



## **DTC Self-Service FAQs**

### ***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?***

The Employee Self-Service website can be accessed using these links:

DE-SSO: <https://sso.delaware.gov/>

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.

### ***What Internet Browser is required?***

The following browsers/versions are supported:

- Internet Explorer 9.x
- Internet Explorer 10.x
- Internet Explorer 11
- Firefox 26
- Safari 5.x+
- Chrome 32

### ***Work Computer***

If your work computer does not have one of the versions above, contact the DeIDOT Help Desk, 302-760/2200 or by E-mail, DOT\_ServiceDesk.

### ***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.

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

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

### ***Is my mobile device compatible with DE-SSO?***

**(DE-SSO)** is not compatible with all mobile devices/browsers.

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.

### ***What if I do not have access to a computer?***

Contact your direct supervisor for direction.

### ***What is my Employee Id (EMPL ID)?***

Your Employee Id is a three or four-digit employee identification number assigned by the DTC.

### ***Where do I find my Employee Id (EMPL ID)?***

Locate your three or four-digit Employee Id on the Badge you received upon hire, on a previously printed pay advice, paycheck stub or contact your direct supervisor for assistance.

### ***What if I forget my password?***

If you have set-up your Challenge Questions and Answers, the "Forgot Password?" on the DE-SSO Sign-On page feature allows you to reset your password without sending a form or waiting for someone to return a new password to you. 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 five incorrect password attempts.

### ***What if I have entered the wrong password too many times and get locked out?***

Wait 20 minutes and make another attempt. Otherwise, contact our **PeopleSoft** group, 1-302-760-2220 or by E-mail **DOT\_DTC\_PSOFT\_HR** Monday - Friday, 8:00 AM - 4:30 PM.

### ***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 Employee Id.

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

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

### ***Does Employee Self-Service automatically log me out?***

As a security measure, after 20 minutes of inactivity, the system will automatically log you out.

### ***When can I view my current advice or live paycheck data?***

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.

### ***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, 1-302-760-2220, 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.

### ***Should I give my login information to anyone?***

Access is employee-specific and only available to you with your **Employee Id** and secure password. For security purposes, do not share your login information with others.

### ***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 your 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.