Employee Service Center

Use the Employee Service Center module to access account information. The district determines which functions employees can access. If your district allows, employees can also edit and submit information, such as personal information and transfer requests.

In this document

Employee Service Center Module Selection

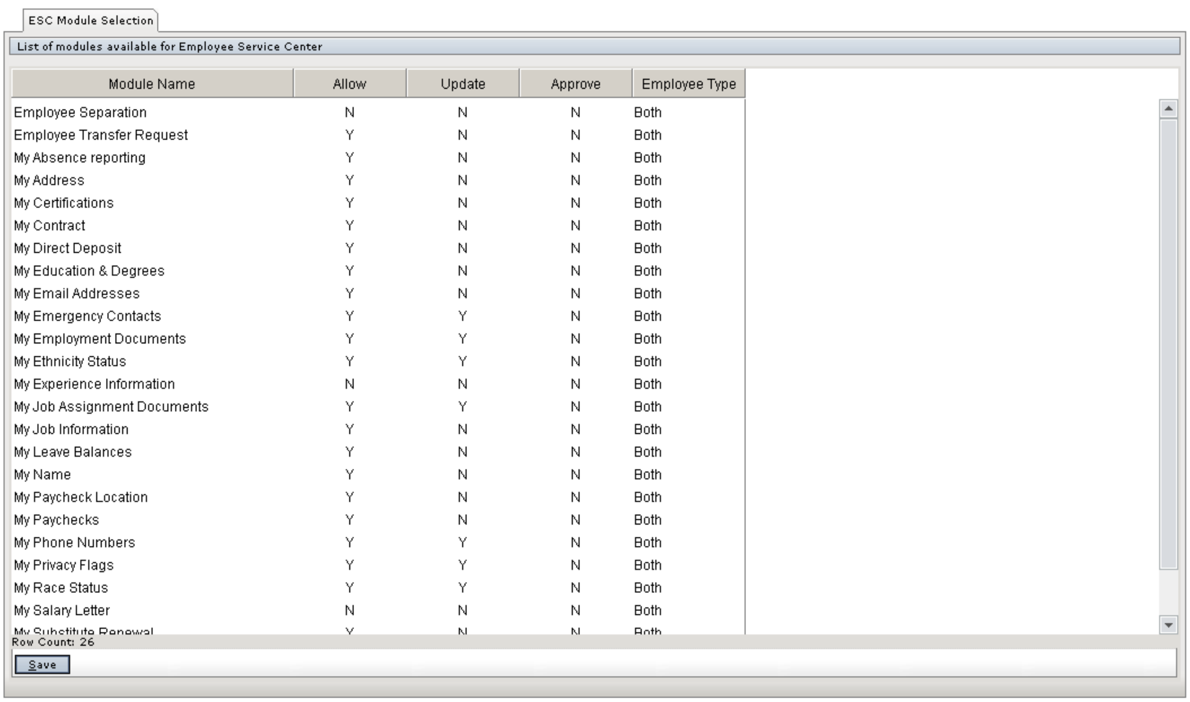
Use the Employee Service Center Module Selection function to determine which modules are displayed for employees logged on to TEAMS' Employee Service Center.

How to Select Modules

1. Navigate to the TEAMS Home page and locate the Maintain Employee Service Center menu.

   Note: *The exact name of the menu you use to access this function depends on how your district has configured its TEAMS Home page.*

2. Click the **Employee Service Center Module Selection** link. The ESC Module Selection tab is displayed, as in the following illustration.


ESC Module Selection
List of modules available for Employee Service Center

Module Name	Allow	Update	Approve	Employee Type
Employee Separation	N	N	N	Both
Employee Transfer Request	Y	N	N	Both
My Absence reporting	Y	N	N	Both
My Address	Y	N	N	Both
My Certifications	Y	N	N	Both
My Contract	Y	N	N	Both
My Direct Deposit	Y	N	N	Both
My Education & Degrees	Y	N	N	Both
My Email Addresses	Y	N	N	Both
My Emergency Contacts	Y	Y	N	Both
My Employment Documents	Y	Y	N	Both
My Ethnicity Status	Y	Y	N	Both
My Experience Information	N	N	N	Both
My Job Assignment Documents	Y	Y	N	Both
My Job Information	Y	N	N	Both
My Leave Balances	Y	N	N	Both
My Name	Y	N	N	Both
My Paycheck Location	Y	N	N	Both
My Paychecks	Y	N	N	Both
My Phone Numbers	Y	Y	N	Both
My Privacy Flags	Y	Y	N	Both
My Race Status	Y	Y	N	Both
My Salary Letter	N	N	N	Both
My Substitute Renewal	Y	N	N	Both

Row Count: 26
Save

Figure 1: ESC Module Selection tab

Note: *See the table in the Modules Available for Selection section on page 4 for more information about which modules are available for selection, and how the flags affect that particular module.*

3. In the **Allow** column, choose whether or not the module can be accessed by employees.

   Note: *If you choose N in step **3**, you cannot select Y in the Update or Approve columns.*

4. In the **Update** column, choose whether or not employees can make changes to modules.

5. In the **Approve** column, choose whether or not the changes that employees make to modules can be submitted and approved before updating the database.
6. In the **Employee Type** column, choose to which type of employee the previous settings apply. You have the following options:
   - Substitute
   - Employee
   - Both
7. Click the **Save** button. A message is displayed which tells you that your changes were successfully saved.

Modules Available for Selection

The following table shows information about which modules are available and how the flags affect that particular module.

RFDS_DIST_TEXT_CFG_ID	RFDS_DIST_TEXT_CFG_VALUE
esc.absence.instructions	Instructions for My Absence Reporting screen
esc.certification.notes	Instructions for ESC Certification screen
esc.directDeposit.notes	Instructions for ESC Direct Deposit screen
esc.documents.assignment	Instructions for Job Assignment Documents
esc.documents.employee	My Employment Documents instructions
esc.educationdegrees.notes	Instructions for ESC Education and Degree screens
esc.ethnicity.note	Notes for Race and Ethnicity, this will display only if either race/ ethnicity modules are allowed.
esc.generalInstructions	Instructions for all if no Role Type instructions are defined
esc.instructionByRoleType/ Auxiliary	Instructions for Auxiliary
esc.instructionByRoleType/ Clerical	Instructions for Clerical
esc.instructionByRoleType/ Paraprofessional	Instructions for Paraprofessional
esc.instructionByRoleType/ Professional or Administration	Instructions for Professional or Administration
esc.instructionByRoleType/ Support	Instructions for Support
esc.instructionByRoleType/ Teacher	Instructions for Teacher
esc.leave.instructions	Instructions for ESC Leave Balance screen
esc.paycheck.notes	Paycheck Location data explanation
esc.privacy.notes	Instructions for ESC Privacy screen
esc.timecard.notes	District adds instruction about My Time Card
esc.w4.notes	Instructions for ESC W4 screen

Employee Service Center Homepage

Employees can use the Employee Service Center Homepage to access their account information.

Note: *The district determines which functions employees can access. If your district allows, employees can also edit and submit information, such as personal information and transfer requests.*

Use the ESC Homepage to access the following tabs:

- Personal Information Tabs
- Leave Balances Tab
- Employee Absence Dates
- Time Cards Tab
- My Employment Records Tabs
- Create Employee Job Application/Transfer
- Contract Logon Tab
- PayCheck Tabs
- My Documents Tabs

How to Access the Service Center Homepage

Note: *There are two ways to access Service Center Homepage. The first is by using an external link provided to the employee by the district. The second is from within TEAMS. Use the following instructions to access the Service Center Homepage from within TEAMS. If you access the ESC Homepage from the link, click on it, and skip to step* ***3****.*

1. Navigate to the TEAMS Home page and locate the Maintain Employee Service Center menu.

   Note: *The exact name of the menu you use to access this function depends on how your district has configured its TEAMS Home page.*

2. Click the **Employee Service Center** link. The Employee Service Center login screen is displayed, as in the following illustration.

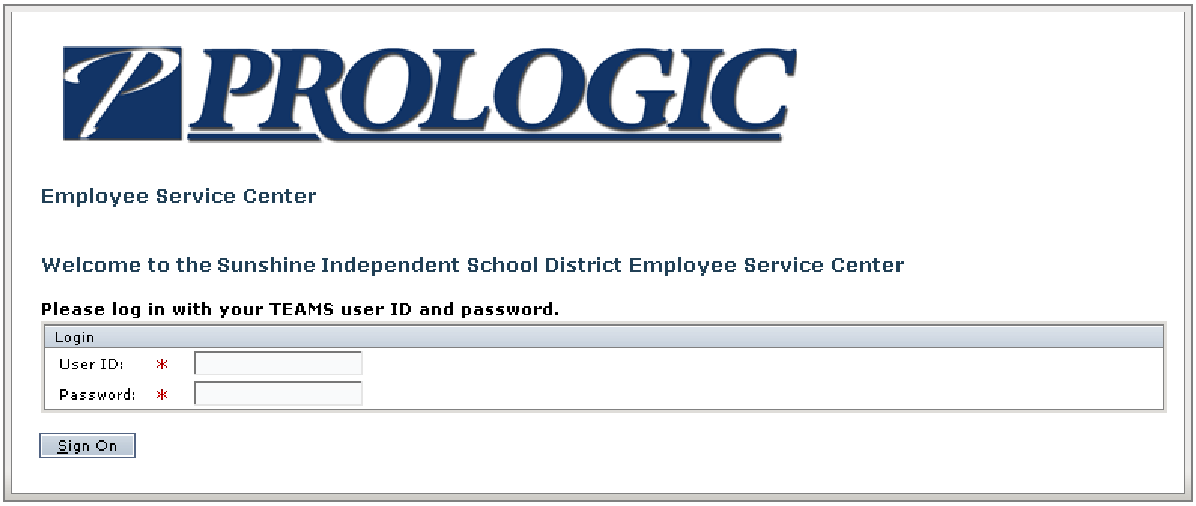


Figure 2: Employee Service Center login screen

3. Enter the **User ID**.
4. Enter the **Password**.
5. Click the **Sign On** button.
6. The Service Center Homepage tab is displayed, as in the following illustration.

