

## Employee Self Service (ESS) Basic Troubleshooting For Remuneration Statements

This quick reference guide provides instruction for troubleshooting four (4) common problems when viewing remuneration (salary) statements through Employee Self Service (ESS).

*Note: You must have administrative rights to perform many of these troubleshooting tips. Contact your agency tech support person for assistance if you can not perform one or more of these actions.*

### Possible Problem

### Solution

Cannot see the remuneration statement

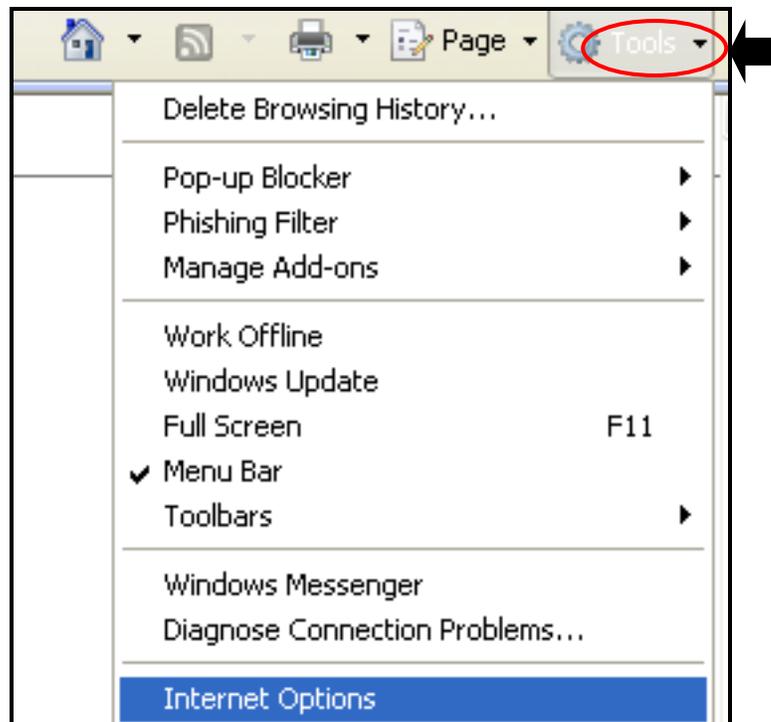
The ESS remuneration statements are now created and downloaded as PDF documents. This means you must have the free software *Adobe Reader* <http://get.adobe.com/reader/?promoid=BUIGO> installed on your PC.

### Possible Problem

### Solution

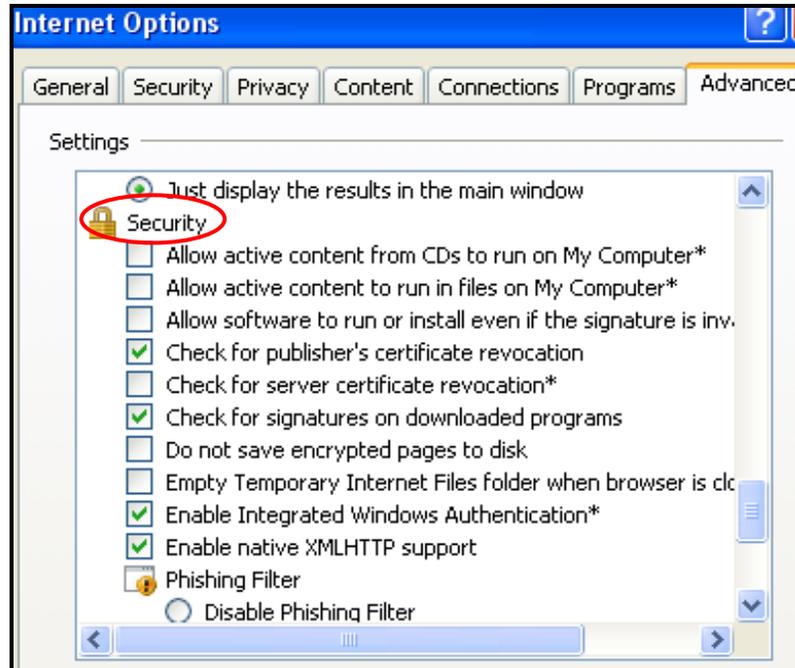
Can see a partial remuneration statement.

Confirm security internet options by following these steps:

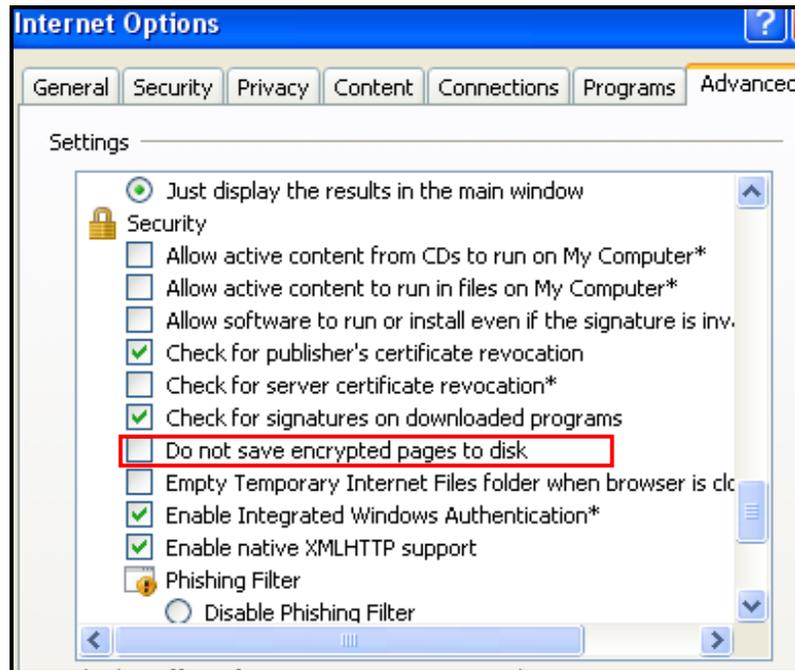


1. Navigate to the Tools → Internet Options Menu.

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2. Choose the *Advanced* tab.
3. Scroll until you see the “Security” grouping.



