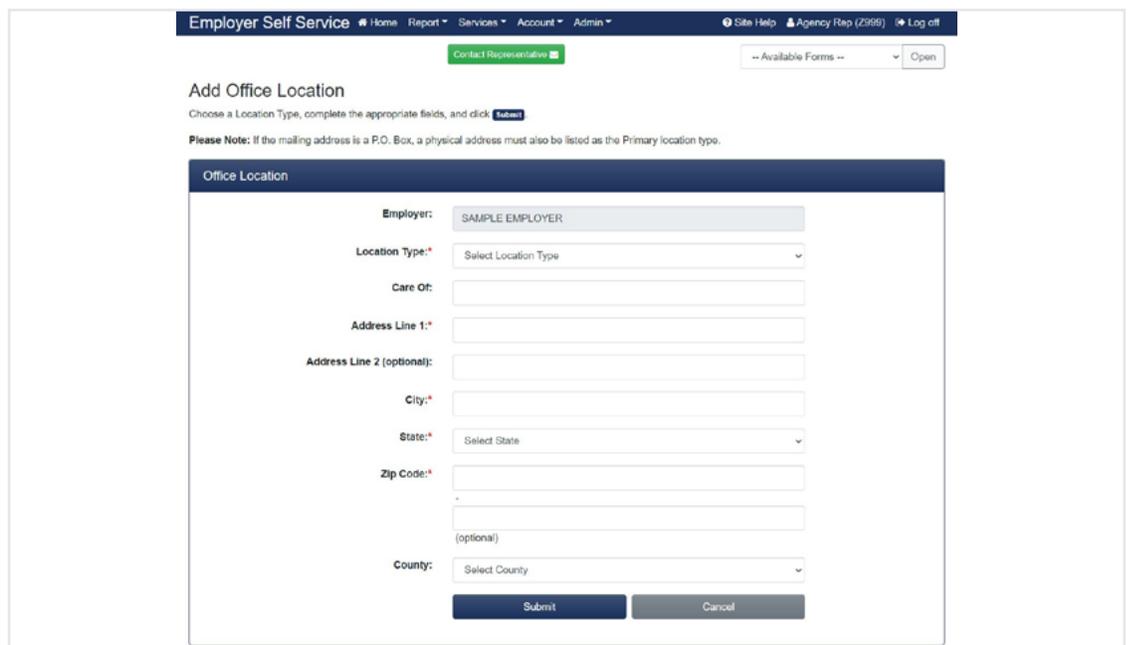
### STEP 2

To add a new office location, click

**Add an Office Location**



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

A screenshot of the 'Add Office Location' form. The form title is 'Add Office Location'. Below the title, there is a 'Please Note' section: 'Please Note: If the mailing address is a P.O. Box, a physical address must also be listed as the Primary location type.' The form fields are: 'Employer' (SAMPLE EMPLOYER), 'Location Type' (Select Location Type), 'Care Of' (empty), 'Address Line 1' (empty), 'Address Line 2 (optional)' (empty), 'City' (empty), 'State' (Select State), 'Zip Code' (empty), and 'County' (Select County). At the bottom, there are 'Submit' and 'Cancel' buttons.

### STEP 3

Complete all applicable fields.

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

| Location Type               | Description   |
|-----------------------------|---|
| <b>Mailing</b>              | Address KPPA will use when mailing information to the employer. This address is required.                               |
| <b>Primary Location</b>     | Enter a Primary Location if the employer is primarily located at an address that is different from the Mailing address. |
| <b>Satellite</b>            | Enter a Satellite address if the employer has a location other than the Primary Location.                               |
| <b>Third-Party Preparer</b> | 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.



### 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 'Employer Self Service' interface. At the top, there is a navigation bar with 'Home', 'Report', 'Services', 'Account', and 'Admin' menus. A 'Contact Representative' button is visible. Below the navigation bar, the page title is 'Manage Office Locations'. A brief description states: 'The Office Locations module allows employers to manage office location information. To add a new office location, click [Add an Office Location](#). To edit or delete office locations, click on the appropriate link.'