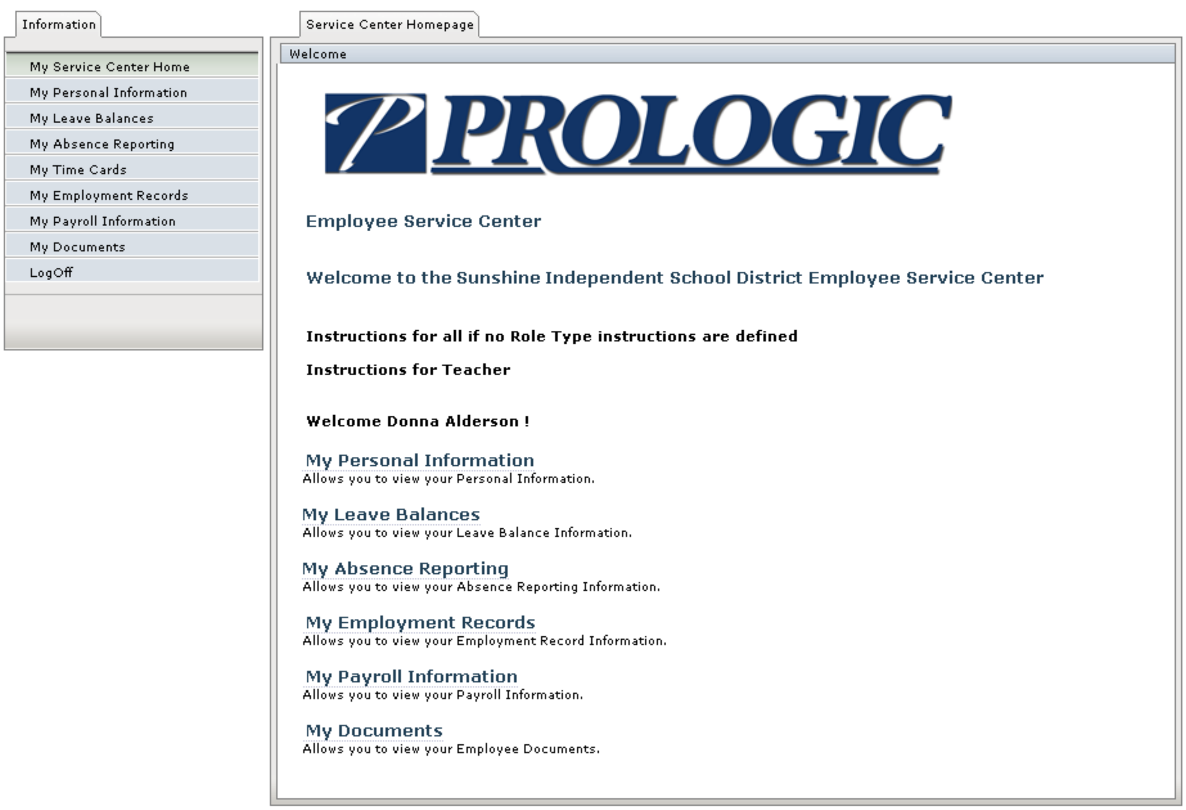


Figure 3: Service Center Homepage tab

Note: *You can log out of Employee Service Center at anytime by clicking on the LogOff link on the Information navigation bar.*

Use the Service Center Homepage to access account information. You can access information two ways: either by using the links in the Navigation bar, or by using the links in the Welcome panel.

Personal Information Tabs

Use the My Personal Information tabs to view and edit personal information. Not all personal information can be edited.

How to View and Edit Personal Information

1. On the Service Center Homepage, click the **My Personal Information** link on the navigation panel or in the Welcome panel. The Personal Information tab is displayed, as in the following illustration.

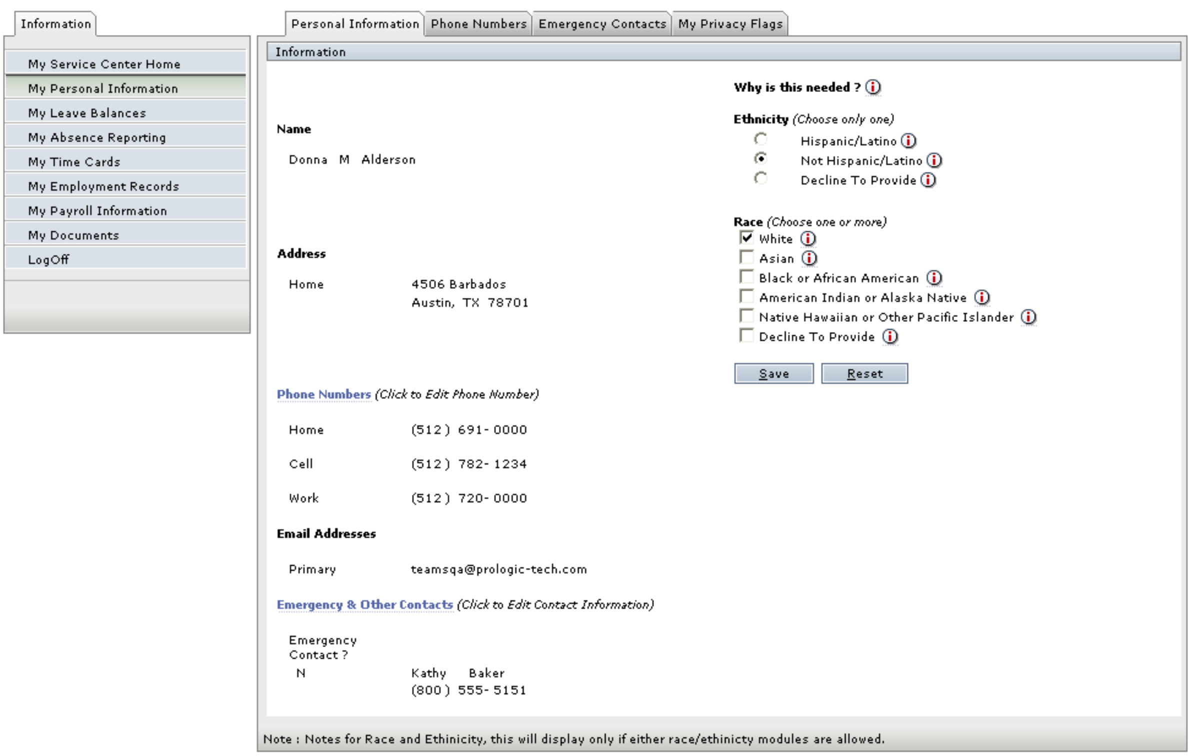


Figure 4: Personal Information tab

2. View the information on the tab.

   Use the following sections to make changes to personal information.

Changing Ethnicity Information

In the Ethnicity section, select the appropriate option, and click the **Save** button.

Note: *You can only choose one ethnicity.*

Note: *Click the icon to view more information about the corresponding field.*

Changing Race Information

In the Race section, checkmark the appropriate option, and click the **Save** button.

Note: *You can checkmark multiple options.*

Note: *Click the icon to view more information about the corresponding field.*

How to Work with Phone Numbers

Click the **Phone Numbers** tab to bring it forward. The Phone Numbers tab is displayed, as in the following illustration.

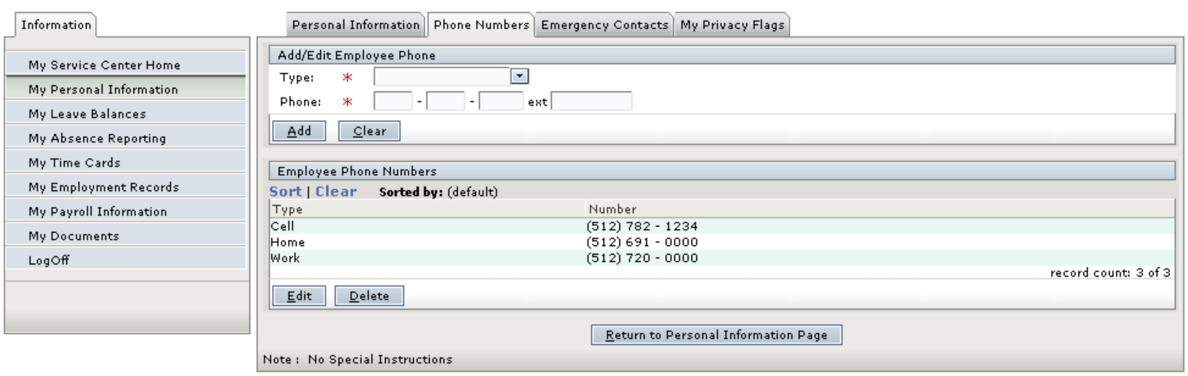


Figure 5: Phone Numbers tab

Adding Phone Numbers

1. In the Add/Edit Employee Phone panel, select a **Type** from the drop-down list.
2. Enter the phone number in the **Phone** field.
3. **Optional.** Add an extension in the **ext** field.
4. Click the **Add** button. The information is added to the Employee Phone Numbers list, and will be displayed on the Personal Information tab.

Editing Phone Numbers

1. In the Employee Phone Numbers panel, highlight to select a phone number, and click the **Edit** button. Information regarding the phone number you selected is populated in the Add/Edit Employee Phone panel.
2. Edit the information.
3. Click the **Save** button. The information you edited is added to the Employee Phone Numbers list, and will be displayed on the Personal Information tab.

Changing Emergency and Other Contact Information

Click the **Emergency Contacts** tab to bring it forward. The Emergency Contacts tab is displayed, as in the following illustration.

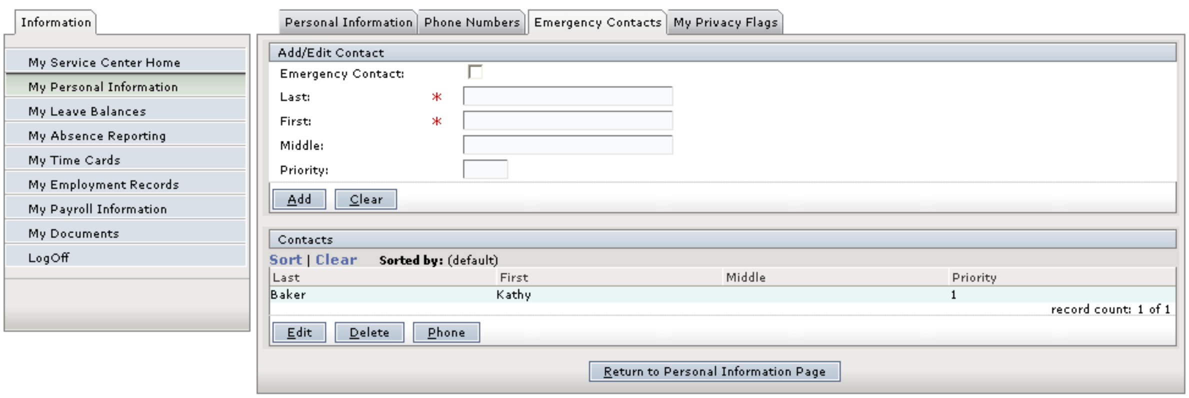


Figure 6: Emergency Contacts tab

Adding Emergency and/or Other Contact Information

1. In the Add/Edit Contact panel, checkmark the **Emergency Contact** box if the contact information you are adding is an emergency contact.
2. Enter the contact's **Last** name.
3. Enter the contact's **First** name.
4. Enter the contact's **Middle** name.
5. In the **Priority** field, assign the priority in which this contact should be notified if there is an emergency. (For example, 1 if this person should be contacted first.)
6. Click the **Add** button. The information is added to the Contacts list, and will be displayed on the Personal Information tab.

