



(date)

## We Are Live with Self-Service Time and Attendance!

Self-Service Time and Attendance (SSTA) is now available to you! Go to the MassHR homepage (click here: [www.mass.gov/masshr](http://www.mass.gov/masshr)) and click the “Enter My Time and Attendance” link on the left side of the page to enter and submit your time online!

TCD users beginning your shift on (date of go live), should use your assigned badge at a TCD reader to clock in and out.

### A few important reminders:

- ✓ Your user ID is your Employee ID.
- ✓ Your initial password is your Employee ID plus the last 4 digits of your Social Security Number. When you log in for the first time, the system will ask you to re-set your password and select a security question. You will be asked your security question if you forget your password and need to re-set it in the future. **Passwords must be at least 8 characters long and contain at least 1 number.**
- ✓ Know the weekly deadlines.
  - Employees should submit time each week by Thursday at 5 p.m.
  - Managers/Supervisors should approve time by Friday at noon, and by Sunday at 6 p.m. for Friday and Saturday shifts.
- ✓ Daily time entry/submission and approval is best practice. If the hours actually worked on Friday or Saturday are different than what was recorded on Thursday, the time should be changed on your timesheet that week if possible or the next week. **Please be sure to inform your supervisor if you make a change to your timesheet after it has been approved.**
- ✓ Review the online learning courses and available job aids for step-by-step guidance on common functions, like entering time, including leave time. Visit: [www.mass.gov/masshr/training](http://www.mass.gov/masshr/training).
- ✓ TCD users will be able to view their leave balances on the TCD the day after go live.

The **MassHR Employee Service Center (ESC)** is ready to support you in the following ways:

- Answer your questions related to your timesheet, Manager Dashboard or Manager Self-Service,

- Reset your SSTA password if you are unable to do it,
- Assist you in entering your time if you cannot get online,
- Assist you with Prior Period Adjustments more than one pay period in the past
- Assist you in entering a TRC not available on a Time Collection Device.

The ESC is open Monday through Friday from 6:30 a.m. to 5:30 p.m. and Saturday from 8 a.m. to noon. The ESC is available by phone and email.

**Local Phone: 617-979-8500**

**Toll Free: 1-855-447-7778** (1-855-4HR-SPPT)

**TTY: 617-248-0546**

**Email: [MassHREmployeeServiceCenter@State.MA.US](mailto:MassHREmployeeServiceCenter@State.MA.US)**