The main content area is titled 'Office Locations' and contains a table with two rows:

| Location Type    | Address  | Edit   | Delete   |
|------------------|--|--------|----------|
| Mailing          | 1270 LOUISVILLE RD<br>FRANKFORT, KY 40601-6117 | [Edit] | [Delete] |
| Primary Location | 1260 LOUISVILLE RD<br>FRANKFORT, KY 40601-6157 | [Edit] | [Delete] |

An arrow points to the 'Edit' button for the 'Primary Location'. Below the table is an 'Add an Office Location' button.

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

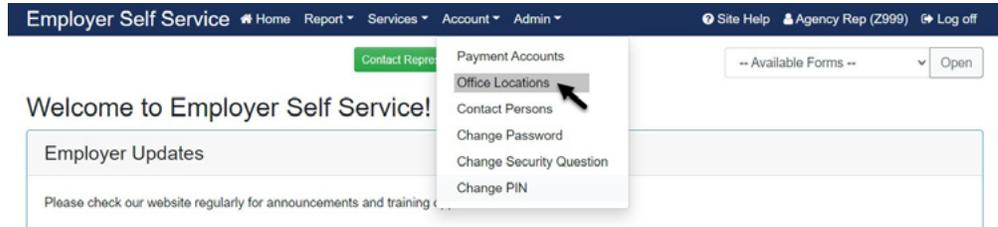
The screenshot shows a confirmation message box titled 'Office Location Saved'. The message text reads: 'Your office location has been successfully saved.' Below the message is a 'Continue' button.

Click [Continue](#)

# DELETE AN OFFICE LOCATION

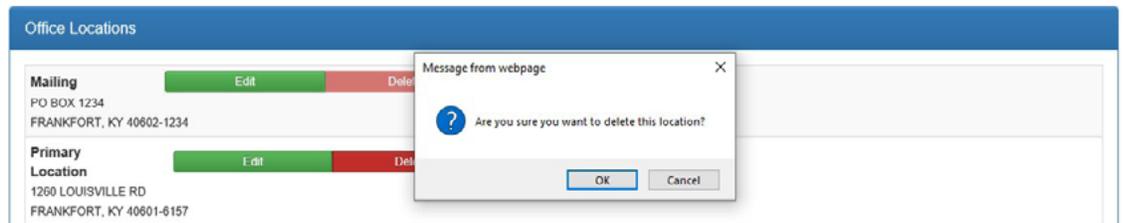
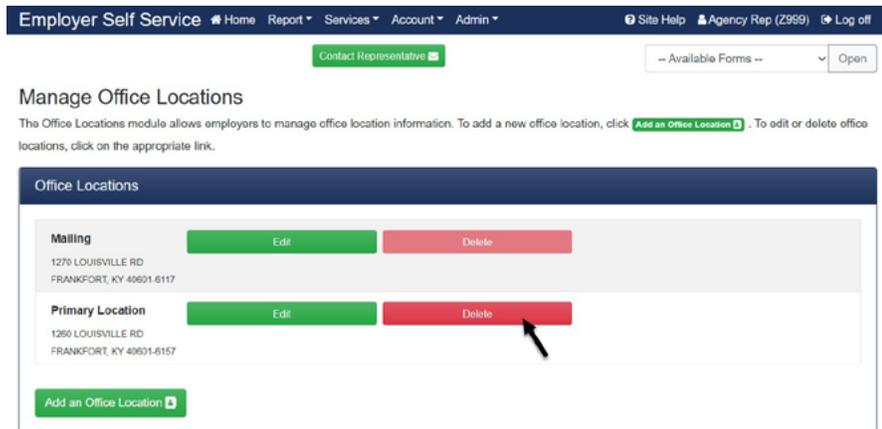
## STEP 1

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.