Editing Emergency and/or Other Contact Information

1. In the Contacts panel, highlight to select a contact, and click the **Edit** button. Information regarding the contact you selected is populated in the Add/Edit Contact panel.
2. Edit the information.
3. Click the **Save** button. The information you edited is added to the Employee Phone Numbers list, and will be displayed on the Personal Information tab.

How to Set Employee Privacy Flags

1. Click the **My Privacy Flags** tab to bring it forward. The My Privacy Flags tab is displayed, as in the following illustration.

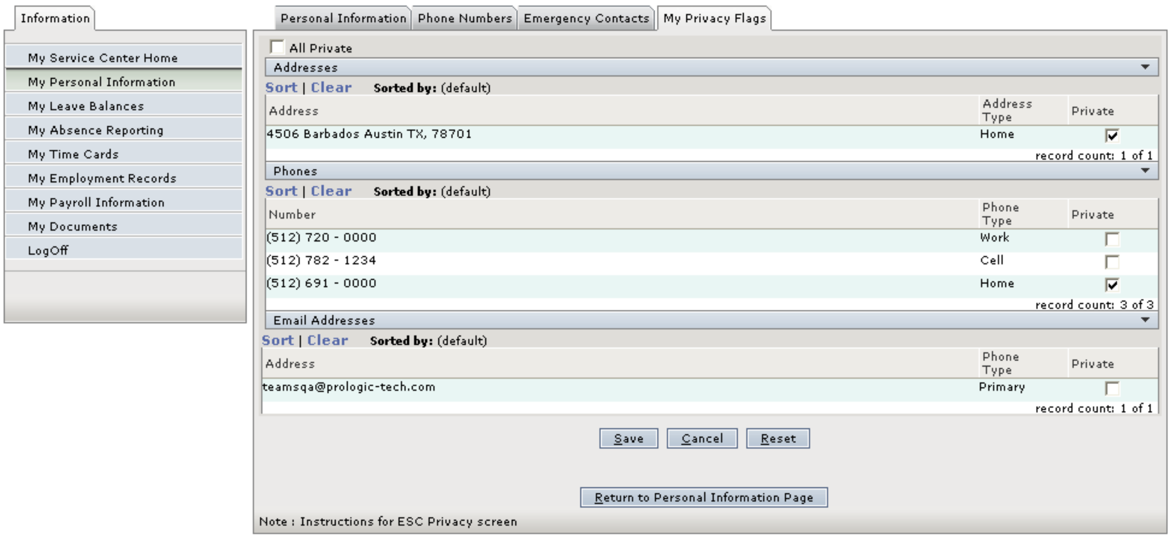


Figure 7: My Privacy Tags tab

2. In each panel, use the **Private** checkboxes to indicate that the corresponding information is private.

   Tip: *Use the **All Private** checkmark to automatically set all fields to Private. Use the **Reset** button to reset the Private fields how they were originally set.*

3. Click the **Save** button. A message is displayed which tells you that your changes were successfully saved.

Leave Balances Tab

Use the Leave Balances tabs to view leave balances with projected balances using approved time cards not processed by payroll.

How to View Leave Balance Information

1. Click the My Leave Balances link on the Information navigation bar. The Leave Balances tab is displayed, as in the following illustration.

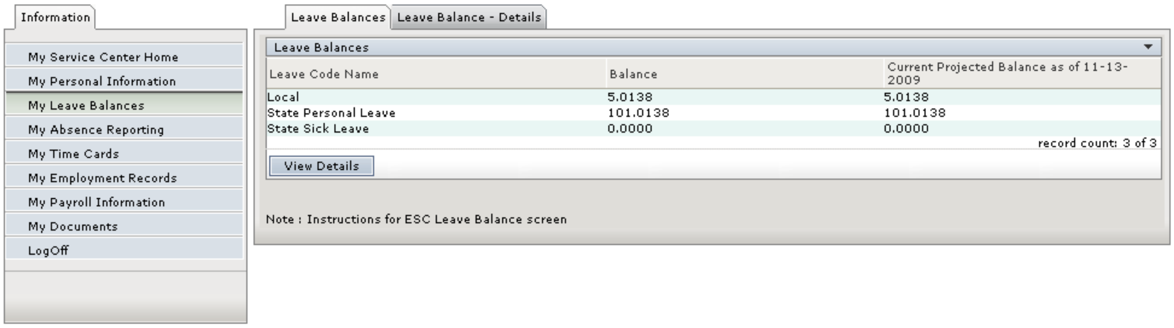


Figure 8: Leave Balances tab

2. Highlight to select the leave balance, and click the **View Details** button. The Leave Balance - Details tab is displayed.

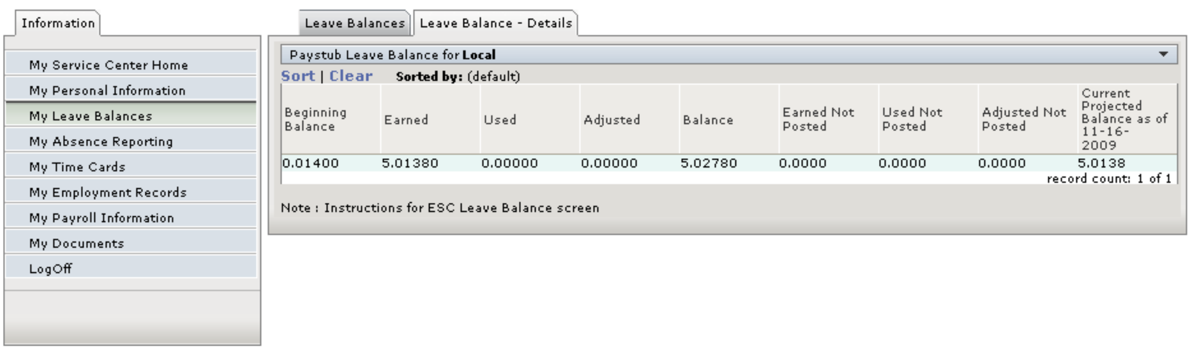


Figure 9: Leave Balance - Details tab

3. View the information on the tab.

Employee Absence Dates

Use the Employee Absence Dates function to report an absence and add or maintain an employee's favored substitutes.

How to Report an Absence

1. Click the **My Absence Reporting** link in the Information navigation bar. The Employee Absence tab is displayed in a new window, as in the following illustration.

Figure 10: Employee Absence tab

Note: *The calendar defaults to the current month. If you will be absent on a day in a future month, use the Calendar to locate the month in which you will be absent.*

2. Click the **Work Day** link. The Details tab is displayed, as in the following illustration.

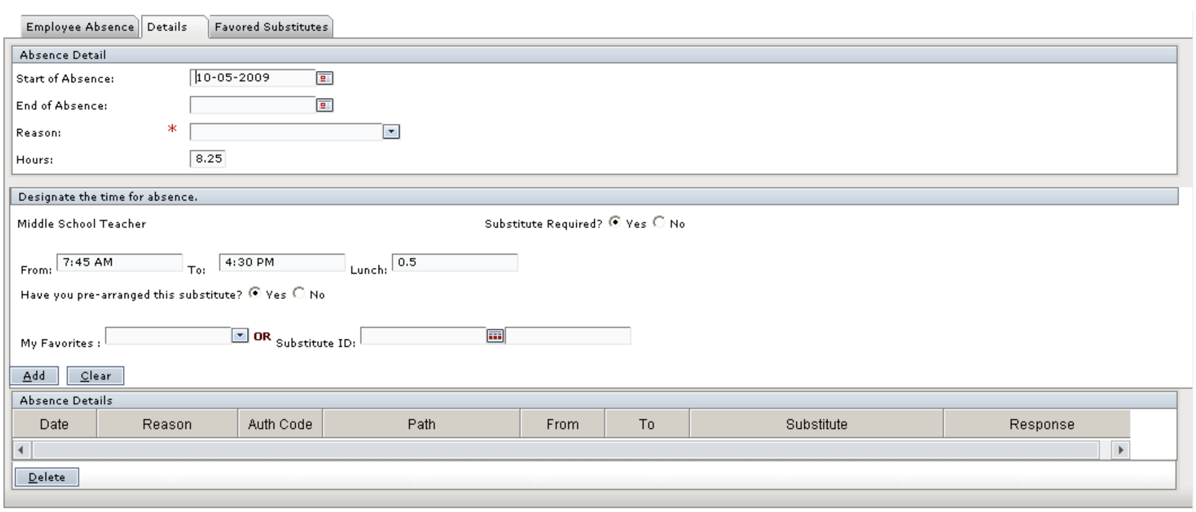


Figure 11: Details tab

3. The **Start of Absence** field displays the date you clicked in the Employee Absence tab, but you can enter another date, or click the icon to select one from the calendar if necessary.

4. If you are going to be absent for more than one day, enter the last day you will be absent in the **End of Absence** field, or click the icon to select one from the calendar.

   Note: *When entering an absence for multiple dates, the Hours, From, To, and Lunch fields will be removed from the tab. The employee's absence time card and the From, To, and Lunch times will be populated based on the employee's schedule for those dates.*

5. Select a **Reason** from the drop-down list.

   Note: *If you are going to be absent for more than one day, skip to step **8**.*

6. In the **Hours** field, enter the number of hours in your workday.
7. In the **Substitute Required** field, indicate whether a substitute is required to fill in for you when you are absent. If you select No, skip to step **14**.
8. In the **Have you pre-arranged this substitute?** field, indicate whether you want to notify a particular substitute that you will be absent. If you select No, skip to step **14**.
9. To select a particular substitute to be notified before other substitutes about the opening, enter information into one of the following fields:
   - **My Favorites:** Select a substitute from the drop-down list.
   - **Substitute ID:** Enter the substitute's name and identification number, or click the icon to select one from the Employee Search tab.
10. Under the Absence Details panel, in the **End of Absence** field, enter the date on which you will return.
11. In the **Reason** field, select a reason you will be absent from the drop-down list.
12. In the **From** field, enter the time on which you will begin your time off.
13. In the **To** field, enter the time on which you will end your time off.
14. Click the **Add** button. The absence is added to the Details panel.

How to Add a Favored Substitute

If you are a teacher, use the Favored Employees tab to add and maintain a list of favored substitutes from which teachers can select when they report absences. Favored substitutes are contacted for jobs before other substitutes.

1. Click the **Favored Substitute** tab to bring it forward. The Favored Substitutes tab is displayed, as in the following illustration.

