

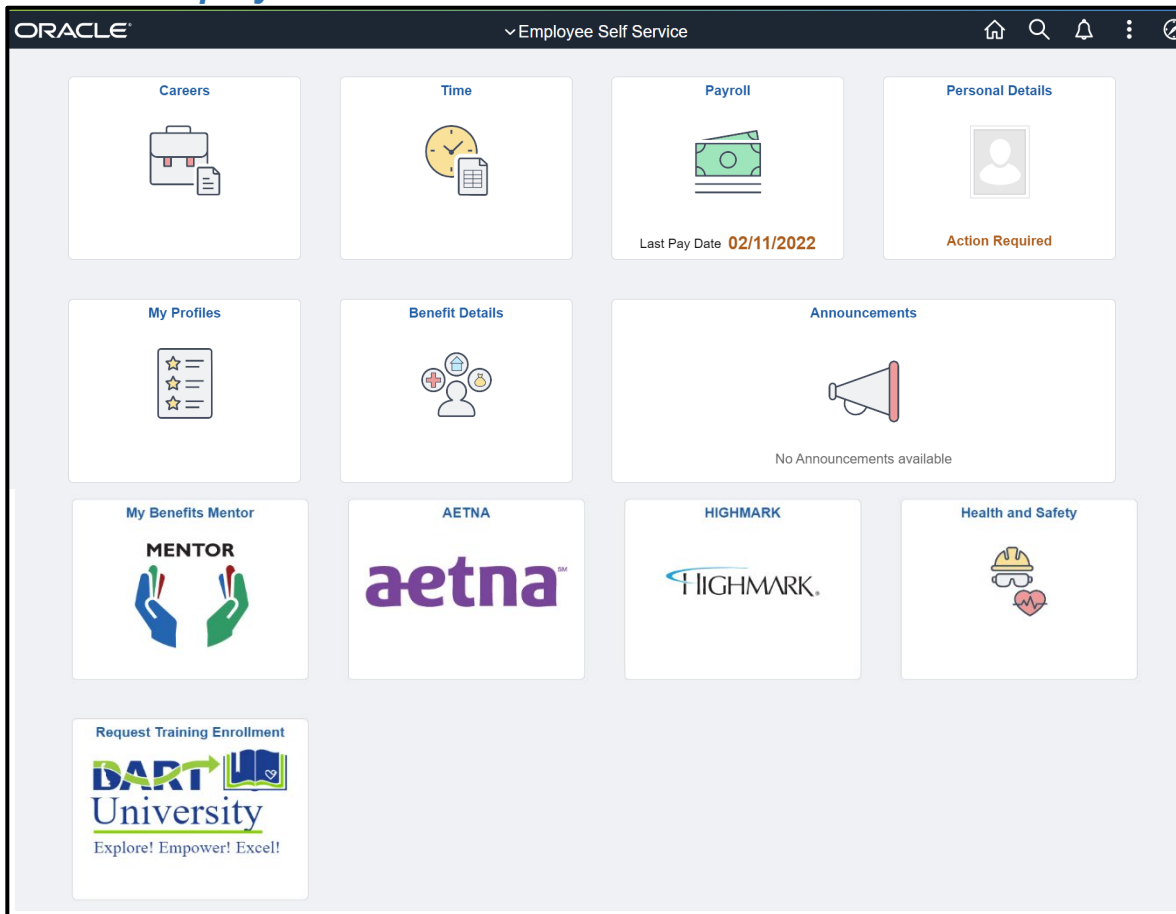


DTC Self-Service FAQs

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What is Employee Self-Service?



Employee Self-Service is a secure online website for Delaware Transit Corporation (DTC) employees to **Update** and **View** personal information such as: Home and Mailing address, Phone Numbers, Emergency Contacts, and Email Address.

Employees can also view pay and benefit information, and view leave balances.

How do I access Employee Self-Service?

All employees must register at My.Delaware.Gov: <https://my.delaware.gov> using your personal email.

The Employee Self-Service website can be also accessed using this link:

DTC Employee Assistance page: <http://dartfirststate.com/employeeSelfService/>.

Can I access the system from home?

