



Delivering HR Services That Matter

April 12, 2012

Self-Service Time and Attendance and the MassHR Employee Service Center (ePostcard #7)

As we have communicated previously, Self-Service Time and Attendance for the April rollout is scheduled during the pay period beginning April 22. We are pleased to announce that April 25th, following the payroll run, SS TA for the April rollout will Go Live! You will receive another message that will include the actual link to the SS TA application. Stay tuned!

The MassHR Employee Service Center (ESC) is your first point of contact when you need assistance with Self-Service Time and Attendance (SS TA).

The ESC will be ready to support you in the following ways:

- Answer your questions related to SS TA;
- Reset your SS TA password;
- Assist you in entering your time if you can not get online;
- Assist you with prior pay period adjustments more than one pay period in the past.

Beginning April 25th the ESC will be open Monday through Friday from 8:30 a.m. to 5:30 p.m. and will be available by phone and email.

617-979-8500

Toll Free: 1-855-447-7778

TTY: 617-248-0546

MassHREmployeeServiceCenter@State.MA.US

Important Reminders

Logging in to SS TA

- In SS TA, your login ID is your Employee ID.
- Your initial SS TA password is your Employee ID followed by the last four digits of your Social Security Number. Once you login to SS TA for the first time, you will be prompted to change your password.
- Prior to go-live, if you do not know your Employee ID, you can find it on your pay advice (in the box next to your name) or ask your HR/Payroll office.
- After go-live, contact the Employee Service Center if you have difficulty logging in to SS TA.

Online Learning Courses

SS TA online learning is now available on the [MassHR Website](http://www.mass.gov/massshr) (www.mass.gov/massshr).

We welcome your feedback and questions! Email us at MassHRInfo@MassMail.State.MA.US.