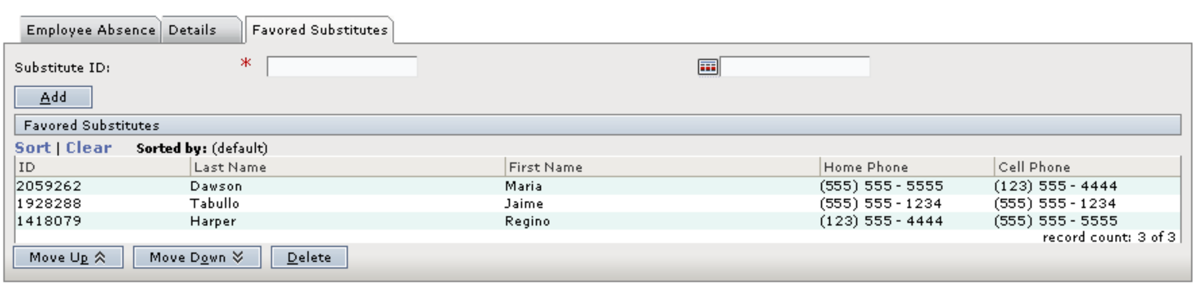


Figure 12: Favored Substitutes tab

2. Enter the **Substitute ID**, or click the icon to select one from Employee Search tab. For more information about the Employee Search tab, see the *TEAMS Employee Search User Guide* or Online Help.
3. Click the **Add** button. The substitute you selected is added to the Favored Substitutes list.
4. If there are multiple substitutes in the Favored Substitutes list, use the **Move Up** and **Move Down** buttons to arrange the list in the order that you want them to be displayed when users select Favored Substitutes.
5. Close the browser window to return to the Employee Service Center module.

Time Cards Tab

The My Time Cards link opens the Time Cards tab, which you can use to view time card information.

How to View Time Card Information

1. Click the **My Time Cards** link in the Information navigation bar. The Time Cards tab is displayed in a new window, as in the following illustration.

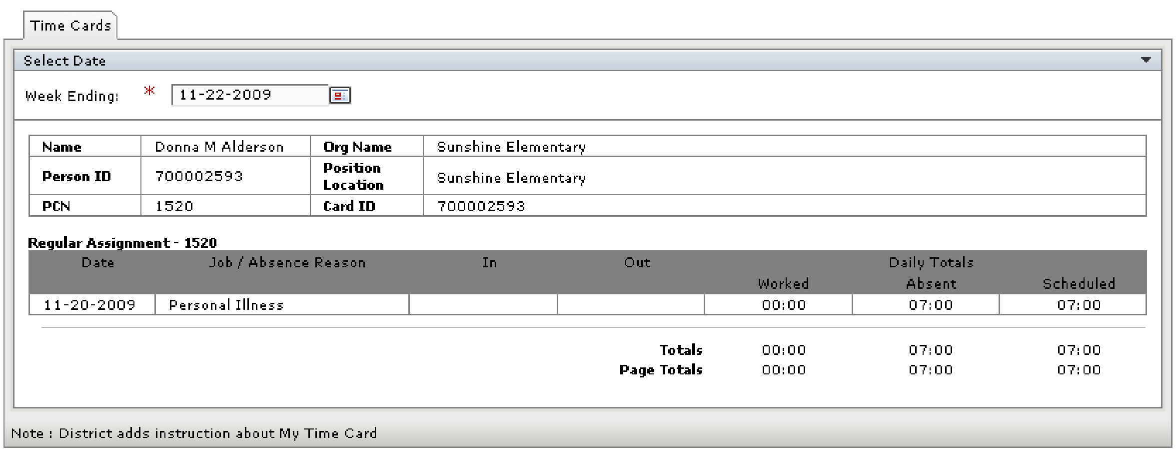


Figure 13: Time Cards tab

2. View the information on the tab.
3. Close the browser window to return to the Employee Service Center module.

My Employment Records Tabs

Use the My Employment Records tabs to access information about certifications, degrees, and transfer requests. The tabs of this section are listed below:

- Job Information Tabs
- Create Employee Job Application/Transfer
- Contract Logon Tab

Job Information Tabs

Use the Job Information tabs to view information about your jobs, such as your role(s) and degrees.

How to View Job-Related Information about Employees

1. Click the **My Employment Records** link on the Information navigation panel. The Job Information tab is displayed, as in the following illustration.

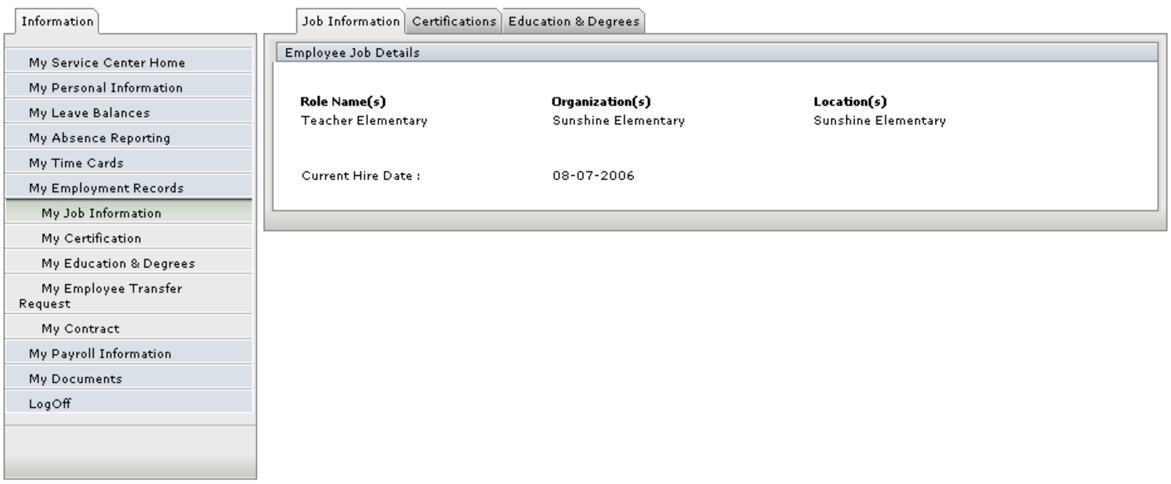


Figure 14: Job Information tab

2. View the information on the tab.
3. Click the **Certifications** tab to bring it forward. The Certifications tab is displayed, as in the following illustration.

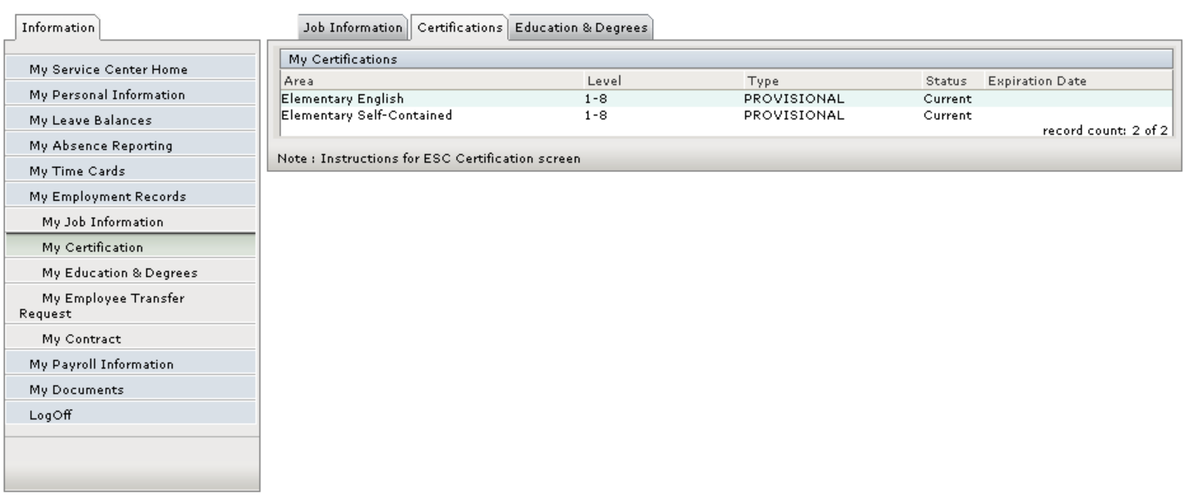


Figure 15: Certifications tab

4. View the information on the tab.
5. Click the **Education & Degrees** tab to bring it forward. The Education & Degrees tab is displayed, as in the following illustration.

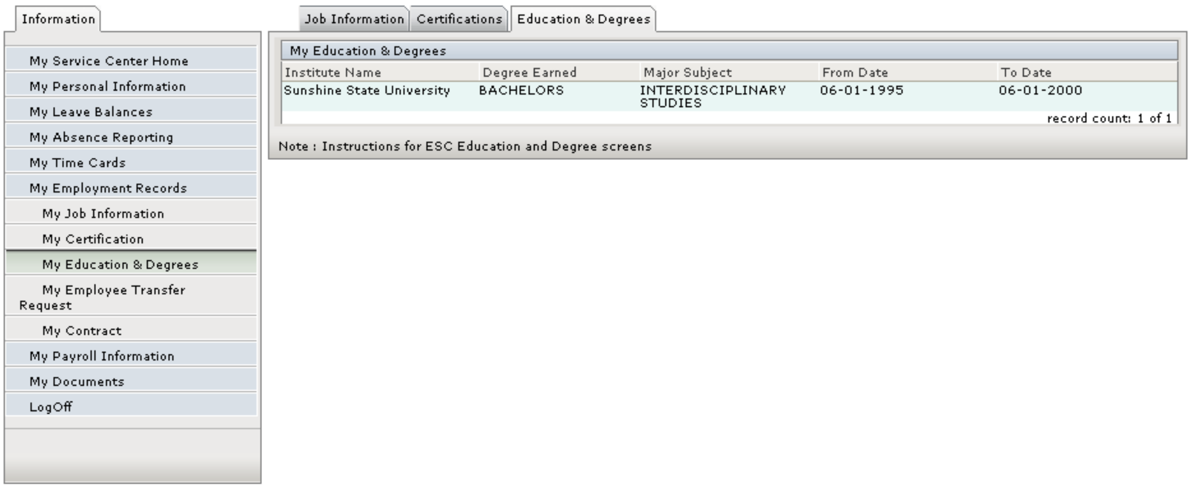


Figure 16: Education & Degrees tab

6. View the information on the tab.

Create Employee Job Application / Transfer

The Create Employee Job Application/Transfer function allows district employees to apply for transfers and posted positions and to manage their transfer requests and personal records, including certifications, work history, and education history.

How to Create a Job Application / Transfer

1. Navigate to the TEAMS Home page and locate the Employee Maintenance menu.

   Note: *The exact name of the menu you use to access this function depends on how your district has configured its TEAMS Home page.*

2. Select the **Create Employee Job Application / Transfer** link. The Employee Transfer navigation bar opens with the Job Categories tab displayed, as in the following illustration.

