

# Employee Self Service

## Training Manual for Employees

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# CUNYFirst and Employee Self Service (ESS)

CUNYFirst (Fully Integrated Resources & Service Tool) is the name of CUNY's Enterprise Resource Planning (ERP) project. It is an initiative to implement a single, unified ERP system on all of the CUNY campuses. This system plays a key role in the transformation of the University and the promotion of an integrated CUNY. One important feature is that it allows for employees to access the system and view and/or change their personal information through the Employee Self Service (ESS) Module. Employees should ensure the accuracy of his/her personal information. Incorrect employee information can lead to issues regarding your retirement, health benefits, and possible pay increases upon the Payroll and CUNYFirst merge.

To be able to access the system and use the ESS module, employees are first required to claim their account. If you have not yet done so, please see the steps in the following pages to complete this process.

All computer systems at CUNY rely on data in CUNYFirst. The data provided to the Office of Human Resources is entered into CUNYFirst and becomes the basis of your accounts in other systems administered on campus and by CUNY Central Office. Understanding the data sharing process can be important in troubleshooting account-related issues that arise for new hires.

# Data Sharing Process

## ▶ Office of Human Resources

- Responsible for the initial data collection and entry of personal information and basic job data into CUNYFirst.
- A distinctive Employee ID is created and assigned to each employee, which will carry throughout your CUNY-wide career.

## ▶ Office of the Registrar

- Assigns instructors to courses in CUNYFirst.
- Maintains course information used for the creation and enrollment of faculty and students into Blackboard course shells
- After being assigned to a course in CUNYFirst, it is accessible in Blackboard within 24 - 48 hours.

## ▶ Academic Affairs

- Enters faculty into the CUNYFirst Instructor Table, if necessary.
- Provides access to the Faculty Center (access required for Faculty).

## ▶ John Jay Blackboard Support Center

- Troubleshoots account-related issues for Blackboard
- Provides assistance with Blackboard, through workshops, one-on-one consultations, and in-class visits.

# Claiming Your Account in CUNYFirst

To begin account activation, go to: <https://ssologin.cuny.edu/cuny.html>  
Select “New User”.

## CUNY Login

Log in with your [CUNY Login credentials](#)

If you do not have a CUNYfirst account, see the [FAQs](#).

Username  
@login.cuny.edu

Password

Log in

[New User](#) | [Forgot Username](#) | [Forgot Password](#) | [Manage your Account](#)

Select  
“New User”

### PROTECT YOUR PERSONAL INFORMATION AND PRIVACY

ONLY enter your CUNY Login password on CUNY Login websites (ssologin.cuny.edu and login.cuny.edu). NEVER share it with others or enter your CUNY Login password elsewhere without the approval of your campus IT department. More information on CUNY’s policies regarding user accounts and credentials can be found in the [Acceptable Use of Computer Resources Policy](#).

Note: Please do not bookmark this page.

# Claiming Your Account in CUNYFirst

On the “*Activation CUNY Login Account*” screen, enter your First Name and Last Name as it appears on your Social Security Card.

Next, enter your Date of Birth, using the following format (mm-dd-yyyy).

Then, enter the last four (4) digits of your Social Security number.

Lastly, choose “I’m not a robot” and click Continue. This feature, called “reCAPTCHA”, will help keep out computer programs that are designed to break a system’s security.

You may also need to complete a sequence of image or audio recognition tasks to confirm that you are not an automated program or bot trying to access CUNY Login.

**Enter Personal Information**

Provide the information in the fields that follow to activate your CUNY Login account.  
All fields are required.

**First Name**

**Last Name**

**Date of Birth (MM-DD-YYYY)**

Display Date of Birth

**Last 4 digits of Social Security or CUNY-assigned ID Number**

Display last 4 digits

I'm not a robot

  
reCAPTCHA  
[Privacy](#) [Terms](#)

**Continue**

# Claiming Your Account in CUNYFirst

Select five (5) Challenge Questions and Answers. It is imperative that you remember the answers to these selected questions if you ever forget or need to reset your password.

## Challenge Questions and Answers

**Challenge Questions And Answers**

Please select a question from each of the drop down menus below, and provide the answers of your choice to be used in the future for password resets

Question 1\*:

Answer\*:

Question 2\*:

Answer\*:

Question 3\*:

Answer\*:

Question 4\*:

Answer\*:

Question 5\*:

Answer\*:

\*Denotes required field

# Claiming Your Account in CUNYFirst

## Selecting a Password

- At least eight (8) characters long
- At least one **UPPERCASE** letter **AND** one numeric (1, 2, 3, etc.) **OR** one special character (&, %, ?, etc.)
- Passwords expire 90 days after the last password change
- You may not use one of the 4 previous passwords
- Passwords cannot be changed for 5 days after the last password change

### Choose a Password

Choose a password below. For password policy details, please [click here](#)

*Password\**:

*Confirm Password\**:

OK

\*Denotes required field

# Claiming Your Account in CUNYFirst

## Confirmation Page

CONGRATULATIONS!!! Your CUNYFirst account is now activated. It is highly recommended that you PRINT this page and keep it in a safe place for your records.