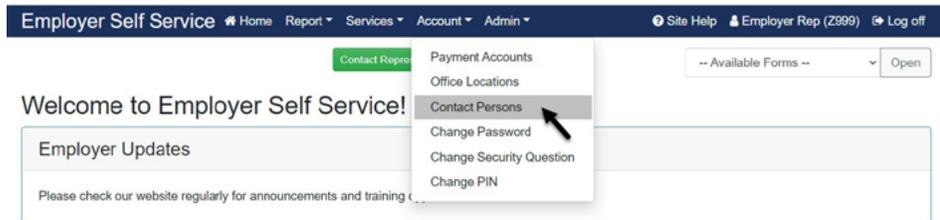
Every six months the primary Reporting Official will verify contact information for the primary Reporting Official, primary Human Resources contact, and Agency Head in ESS. If the employer does not have a primary contact for Agency Head and Human Resources, the pop-up verification will display upon login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



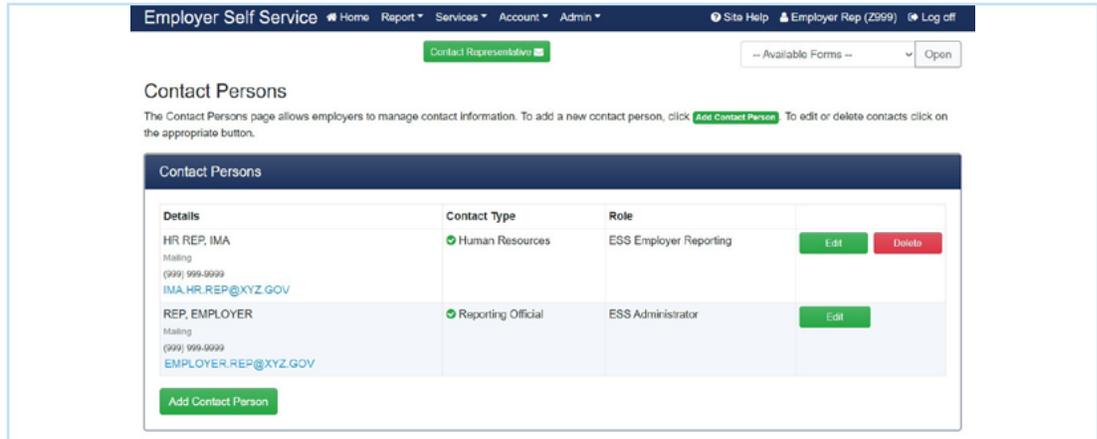
For an employer representative to be authorized to sign KPPA forms, they must be listed as a [Contact Person](#) for the employer.

### 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 Home Report Services Account Admin Site Help Employer Rep (2999) Log off

Contact Representative -- 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.

| Details  | Contact Type       | Role                   |             |
|--|--------------------|------------------------|-------------|
| HR REP, IMA<br>Mailing<br>(999) 999-9999<br>IMA.HRLREP@XYZ.GOV     | Human Resources    | ESS Employer Reporting | Edit Delete |
| REP, EMPLOYER<br>Mailing<br>(999) 999-9999<br>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   |
|----------------------------|---|
| <b>NAME</b>                |   |
| 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.   |
| <b>CONTACT INFORMATION</b> |   |
| 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  Set as Primary Contact
- IT
- Legal Contact
- Payroll
- Police Chief
- Reporting Official
- Sheriff

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.