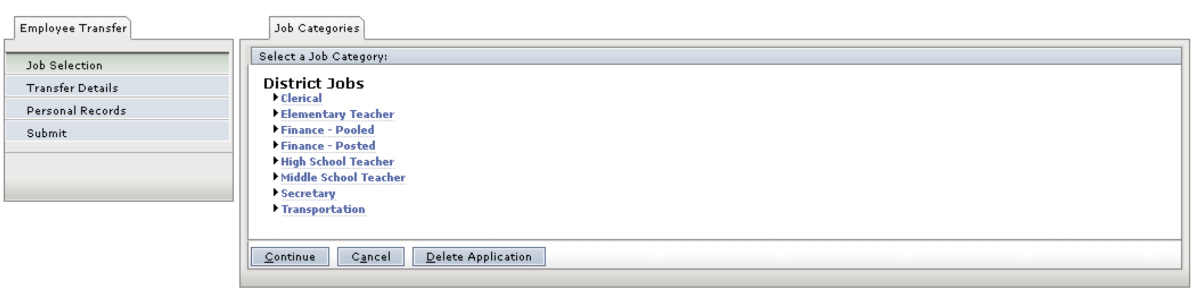


Figure 17: Job Categories tab

3. Select a category link to see the posted positions for that category.
4. Checkmark the appropriate position(s). The list of applicable organizations is displayed.
5. Checkmark the appropriate organization(s).
6. Click the **Save Changes** button. The job Categories tab is displayed with the Notice box, as in the following illustration.

Figure 18: Notice box

Note: *The Notice box notifies employees that if they added any new jobs to the application, they must complete the remainder of the tabs in the Employee Transfer function, and that they must click the* ***Submit*** *button on the Submit tab for the application to be considered for the transfer that employees are requesting.*

7. Click the **Ok** button. The Job Categories tab is displayed with the Select a Job Category panel showing the selections you made.

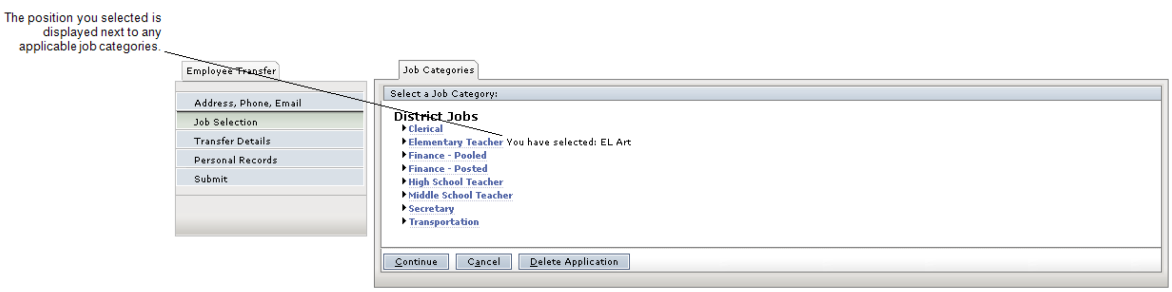


Figure 19: Job Categories tab with selected job noted

Note: *If a position is posted in multiple categories, it is displayed next to each category.*

8. Click the **Continue** button. The Preferences tab is displayed, as in the following illustration.

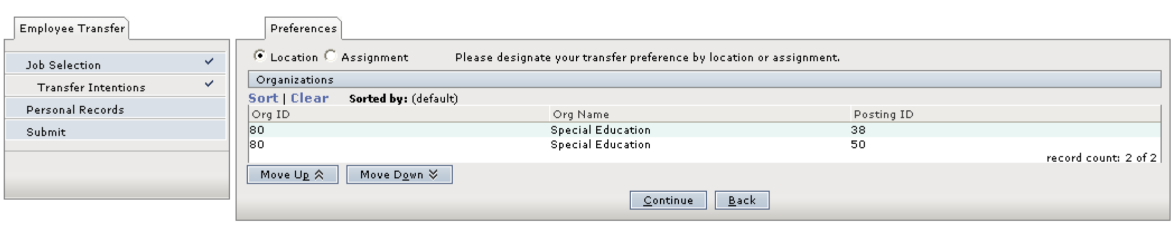


Figure 20: Preferences tab

9. Select either **Location** or **Assignment** to display your selected locations or assignments, respectively.

10. Highlight to select an assignment or location, and use the **Move Up** and **Move Down** buttons to designate a preference.

11. Click the **Continue** button. The Application Reason tab is displayed, as in the following illustration.

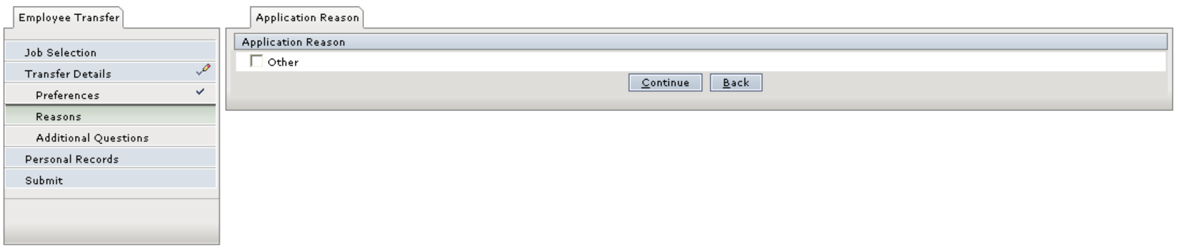


Figure 21: Application Reason tab

12. Checkmark the reason(s) you are submitting the application.

13. Click the **Continue** button. The Certification tab of the Personal Information area is displayed.

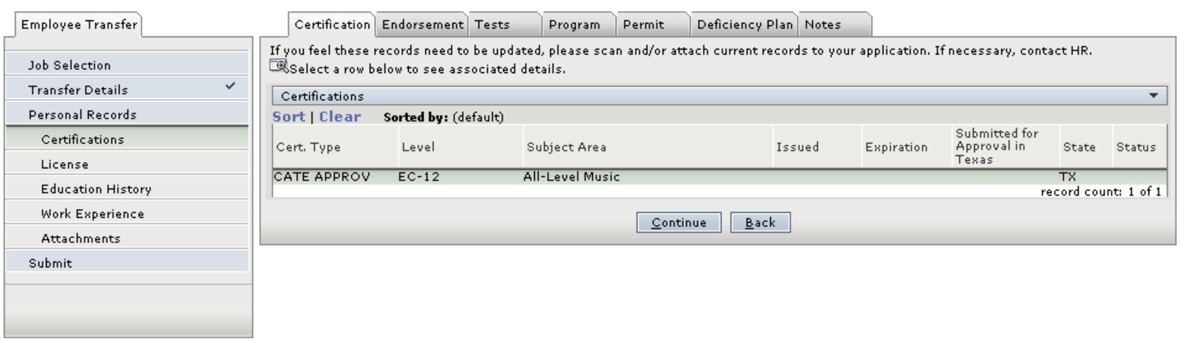


Figure 22: Certification tab

14. Click a certification listed to see associated endorsements and notes. For more information about the Certifications tabs, see the *TEAMS Employee Search User Guide* or TEAMS Online Help.

15. If necessary, attach additional records for this tab. (For more information, see "Adding Attachments" on page 20.)

16. Click the **Continue** button to proceed to the Licenses tab, which is displayed below.

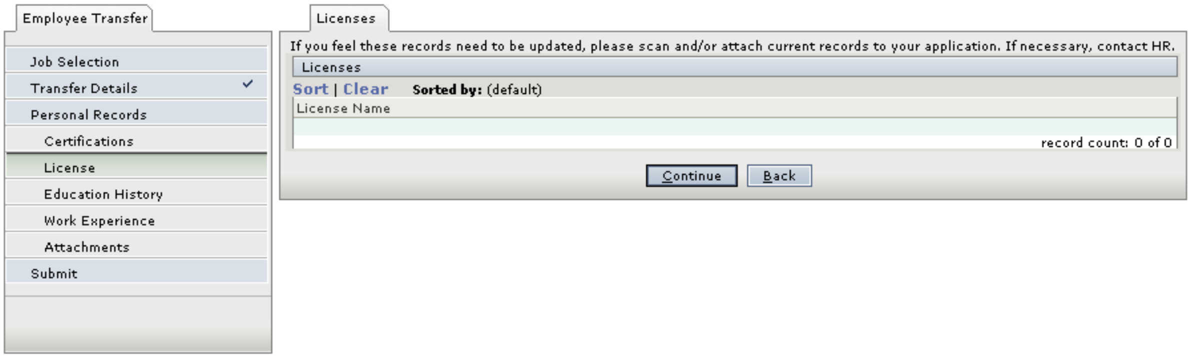


Figure 23: Licenses tab

17. If necessary, attach additional records for this tab. (For more information, see "Adding Attachments" on page 20.)
18. Click the **Continue** button to proceed to the Education History tab.

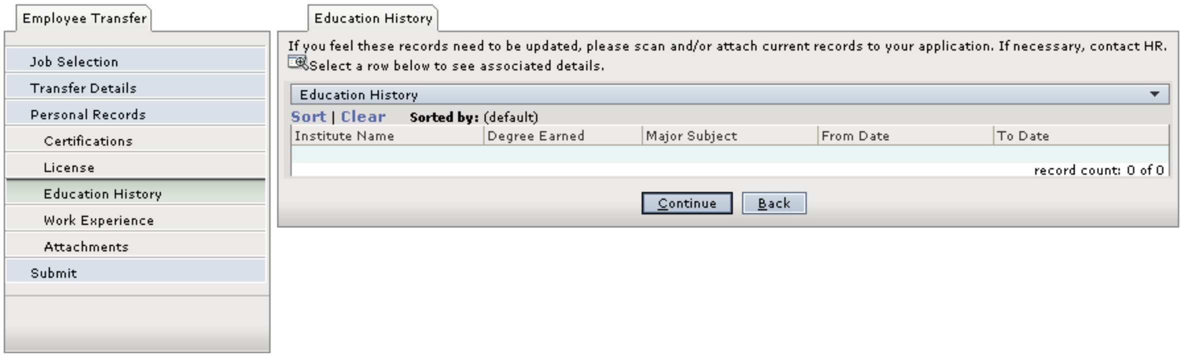


Figure 24: Education History tab

19. Click an institution listed to see associated details.
20. If necessary, attach additional records for this tab. (For more information, see "Adding Attachments" on page 20.)
21. Click the **Continue** button to proceed to the Work Experience tab.