4. Confirm the  Do not save encrypted pages to disk box is UNCHECKED.
5. Close and re-open the browser.

You should now be able to access the full remuneration statement.

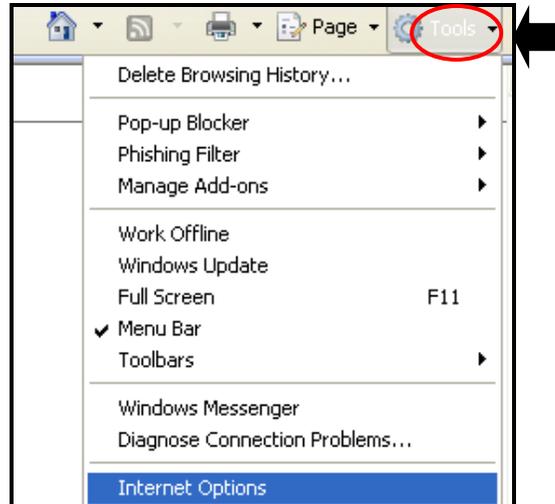
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### Possible Problem

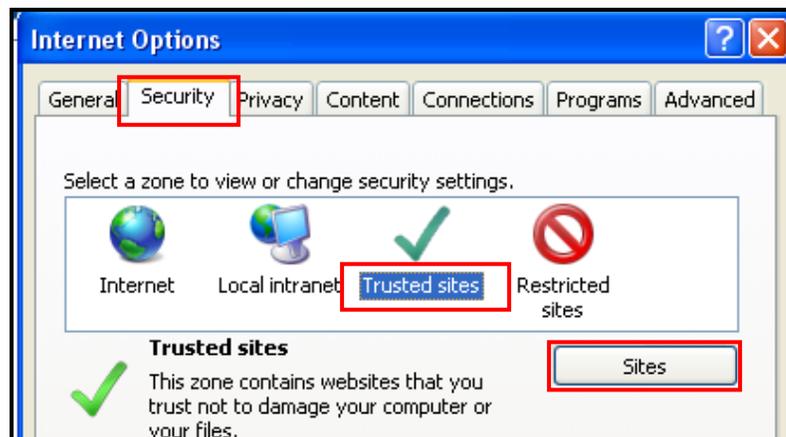
### Solution

Cannot access the ESS web site to view the remuneration statement.

Confirm the new ESS web site is defined as a trusted source in the internet options. Follow these steps:



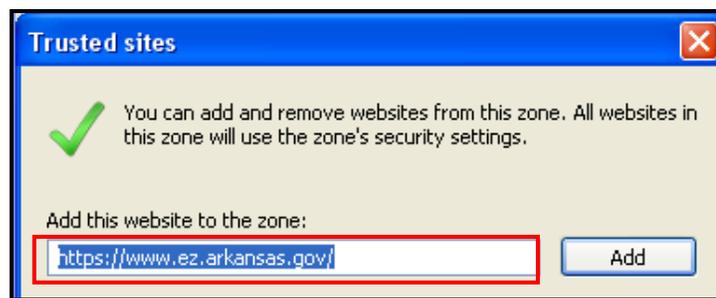
1. Navigate to the Tools → Internet Options Menu.



2. Select *Security* tab.

3. Select "Trusted Sites".

4. Select  icon.



5. Type "https://www.ez.arkansas.gov/" into the address line.

6. Select .

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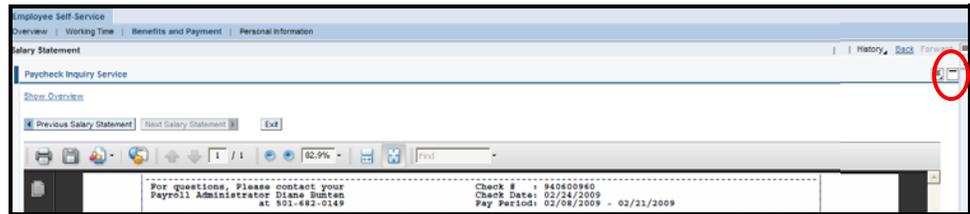
## Possible Problem

You've tried all of the above solutions and are still unable to see your remuneration statement. All you see is a blank screen.



## Solution

Select the *Expand Tray* button at the far right  near the top of the screen. This opens the view that displays the downloaded statement.



If you and your agency's technical support person have tried all of the above solutions and continue to experience problems viewing salary information, for further assistance please contact the ASC Help Desk at 683 - 2255. You can also submit a help desk request form at <http://www.dfa.arkansas.gov/offices/informationServices/aasis/Pages/AASISHelpdeskForm.aspx>