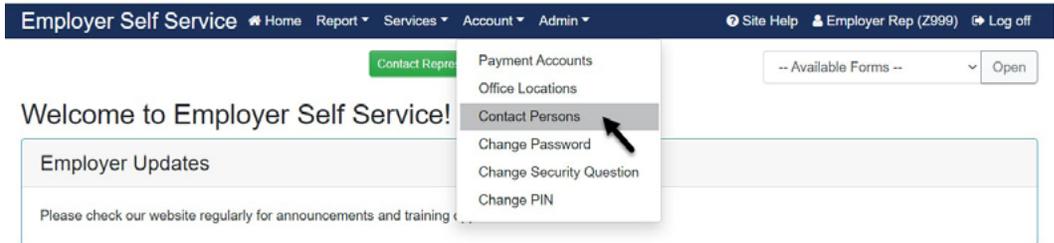
## STEP 5

Click 

## EDIT A CONTACT PERSON

### STEP 1

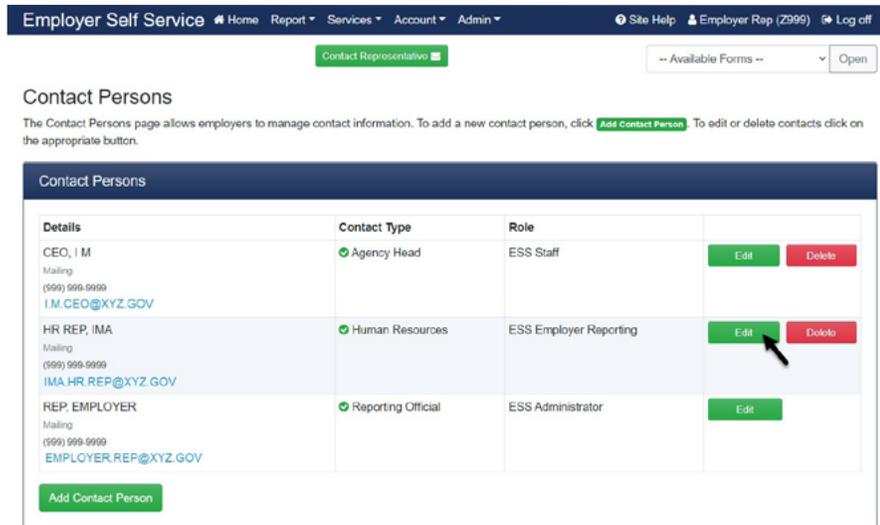
Click **Contact Persons** located under the **Account** menu.



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  |
|-------------|--|
| <b>NAME</b> |  |
| 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   |
|----------------------------|---|
| <b>CONTACT INFORMATION</b> |   |
| <b>Office Location</b>     | Location Type for the employer office location.   |
| <b>Email</b>               | 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. |
| <b>Work Phone</b>          | Work phone number of the person being added as a contact person.  |
| <b>Alternate Phone</b>     | Alternate phone number of the person being added as a contact person.   |
| <b>Fax</b>                 | 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

