

NSSB Employee Self Service (ESS) - Frequently Asked Questions (FAQs)

I am having a problem with my ESS password. What do I do?

Select the Password Reset button; follow the prompts to request a new password to be sent to your email. Please note, because of security concerns, the ESS password can only be reset once in a 24-hour period.

I have requested a password reset but have not received an email?

Contact your Board HR representative to confirm your email address is correct in SAP. If your email address is confirmed as being correct in SAP and you still do not receive email notification, contact your Board IT representative. This appears to be a technical issue that can only be resolved within your Board.

My pay advice is not displaying?

If you are a new employee, you will not see a pay advice until your first pay is processed. For deferred pay (usually two weeks behind) it may be four weeks before you see a pay advice, this will align with your first deposit.

If you are not a new employee, the problem could be an internet browser setting on the computer you are using, or related software (Adobe Reader, Flash, or Java). To see if the problem is related to the computer you are using, try accessing ESS from a co-worker's computer who can view their pay advice. If you can view your pay advice on another computer, please contact your Board IT representative to adjust your computer's settings.

Some selection boxes are yellow and I can't enter anything. What do I do?

You likely have an internet browser issue. To see if the problem is related to your internet browser settings, try accessing ESS from a co-worker's computer. If you can enter items on another computer, please contact your local IT representative to adjust your computer's settings. Some additional things to try are:

- Press "enter" in the selection box before you change the value.
- Ensure there is room in the selection box to enter a value. Highlight the existing value and then type the new value. This should replace the previous value.
- Ensure you are selecting the radio button beside the box you wish to change.

Why doesn't the system remember my username and password?

Saving a person's username and password is a desktop setting and not an SAP setting. Be aware that information accessible via ESS is very private and you should consider the risk of having your computer "remember" your ESS username and password.

I cannot see my entire pay advice on my screen. Is this correct?

The viewing space is limited and users may have to use either or both the horizontal and vertical scroll bars to view the entire pay advice. One thing you could try is to alter your computer monitor's screen resolution. If you are unsure how to do this contact your Board IT representative.

I have suggestions to improve the look and usability of ESS. What is the process?

Contact your Board HR representative. This representative will forward your enhancement suggestions to the Human Resources Working Group (HRWG). The HRWG will review and prioritize the enhancement. Upon approval by the HRWG an Enhancement Request will be created by the Business Support Centre on behalf of the HRWG and submitted for review by the SAP Governance Council (SGC). The SGC will review the enhancement request and determine its merit and priority based on other School Board competing enhancement requests.

My ESS pay advice is showing my current pay classification even in the past. Is this correct?

This is a known issue the CCC is currently investigating. Once the issue is resolved the boards will be notified.