Yes. Employee Self-Service is a secure online website available 24 hours a day, 7 days a week.

Can I use a work email to access Employee Self-Service?

No. You must register at My.Delaware.gov use a personal email ending in @GMAIL, @YAHOO, @AOL, etc. You cannot use @Delaware.gov business email.

Do I use my Employee Id (EMPL ID) to Login?

No, use your personal email to sign in to my.delaware.gov. It must match the email we have in PeopleSoft.

How do you get my Personal Email?

All new employees apply using Candidate Gateway and must supply a personal email.

Existing employees can contact PeopleSoft (302)760-2220 or by E-mail **DOT_DTC_PSOFT_HR** Monday - Friday, 8:00 AM - 4:30 PM and provide them with your personal email.

What if I forget my password?

Instructions for resetting your password are available at: <http://dartfirststate.com/employeeSelfService/>

Does the system lock me out if I enter the wrong password?

The system will lock the user account after incorrect password attempts. Instructions are available at: <http://dartfirststate.com/employeeSelfService/>

What are the password requirements?

Password must not have been used before.

Password must not match or contain first or last name.

Password must be at least 10 characters long.

Password must contain at least 1 numeric character.

Password must contain at least 1 special character.

Password must contain at least 1 uppercase letter.

Password must not match or contain your Email.

Does my password automatically expire after a set number of days?

The system automatically prompts you to change your password every 90 days.

What Internet Browser is required?

The following browsers/versions are supported:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

Work Computer

Work computers are typically updated with the latest software, if the computer is not functioning properly, notify your Supervisor / Dispatch or contact the DeIDOT Help Desk, (302)760-2200.

Home Computer

If your home computer does not have one of the versions above, it is recommended that you upgrade to the appropriate browser version after you try clearing your web browser.

Can I access Employee Self-Service with my Mobile Device?

Yes, if your mobile device has a data plan, the website is accessible.

Is my mobile device compatible with My.Delaware.gov?

Because of the large diverse/possible combinations of devices and browsers, a definitive list is not possible.

Our recommendation is if one mobile device browser doesn't work try another however, the best course of action for mobile devices would be to go directly to the target site using the site's URL, in this case you need to enter <https://my.delaware.gov> .

What if I do not have access to a computer?

Contact your direct supervisor for direction. All DTC employees have access to a computer at work.

When can I view my current paycheck?

Employees are able to view pay data online on the Thursday before a Friday payday. If payday Friday is a Federal/State holiday, the data is available prior to the scheduled payday.

What if my paycheck is not correct?

Contact your direct supervisor.

What if my direct deposit is not correct?

Contact your direct supervisor.

What happens if my direct deposit is not posted to my account(s) on payday?

Direct deposit transactions and/or funds are posted on payday Friday, unless payday Friday is a Federal/State holiday. Direct deposit and/or funds will be available on the scheduled payday. If your funds are not in your account on payday, contact your direct supervisor.

What if I need a copy of my pay advice or pay-stub for proof of income?

Access your pay data securely online through Employee Self-Service and print a copy of the specific advice or live paycheck data. This is best accomplished from a computer.

Who do I contact with questions about my pay?

Contact your direct supervisor

Is assistance available if I have questions about logging into or accessing Employee Self-Service?

The **PeopleSoft** group, (302)760-2220, operates Monday through Friday from 8:00 a.m. to 4:30 p.m. for login assistance. Voicemail is available after hours.

Can anyone else see or access my pay information online?

Access is employee-specific and only available to you. Protect your confidential pay data; do not share your login information. Do not save your My.Delaware.gov information on a shared computer.

Should I give my login information to anyone?

Access is employee-specific and only available to you with your personal email and secure password. For security purposes, do not share your login information with others. If you are using a computer that is not your own (i.e. library, work, a friend's house, etc.) never save your login information on that computer.

How do I view my final paycheck data or W-2 after I leave DTC?

Access to Employee Self-Service, including personal information, pay data, benefits, W-2 forms, and Leave Balances are inactivated when you terminate or retire. You may need to contact your Payroll Office to print you're a copy of final pay data. W-2 forms are printed and mailed to employees who worked during the year but are not active employees at the time W-2s are generated for the year.