

Employee Self-Service (ESS) FAQs

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Question 1

What is Employee Self-Service (ESS)?

Answer

Employee Self-Service is an application that allows employees to view and print records from Human Resources database using secured web pages. This application can be accessed after successfully logging into insidePacific (<https://insidepacific.pacific.edu/> or select the *insidePacific* link from the Pacific homepage.). Employees can access their employment related data such as pay information, tax information (W2), job summary, and leave details. The data available within ESS is read-only data.

Question 2

How do I access Employee Self-Service?

Answer

You must first log on to insidePacific using your PacificNet ID and password. Employee self-service is only available after successfully logging into insidePacific. After you log in, click on

1. Administrative tab, then
2. On link "Click here to:", then
3. On link "Employee Services"
4. It will take the user to the main menu of the employee self-service.

Question 3

Is Using ESS safe and secured?

Answer

ESS is only available after you successfully log into insidePacific using your PacificNet ID and password. insidePacific uses Secure Socket Layer (SSL) encryption to guard against various security threats. In addition to the portal SSL security, the Banner Web Server also has the SSL encryption layer for the single sign-on authentication. Both insidePacific and the Banner web server are behind the University's firewall in the Data center. So, using ESS is safe and secured. But, you must log out and close the browser once you are done viewing the ESS data.

You should not share your user name and password to anyone. At any time, you suspect your insidePacific account is compromised or subject to unauthorized access, please contact your local TSP (Technical Support Provider) or CSC (Customer Service Center) immediately. CSC can be reached by phone at (209) 946-7400 or by email at helpdesk@pacific.edu.

Question 4

Can I browse other website, or open another tab or window of the Internet browser while logged into ESS?

Answer

You should not go to another website by opening a new tab or a new window of the browser while using ESS. You also should not use another browser while you are logged into ESS (for example, you are using Internet Explorer and would like to open Firefox or another browser). Your data within ESS may become vulnerable by opening another web page or another website.