

## Signing on to Self Service for the first time:

Follow this link to get to self service: <https://atsgapps01.atsginc.com/SHCM/index.jsp>

Your **User ID** is your employee number as it appears on your badge

Your **initial password** is the first 3 letters of your last name (capitalized) and the last 4 digits of your social security number.

You will sign on the 1<sup>st</sup> time with your initial password. At this time you will be directed to a page requesting you change this password, see below. Here you will create a new password and set 2 security questions. The security questions will enable you to reset your password in the future if you forget your password.

The screenshot shows a web browser window with the URL <http://atsgapps01.9092/SHCM/index.jsp>. The page title is "Employee Self-Service". The navigation bar includes links for Personal, Payroll, Benefits, Quick Links, In Box, Help, and Sign-off. The "Sign-on Preferences" section is active, showing the user's name "ACE EMPLOYEE" and Employee ID "123456789". Below this, there are instructions for changing the default language, password, and security questions. The "Reset Password Security Questions" section has two dropdown menus for selecting questions, each followed by a red asterisk. At the bottom, there are instructions to click "Submit" to process the changes.

Employee Self-Service

Personal Payroll Benefits Quick Links In Box Help Sign-off

Sign-on Preferences

Preferences ACE EMPLOYEE ; Employee ID 123456789

Use this page to change the default Self Service language, or, if applicable, to change your password or to define answers to security questions for use if you forget your password, if you need to set a new password, or if your password is disabled.

- To change the default Self Service language, select a language from the list.
- To change your password, type your current password in the Old Password field. Then type your new password in the New Password field, and re-enter the new password in the Confirm field.
- To define answers for the password reset questions, enter an answer for each question. If a question line displays a list box with a series of questions, select one question from the list and enter an answer for that question. Note that answers are case-sensitive.

If you make a mistake, click Clear and start again.

Default Language: English

Old Password:

New Password:

Confirm:

Reset Password Security Questions

Please choose a question

Please choose a question

Click Submit to process the change.  
The change to your default language takes effect the next time you log onto Self Service.  
The change to your password takes effect immediately.



Once you are signed in, you will need to select the “**Payroll**” tab and set up direct deposit and tax withholding.

Complete the following fields:

1. Direct Deposit Change
  - Here you will enter your bank account and routing numbers
2. Update Tax Information
  - Enter your Federal exemptions/withholdings

**Whenever you log in to Self Service, a menu of options will appear at the top of the screen. Below is a summary of what can be found in each tab:**

**Personal:** The links under this menu option let you change your sign-on preferences, add other email addresses and security questions, review your personal information, change your address and other contact information on file, and ensure that you have an emergency contact designated. You can also submit time-off requests and review your time-off calendar.

**Payroll:** These menu items allow you to update your direct deposit settings, view and change your tax information, and see detailed pay records.

**Benefits:** Here is where you can add, change, or remove dependents, and enroll in, review, and request changes to benefit plans. Changes to benefits may be made during open enrollment periods or when lifestyle changes occur, such as marriage, childbirth, or divorce.

**Quick Links:** Here you will find links to various benefit vendors websites.

**Company Links:** Various links to company websites can be accessed through this tab.

**FMLA Forms/Info:** Forms for requesting FMLA can be found here along with the company policy.

**In Box:** These options allow you to view requests you have made through Self-Service, receive responses to your requests, and approve changes.

**Sign-off:** Remember to click this button at the end of each Self-Service session!

## **Now that I'm logged on, how do I make a change?**

### **Personal**

- **Password Change\*\*:** Follow the below steps to change your password.  
(*Your new password must be at least 6 characters long and contain alpha and at least one numeric character.*)
  1. Click on the 'Personal' tab to get the drop down options,
  2. Select 'Sign-on Preferences'
  3. In 'Old Password' enter your current password
  4. In 'New Password' enter your new password
  5. In 'Current' enter your new password again
  6. Click on the submit button (picture of a diskette) on the top left corner of the screen under 'Preference'

*\*\*You can also change your security questions on this screen*
- **Personal Info:** Use this section to review your current information. The address information located here is what appears on your check and is forwarded to the various insurance companies and our 401(k) provider.
- **Address:** This is where you will update your address and enter your home or work e-mail address.  
*\*\*Click on the submit button (picture of diskette) on the top left corner of the screen to save any changes you make.*
- **Emergency Contact:** If desired, please enter emergency contact information.

## Benefits

- **Dependents:** Add or change dependents here. In order to enroll your dependents in your benefits you must list your dependents here first. Be sure to enter your dependent names using the **FIRST NAME, MI and LAST NAME** fields. Date of birth and Tax Id# (Social Security Number) must also be entered before a dependent can be covered.  
***\*\*Important:** Make sure you've entered any dependents you want to cover before proceeding*
- **My Benefits:** Lists the current plans that you are enrolled in
- **Benefit Changes:** If you are enrolling for the first time, follow the below steps:
  1. After clicking on Benefit Changes, you must enter the effective date of coverage. This can be found on the letter that was included in your Benefit Enrollment package. Select a "Benefit Change Reason" from the drop down screen. Then click the arrow in the upper left of the screen (continue).
  2. Then select the benefit plans you want to elect, use the drop down arrow to see available plans. You can only select one plan from each benefit group.  
***\*\*You will not see information about the 401(k) plan or Group Universal Life plan since enrollment/changes are accomplished on different web sites.***
  3. After making your selections, click on the arrow in the upper left corner to continue.
  4. Enroll your dependents in each plan by clicking on the check box next to their names. Click on the arrow to continue.
  5. Submit your changes/elections by clicking on the submit button (picture of a diskette) on the top left corner of the screen. Or if you prefer, you can save as a draft and return later to finish your selection. Be sure to log back in and **Submit** your elections.

**Your Elections will be reviewed by Human Resources for accuracy and either approved or returned for corrections.**

After 3 business days, sign back into **Employee Self Service** and check your **In Box** for messages for an approval or request for correction. See **In Box** for more information.

## **IMPORTANT**

***It is important to elect your benefits. If you do not elect coverage by your eligibility date, you will default to NO COVERAGE. Once your coverage has been defaulted you are not eligible to make a change until Open Enrollment or with a qualifying status change.***

## **In Box**

- **Messages:** Be sure to check your **In Box** for messages. Human Resources will notify you here if your submission has been approved or rejected. If your submission has been rejected, review the Workflow Comments for what needs to be corrected. Once Human Resources has approved your submission your election is complete. Human Resources will mail a benefits confirmation letter to your home.

## **Troubleshooting tips for Employee Self Service:**

### **Trouble logging into Employee Self-Service**

Contact I.S. Help Desk @ (800) 736-3973 ext. 62332

### **Reset your Password:**

If you forget your password: Enter your User ID (employee number) and click on '[click here](#)'. If you have entered your email address, click on 'Email Password'. An email will be sent with your current password. Or if you have set up your security questions, answer both security questions, create and enter a new password, and retype the new password.

### **The changes I made did not save:**

Remember to click on the Submit Button (picture of a diskette) on top left corner of screen to save any of your input/changes.

### **My marital status is wrong:**

An incorrect marital status does not affect your benefits election.

### **I received a security notice before I reached the Employee Self Service screen.**

Click **YES**. Self Service uses encryption technology to ensure your data is transmitted securely. If you received a security notice, it's likely your P.C. is set up to give you this notice when you login to a secure web site.

**For technical support:**

**Call the I.S. Help Desk @ (800) 736-3973 ext. 62332**

**For Benefits assistance:**

**Call Human Resources @ (800) 736-3973 ext. 62157**