User Activation Completed Successfully!

*Your username is:* Matt.Fox81

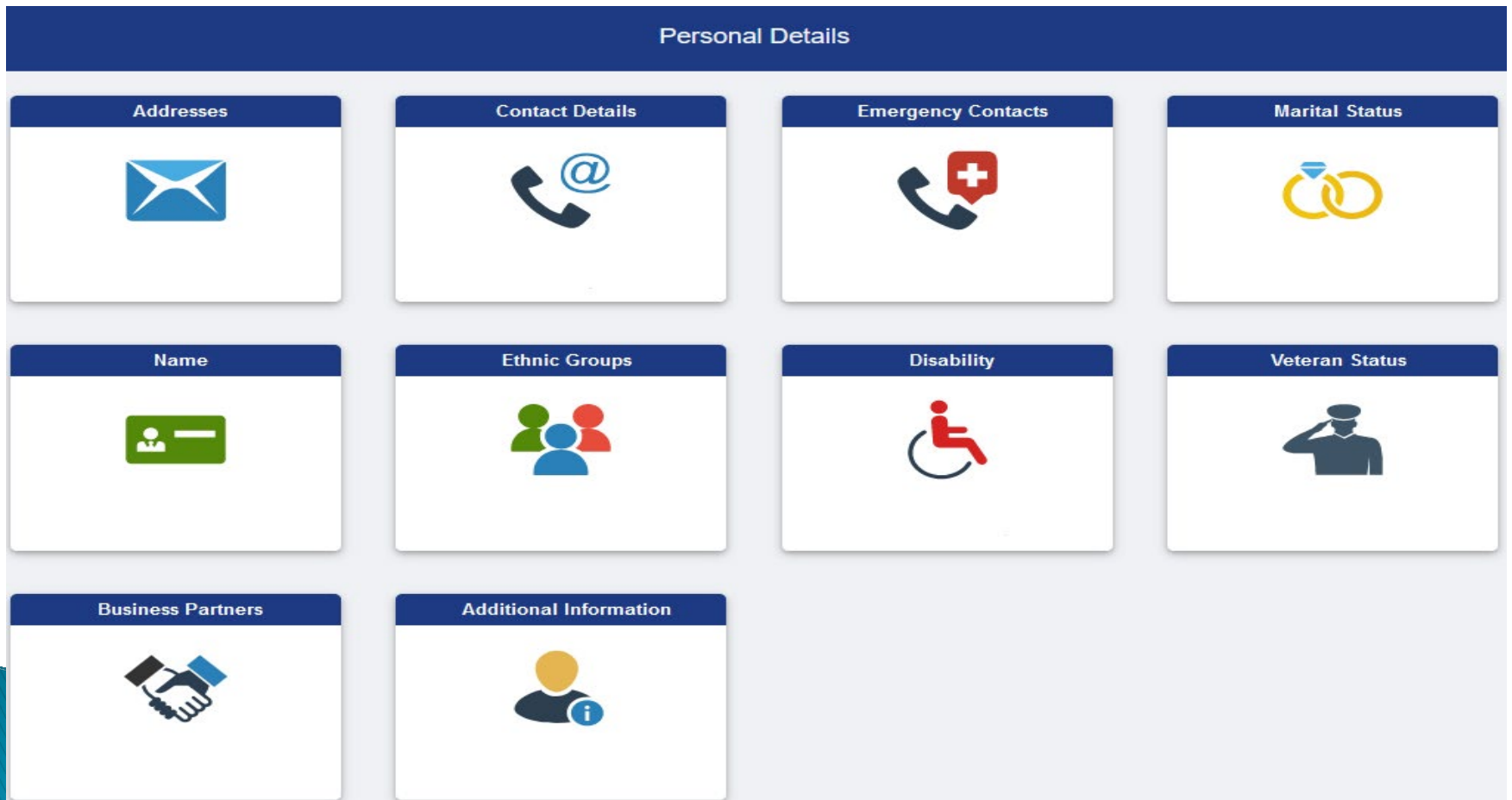
*Your EMPLID is:* 00256481



# Employee Self Service (ESS)

To access your personal details within Employee Self Service follow the below path:

