



Delivering HR Services That Matter

(date)

Employee Support for Self-Service Time and Attendance (ePostcard #5)

When Self-Service Time and Attendance (SSTA) goes live on (date), our HR and Payroll staff will be ready to support you and answer your questions.

If you need assistance with **Time Entry or Approval** such as:

- Questions regarding your timesheet, the Manager Dashboard or use of Manager Self-Service,
- Entering your time if you cannot get online or cannot access a time collection device, or
- Entering prior pay period adjustments more than one pay period in the past,

Your HR and Payroll point of contact will be: (fill in the correct contact name and phone number/email for your agency/campus).

Re-Setting your SSTA Password

You may re-set your SSTA password any time. If you forget your password and try to login to SSTA, after 5 unsuccessful login attempts, the system will lock you out and you will need assistance re-setting your password.

Your Password Re-set point of contact will be: (fill in the correct contact name and phone number/email for your agency/campus)

SSTA Login ID and Password

Your login ID for SSTA is your Employee ID. 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.

Your default SSTA password is your Employee ID + the last 4 digits of your Social Security Number. When you log in to SSTA for the first time, you will be prompted to change your password and select the security questions you will be asked if you need to re-set your password.

Reminder: Take Your Online Learning Courses Now!

Comprehensive online learning courses and supplemental job aids for both employees and time approvers are available now! Visit www.mass.gov/masshr/training to get started.