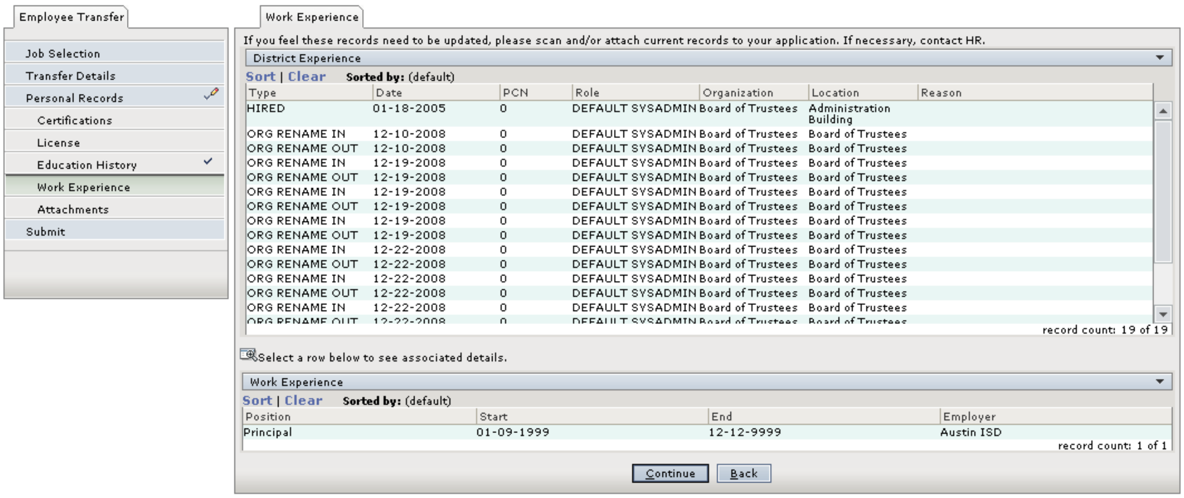


Figure 25: Work Experience tab

22. Click an item in the Work Experience list listed to see associated details.
23. If necessary, attach additional records for this tab. (For more information, see "Adding Attachments" on page 20.)

Adding Attachments

The Attachments tab is shown below.

Important: *Districts are responsible for their own anti-virus protection for attachments that are added to the TEAMS system.*

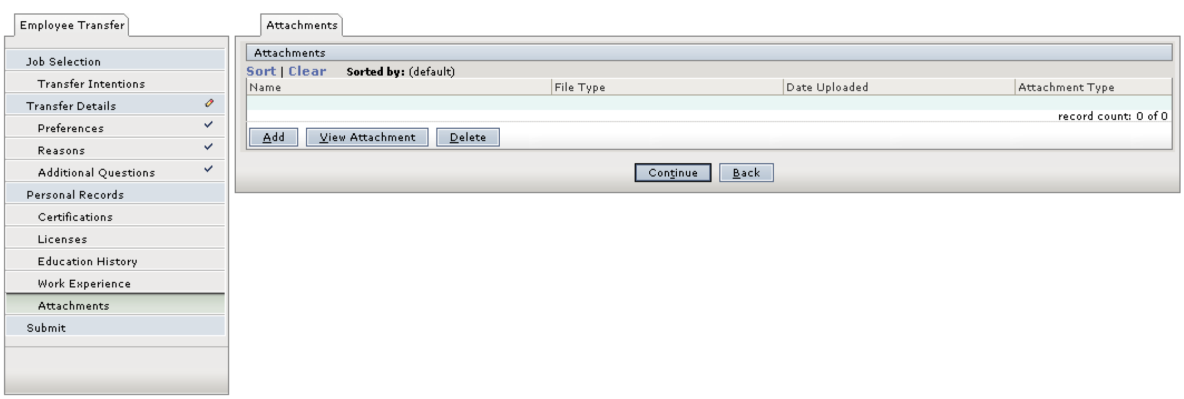


Figure 26: Attachments tab

24. Click the **Add** button. The Attachment box is displayed.

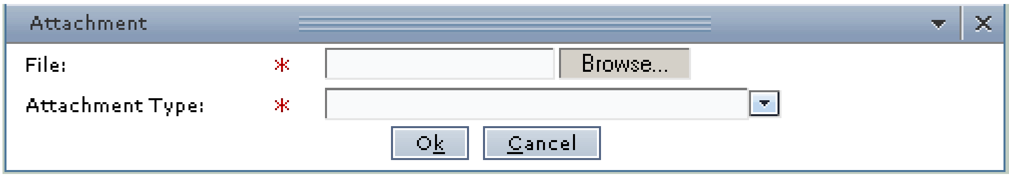


Figure 27: Attachment box

25. In the File field, enter the file name you want to upload, or click the Browse button to open a standard Choose file window and navigate to the file location.

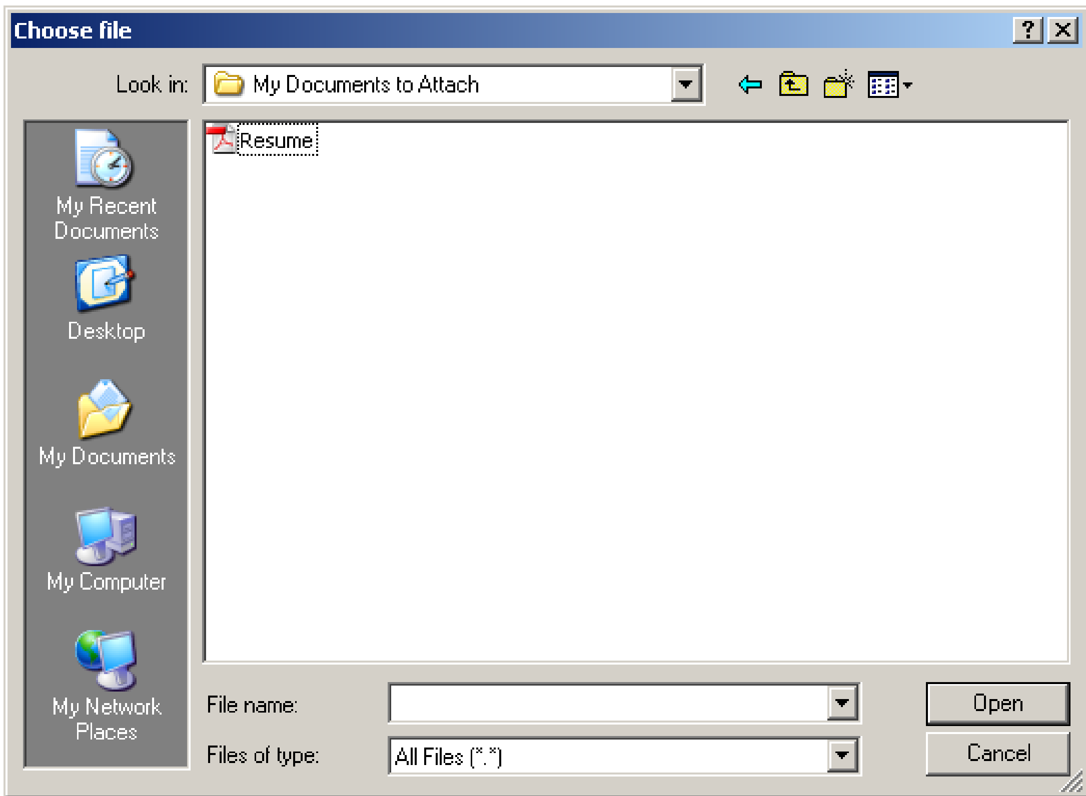


Figure 28: Standard Choose File window

26. Select the file so that it populates the File Name field and click the **Open** button. The file path and file are displayed in the File field of the Attachment box.

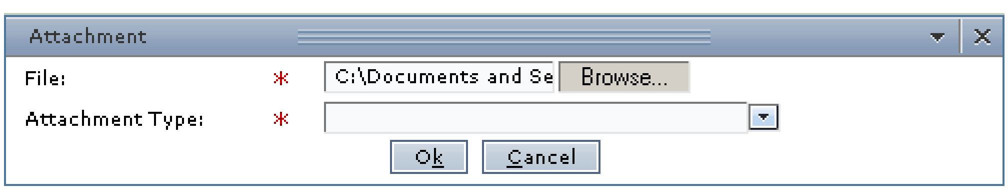


Figure 29: Attachment box with file selected to upload to TEAMS

27. In the **Attachment Type** field of the Attachment box, select the type of file you are uploading.
28. Click the **Ok** button. The attachment is added to the Attachments list.

*Note: To view an attachment, select the attachment and click the **View Attachment** button. A viewer opens that you can use to review the document. To delete an attachment, select the attachment you want to delete and click the **Delete** button. A confirmation box is displayed asking you to confirm the deletion action.*

29. Click the **Continue** button to proceed to the Submit tab, which is illustrated below.

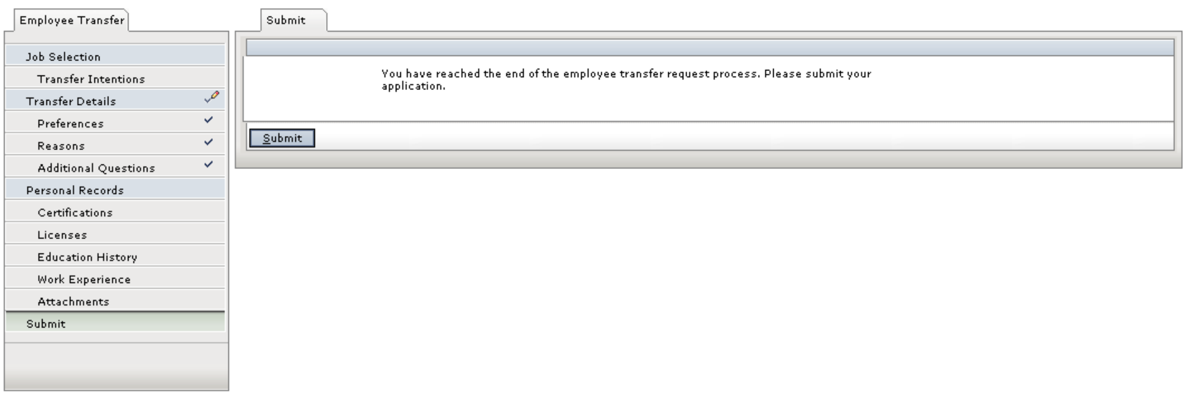


Figure 30: Submit tab

30. If you are ready to submit your Transfer Request, click the **Submit** button. A confirmation is displayed on the tab to let you know the request has been submitted for approval.

Note: If you want to edit any tabs or review the information before you submit the application, you can use the Employee Transfer navigation panel to return to any previous tabs.

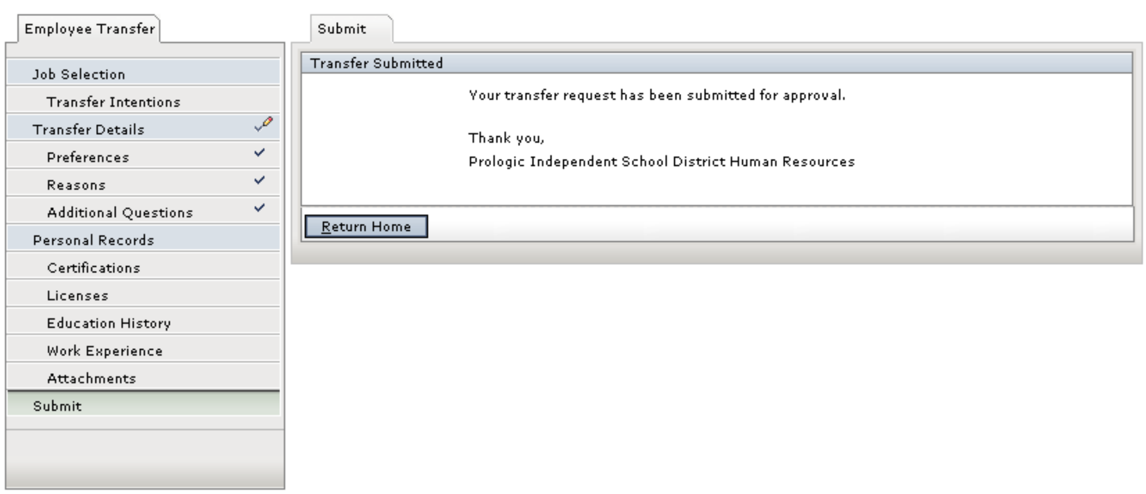


Figure 31: Submit tab with confirmation displayed

The status of the request is changed to Submitted on the Job Selection tab.

