

## New Self-Service Features Now Available!

Additional Self-Service features are now available for you to view and update personal and payroll related information!

Starting today, you can:

- View additional personal information
- View and update your ethnic group
- View and print your W-2
- View and update W-4 tax information

## How To Guidance for New Self-Service Functionality

<b>Action</b>	<b>“How To”</b>
<b>Log in to Employee Self-Service</b>	<ul style="list-style-type: none"> <li>• Navigate to MassHR homepage (<a href="http://www.mass.gov/masshr">www.mass.gov/masshr</a>).</li> <li>• Click the “Employee Self-Service” link.</li> <li>• Log in with your Employee ID and password.</li> </ul>
<b>View Personal Information</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Gender</li> <li>• Date of birth</li> <li>• Smoker status</li> <li>• Marital status</li> <li>• Highest education level</li> <li>• Military status</li> </ul>	<ul style="list-style-type: none"> <li>• Log in to Employee Self-Service.</li> <li>• Click “Personal Information” in the Self-Service menu on the left. The Personal Information screen will open and you can review your data.</li> </ul> <p>You must fill out the Employee Information Change form and submit it to the ESC to change this information. Name, date of birth, marital status, highest education level, and military status requires supporting documentation.</p>
<b>View and Update Ethnic Group</b> Employees may view and update their Ethnic Group online, and also select a primary Race or Ethnic Group. Disclosure of this information is optional.	<ul style="list-style-type: none"> <li>• Log in to Employee Self-Service.</li> <li>• Click “Ethnic Groups” link in the Self-Service menu on the left. Once on the Ethnic Groups page, you have the option to select a race or ethnic group. The three questions presented follow Federal guidelines for ethnic and racial group identification.</li> </ul>
<b>View and Print W-2 Forms</b> The electronic W-2 form is an official document and can be used to file Federal taxes	<ul style="list-style-type: none"> <li>• Log in to Employee Self-Service</li> <li>• Click “Payroll and Compensation” in the Self-Service menu on the left.</li> <li>• Click “View W-2/W-2c Forms” link.</li> <li>• Select the “Year End Form” link to view and print your selected W-2 form. Year End Forms are available for the current year and one year prior.</li> </ul>

<p><b>View and Update W-4</b></p> <p>Information provided in your W-4 enables your Payroll Department to deduct the correct Federal tax withholdings from your pay.</p>	<ul style="list-style-type: none"> <li>• Log in to Employee Self-Service.</li> <li>• Click “W-4 Tax Information” in the Self Service menu on the left.</li> <li>• Review your Home Address and Mailing Address for accuracy and update your W-4 Tax Data as necessary. On this page, you may also claim an exemption if you qualify.</li> <li>• Click “Submit.” You will be asked to certify that the information you have provided is accurate.</li> <li>• To complete the update process, you will be directed to a page to verify your identity.</li> </ul>
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### **Job Aids and Online Learning Videos**

Job Aids are available online. They provide click-by-click guidance for using Employee Self-Service. Online learning videos are available to assist employees who are new to self-service. The online learning videos provide an overview of system navigation and features. Visit [Employee Self-Service Online Learning and Support Tools](#) to review the job aids and videos.

### **Employee Support**

When using Employee Self-Service, your agency HR/Payroll office will be available to answer your payroll and personal information update questions and to re-set your Self-Service Password if necessary.

### **System Accessibility Information**

Employee Self-Service is designed to be accessible to those using JAWS screen reading technology. We are currently developing a process in which the Employee Self-Service W-2s will be read by JAWS screen reading software; however at this time, the Employee Self-Service W-2 is available only in a PDF format for printing and/or saving through Employee Self-Service. If you wish to review an unofficial text version of your W-2 form, proceed to the PayInfo Website: <https://payinfo.state.ma.us/payinfo/Login.asp>

Once signed into the PayInfo Website, through the Forms Field menu, select the Continue to Text Version Button. You arrive on a new page where you will be able to review any unofficial W-2 forms, under the Employee Information W2 header. The available W-2 forms will be listed as links.

Note for W-2: If you wish to print or save your official W-2 form through Employee Self Service, please refer to the **Employee Self Service: Updating your W-2/W-2c Consent and Viewing your W-2/W-2c Forms for JAWS Users** job aid.

To review a step-by-step guide to using Employee Self-Service with JAWS screen reading software, please visit [Employee Self-Service Online Learning and Support Tools](#). You will also find JAWS Job Aids for all of the new Employee Self Service features being released