#### STEP 5

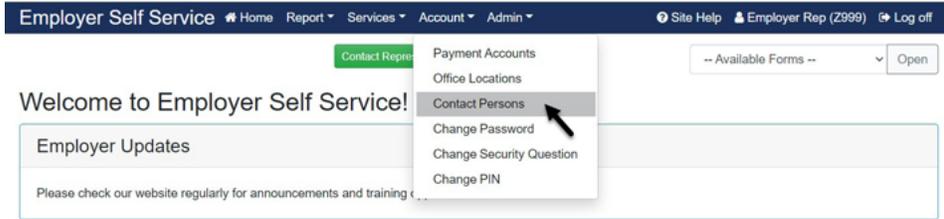
Click

# DELETE A CONTACT PERSON

## STEP 1

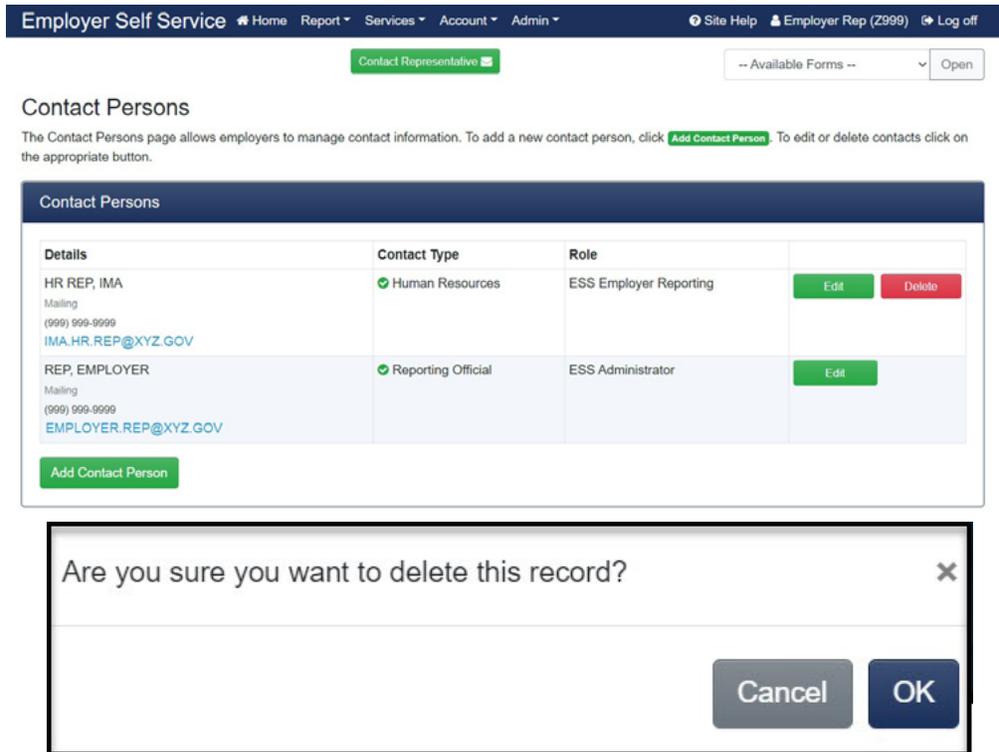
Click **Contact Persons** located under the **Account** menu.

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.



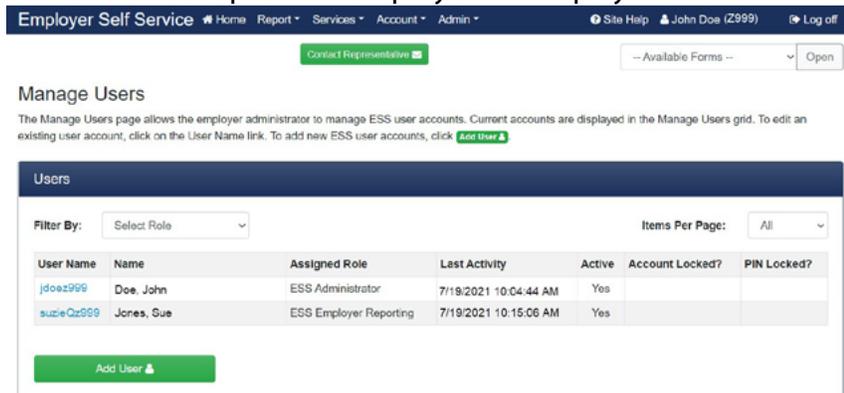
An employer may have two Employer Administrator roles for each account. If a person designated as the Employer Administrator needs to be changed, the Agency Head should complete and submit a **Form 7071** to KPPA in a timely manner to establish a new Employer Administrator. If the designated Employer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



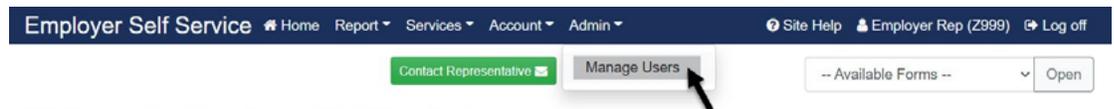
The Employer Administrator can add new ESS users. Each user will have access to the employer's information through ESS based on their security role.



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.