31. Click the **Return Home** button to return to the TEAMS Home page.

    Note: *Transfer Requests that end a current assignment and start a new assignment flow through the organization's formal approval process.*

Contract Logon Tab

Use the Contract Logon tab to view and, if your district allows, accept or reject electronic contracts.

How to View Electronic Contracts

1. Click the **My Contract** link on the Information navigation panel. The Contract Logon tab is displayed, as in the following illustration.

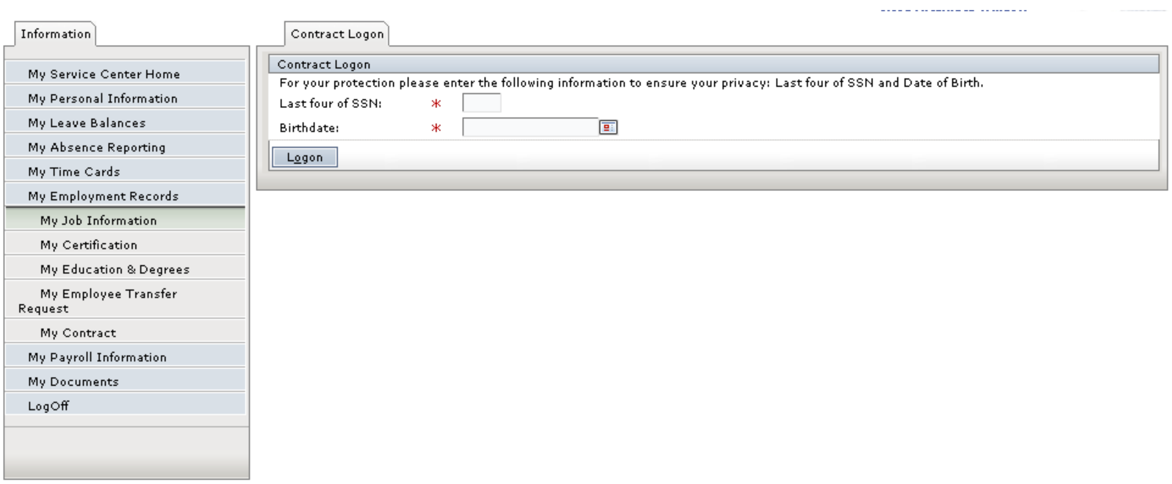


Figure 32: Contract Logon tab

2. Enter the last four digits of your Social Security Number in the **Last four of SSN** field.
3. Enter your **Birthdate**, or click the icon to select it from the calendar. The Electronic Business tab is displayed.
4. Click the **I Agree** button if you agree with the terms and conditions. The Contract tab is displayed, as in the following illustration.

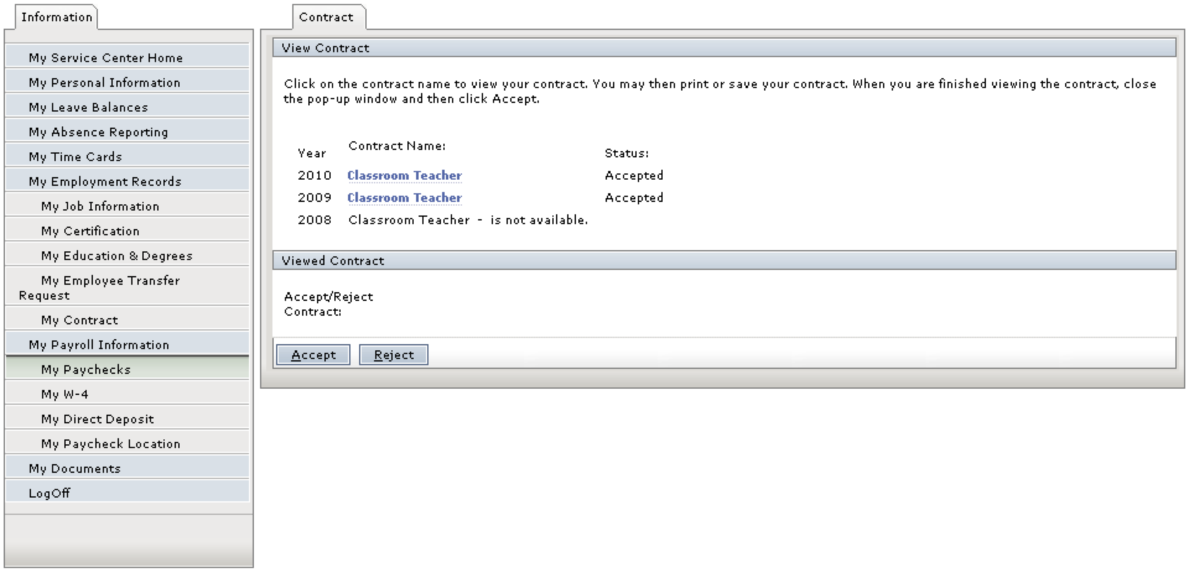


Figure 33: Contract tab

5. Under the **Contract Name** list, click on the contract. The Contract is displayed as a PDF in a new window.

How to Accept or Reject Contracts

Note: *The ability to accept or reject contracts is district-defined. If the district does not allow employees to accept or reject contracts, the Accept and Reject buttons are not displayed.*

1. After viewing the contract(s),
2. Click the **Accept** or **Reject** button. The contract is accepted or rejected.

PayCheck Tabs

Use the PayCheck tabs to search for and view electronic pay stubs for both live checks or direct deposits.

How to Search for and View Paychecks

1. Click **My Payroll Information** to expand that section of the Information navigation bar.
2. Click the **My Paychecks** link. The PayCheck tab is displayed, as in the following illustration.

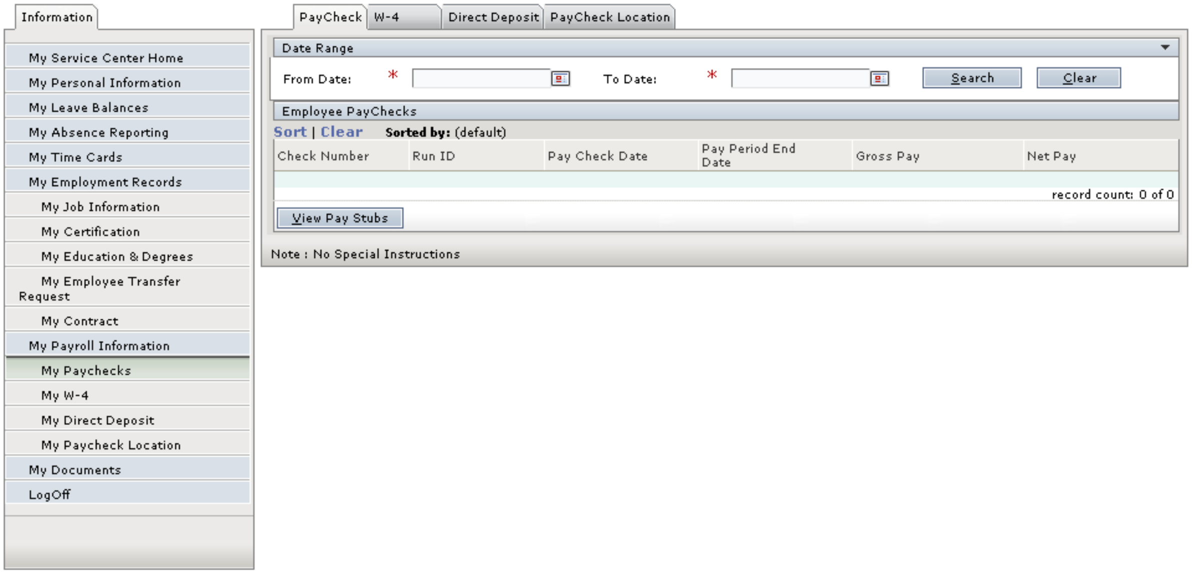


Figure 34: PayCheck tab

3. To search for pay checks, use the **From Date** and **To Date** to enter a date range between which the pay stub was created.
4. Click the **Search** button. The tab is redisplayed to show the paychecks in the Employee PayChecks panel.
5. Highlight to select the pay check, and click the **View Pay Stubs** button. The Pay Check tab is displayed, as in the following illustration.

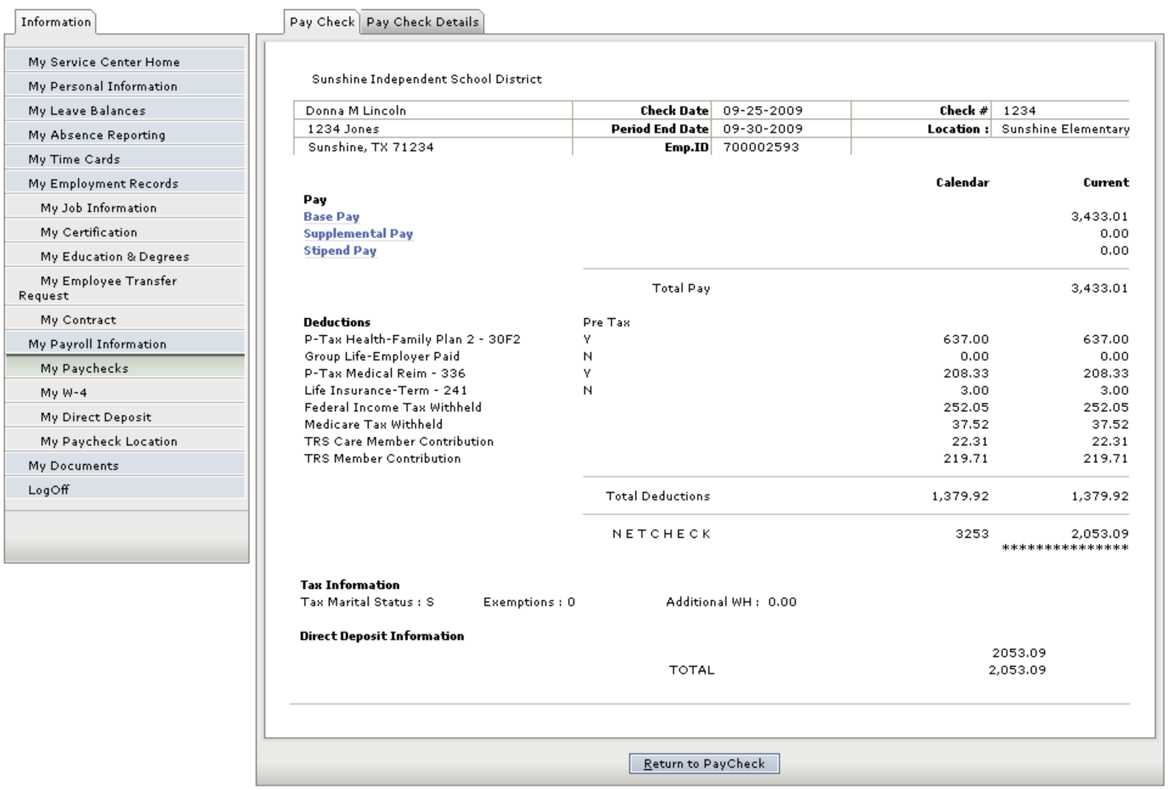


Figure 35: Pay Check tab

6. View the information on the tab.

   Note: *In the Pay column, use the hyperlinks to access the type of pay you want to view.*