**Employee Self Service > Personal Details**



# Employee Self Service (ESS)

## Personal Information that you CAN update with an automatic approval

*These items can be changed WITHOUT an approval trigger.*

- **Home Addresses**
  - Do not enter PO Box addresses as Home addresses.
  - While you may be able to update the various types of addresses, please note that only the changes you make to your “**Home**” address will be reported to the Benefits and University Payroll offices.
  - There will be a yellow “Edit” tab to the right. Click on it and update your address. Don’t forget to click on “Save” when completed.
- **Phone numbers**
  - Enter digits only. Do not enter dashes “-” or the “1” for US numbers. (I.e. xxxxxxxxxxx)
- **Emergency contacts**
  - Enter digits only, as phone numbers. Do not enter dashes “-” or the “1” for US numbers. (I.e. xxxxxxxxxxx)
- **Email address**
  - Business email addresses cannot be altered and must be the preferred choice.
- **Gender**
- **Ethnicity**
- **Disability**
- **Veteran Status**
- **CUNY Alert Preferences**

# Employee Self Service (ESS)

## Personal Information that CAN be changed, but requires approval

*These items **REQUIRE** further approval and documentation before the change occurs.*

- **Name Changes**

- Employees must submit a request for a name change via CUNYFirst.
- The CUNYFirst system instructs the employee to provide supporting documentation to HR. Do so by submitting your Social Security Card as a protected attachment and then send the password in a separate email.
- This request will be sent to HR for review and approval.
- The employee will receive email notification once this transaction is approved and complete.

- **Marital Status**

- Employees must submit a request for a marital status change via CUNYFirst.
- The request will be sent to HR for review and approval.
- The employee must provide supporting documentation to HR.
- The employee will receive email notification once this transaction is approved and complete.

- **Highest Education Level**

- Employees must submit a request for a degree update via CUNYFirst, with an uploaded attachment of the degree.
- The request will be sent to HR for review and approval.
- The employee will receive email notification once this transaction is approved and complete.

# Employee Self Service (ESS)

## Personal Information that CANNOT be changed via ESS










*These items **REQUIRE** submission of documentation to HR for a manual change within the system.*

- **Date of Birth**
  - Employees must provide documentation for review and approval.
  - HR will be in direct contact with the employee once this transaction is approved and complete.
- **Birth Country**
  - Employees must provide documentation for review and approval.
  - HR will be in direct contact with the employee once this transaction is approved and complete.
- **Social Security Number**
  - Employees must provide a copy of the Social Security Card for review and approval.
  - HR will be in direct contact with the employee once this transaction is approved and complete.
- **Original Start Date**
  - Employees must contact HR with this request.
  - Employee records and personnel files will be reviewed for accuracy.
  - HR will be in direct contact with the employee once this transaction is approved and complete.

# Employee Self Service (ESS)

Click on the item that you would like to edit, to the left of the page, and follow the prompts accordingly.

Don't forget to save your changes.

 Addresses
 Contact Details
 Marital Status
 Name
 Ethnic Groups
 Emergency Contacts
 Additional Information
 Disability
 Veteran Status

# Confidential Documents

All confidential documents must be password protected as attachments (I-9 documents, direct deposit form, voided check with banking information, copy of social security card).

The password to the attachments must then be sent in a separate email. Below please find the directions to add a password to PDF files.

## Directions on adding Protection to a PDF Document

- Open a file in Acrobat and choose “Tools” > “Protect”.
- Select whether you want to restrict editing with a password or encrypt the file with a certificate or password.
- Set password or security method as desired.
- Click “OK” and then click “Save”.

# Accessing Your John Jay Business Email

Email accounts are requested by the Office Human Resources at the time of hire.

New faculty and staff must reset their password at <https://reset.jjay.cuny.edu> or contact the helpdesk at [helpdesk@jjay.cuny.edu](mailto:helpdesk@jjay.cuny.edu) or 212.237.8200 to gain access to their account.



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<a href="#">ABOUT JOHN JAY</a>	<a href="#">ADMISSIONS</a>	<a href="#">ACADEMICS</a>	<a href="#">RESEARCH</a>	<a href="#">STUDENT LIFE</a>	<a href="#">ATHLETICS</a>
<a href="#">PROSPECTIVE STUDENTS</a>	<a href="#">STUDENTS</a>	<a href="#">ALUMNI</a>	<a href="#">FACULTY &amp; STAFF</a>	<input type="text" value="Google Custom Search"/>	<input type="submit" value="Q"/>

# Any Questions?

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