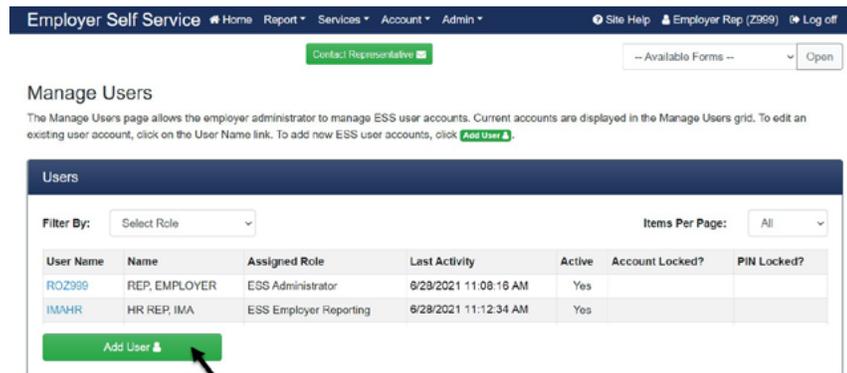
### STEP 1

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:\*

User Name:\*

Role:\*

E-mail:

Active

| 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](#).



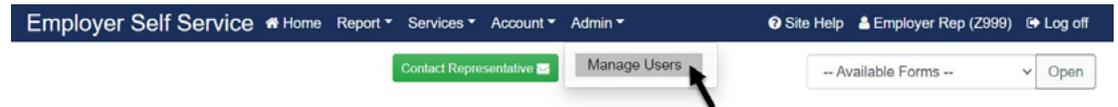
[First Time Log In to Employer Self Service Guide](#)

## 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.

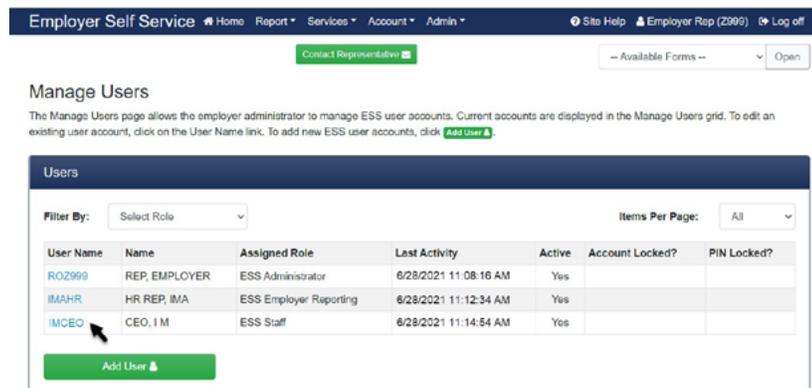
### STEP 1

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



### STEP 2

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



The screenshot shows the 'Manage Users' page. The 'Users' table is displayed, showing columns for User Name, Name, Assigned Role, Last Activity, Active, Account Locked?, and PIN Locked?. The user 'IMCEO' is highlighted, and a mouse cursor is pointing to the 'User Name' link. The 'Add User' button is also visible at the bottom of the table.

| User Name              | Name          | Assigned Role          | Last Activity         | Active | Account Locked? | PIN Locked? |
|------------------------|---------------|------------------------|-----------------------|--------|-----------------|-------------|
| <a href="#">ROZ999</a> | REP, EMPLOYER | ESS Administrator      | 6/28/2021 11:08:16 AM | Yes    |                 |             |
| <a href="#">IMAHR</a>  | HR, REP, IMA  | ESS Employer Reporting | 6/28/2021 11:12:34 AM | Yes    |                 |             |
| <a href="#">IMCEO</a>  | CEO, I M      | ESS Staff              | 6/28/2021 11:14:54 AM | Yes    |                 |             |



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 in the Employer Self Service system. The form is titled 'Edit User' and includes the following fields and options:

- Contact Person:** CEO, I M
- User Name:** IMCEO
- Reset Password**
- Reset PIN**
- Role:** ESS Staff (selected from a dropdown menu)
- E-mail:** I.M.CEO@XYZ.GOV
- Active**

At the bottom of the form, there are two buttons: 'Update' and 'Cancel'.

### 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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