7. Click the **My W-4** link to access the W-4 tab. The W-4 tab is displayed, as in the following illustration.

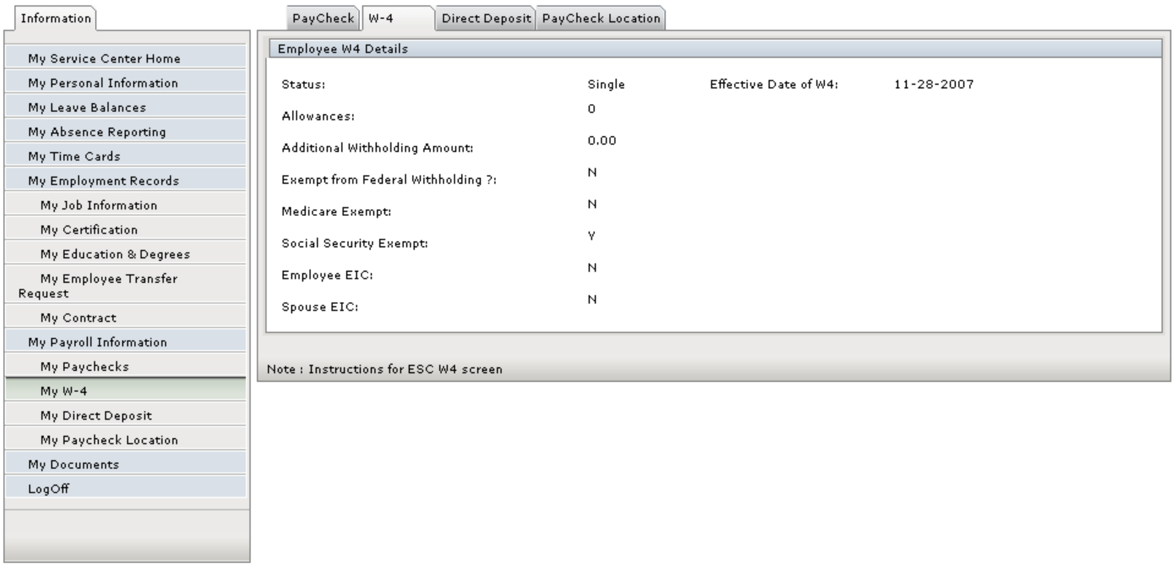


Figure 36: W-4 tab

8. View the information on the tab.
9. Click the **Direct Deposit** tab to bring it forward. The Direct Deposit tab is displayed, as in the following illustration.

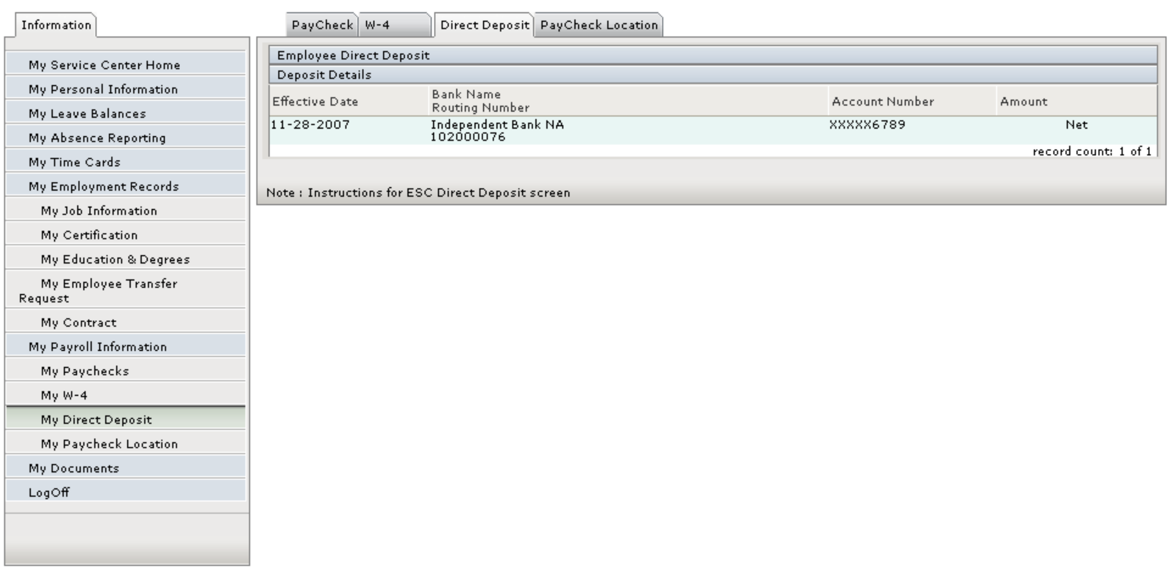


Figure 37: Direct Deposit tab

10. Click the **PayCheck Location** tab to bring it forward. The PayCheck Location tab is displayed, as in the following illustration.

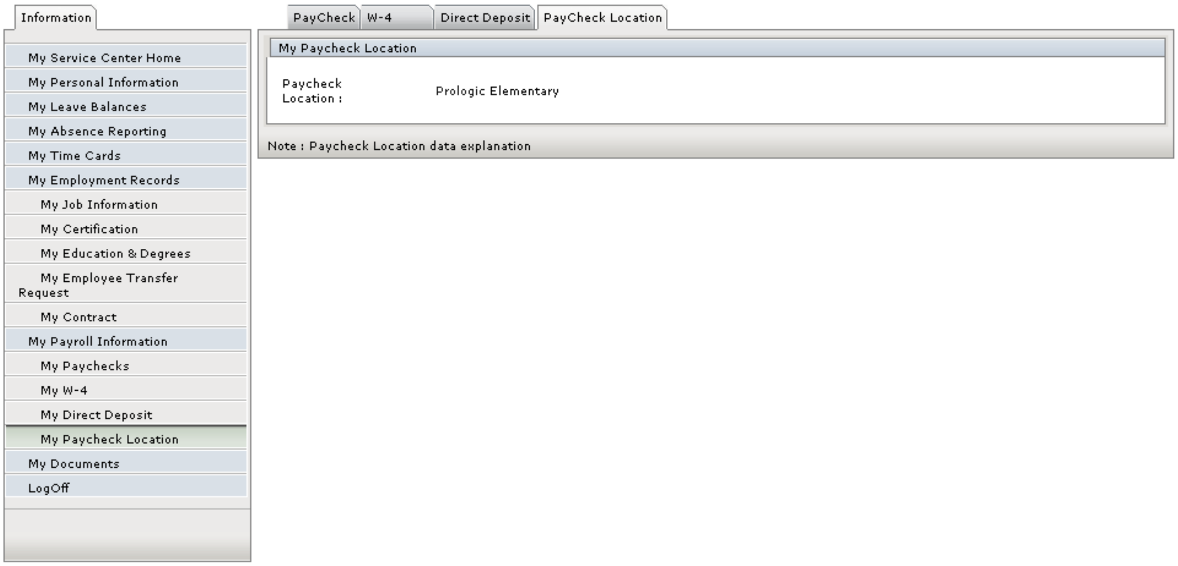


Figure 38: PayCheck Location tab

11. View the information on the tab.

My Documents Tabs

The My Documents function will be implemented in a future release of the TEAMS system.

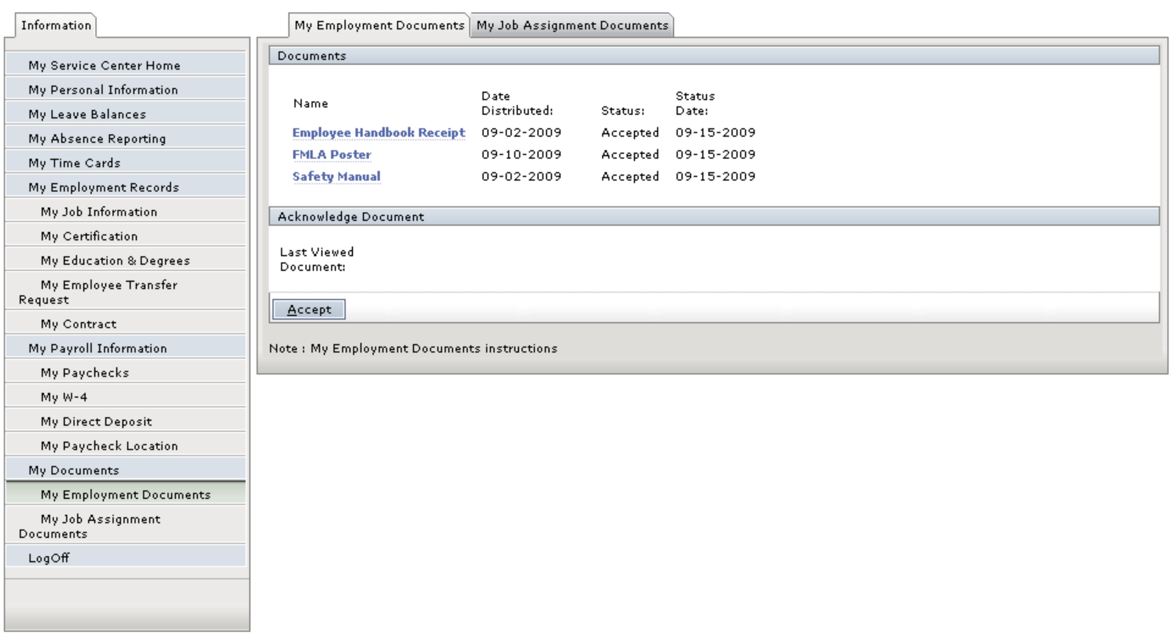


Figure 39: My Employment Documents tab