City of Milwaukee Human Resources Management System (HRMS) *v9.1*: EMPLOYEE SELF-SERVICE

Use the online Employee Self-Service system for the following:

- ✓ View/Print your Paycheck or Pay Stub
- ✓ View/Print your W-2/W-2C Form
- ✓ Update your Home/Mailing Address, Phone Number, Emergency Contacts
- ✓ Update your Marital Status, Name Change or Birth/Adoption *(for benefits purposes)*
- ✓ View your Benefits Summary *(if you are eligible for benefits)*
- ✓ Enroll in Health/Dental Insurance and the Flexible Choices Program (FSA) – ***ONLY for*** *New Hires eligible for benefits, employees that became eligible for benefits, or during Open Enrollment*
- ✓ Change Benefit Selections during *Open Enrollment (if you are eligible for benefits)*
- ✓ Apply for Tuition Reimbursement/View your Balance, *if you are eligible for benefits.*
- ✓ View your in-house training course history *(courses sponsored by Employee Relations).*

IMPORTANT! ***When you separate from City service*** *(i.e. retirement, resignation, layoff, etc.),* ***you will have access for a 1-year period. Be sure your e-mail address is a "personal" address and not your City email as your "primary."***

Your User ID: *Is your permanent Employee ID number (6 digits); always include all zeros.*

AVAILABILITY:

The system is available from any computer using your favorite Internet browser. The system is available 24 hours a day, except for Thursday afternoon of non-pay weeks and for periodic maintenance.

LOGIN INTO SELF-SERVICE

1. To log in, go to the following URL address **https://cmil.mycmsc.com** and click on ***HRMS PRD 9.1***. *Bookmark this page for future use!*
2. Enter your User ID and password. *(User ID: Use **all** 6 digits, including any zeros.)*
3. Click on the ***Sign In*** button. ***Please set up "Forget your password" when you login. You only have to do this once.***

BEFORE YOU FORGET YOUR PASSWORD!!! You may have the system automatically provide a new one by setting up your e-mail address and establishing a secret question with an answer under your user profile. *See below for "How to Set Up Forgot Your Password."*

PASSWORD GUIDELINES

1. All passwords are set to change every **60** days
2. All passwords must be at least **8** characters in length
3. All passwords must contain characters from **3** of the following four categories:
   a. English uppercase characters *(A through Z)*
   b. English lowercase characters *(a through z)*
   c. Base 10 digits *(0 through 9)*
   d. Non-alphabetic characters (*Example:* **!**, **$**, **#**, **%**)
4. All passwords must **not** contain the user's account name or parts of the user's full name that exceed two consecutive characters
5. Users must also update their password on their smart phones and mobile devices *(iPhone, iPad, Blackberry, Droid, etc.)*

HOW TO SET UP "*Forgot Your Password?*"

To protect your personal information, do not share your password with anyone!

1. **Path:** Main Menu **>** My System Profile
2. Click on ***Change or set up forgotten password help***.
3. Set up a question as instructed. Click the down arrow to list questions.
4. Type your response to the hint question. Click ***OK***.
5. At the bottom of the page, enter the **E-mail address** where a new password should be sent. Check the Primary Email Account box (☑) if there is more than one e-mail address listed. Select the appropriate email type from the list. **Be sure to keep your e-mail address updated!**
6. Click ***Save***. You are now set up to have a new password e-mailed to you when you forget your Password.
7. If you do not remember your password **AND** have not set-up the "***forgot your password?***" function, you must request to have your password **RESET**.

IF YOU FORGET YOUR PASSWORD AND HAVE SET-UP THE *"Forgot your password?" FUNCTION*

1. At the login screen, click on "***Forgot your password?***"
2. Enter your User ID and click ***Continue***.
3. Enter a response.
4. Click ***E-mail New Password***. (Only click this once.)
5. A temporary password will be automatically e-mailed to the address displayed at the top of the page. *This is the primary e-mail address you selected in self-service.*

LOG OUT

Always click on ***Sign Out*** (see upper right-hand corner) to log out of self-service when you are finished with Self-Service.

TROUBLESHOOTING

If you receive the message "*You are not authorized to access this component*," this means the requested function is not available. Click ***OK*** (if available), then click the ***BACK*** option. You may also click on ***Main Menu***.

FAVORITES

If you navigate to certain pages often, click on ***Add to Favorites*** at the top right-side of the screen. *You can enter your own description.* On the left side of the screen, click on ***Favorites***.

VIEW PERSONAL INFORMATION

Path: Main Menu **>** Self Service **>** Personal Information **>** Personal Information Summary

VIEW PAYCHECK or PAY SLIPS

Path: Main Menu **>** Self Service **>** Payroll and Compensation **>** View Paycheck ***or*** Pay Slips

Current paycheck information is available on payday; year-to-date balances will only appear on the current paycheck. ***Employees will have access to self-service for 1 year upon separation from City service.***

VIEW YOUR W-2 / W-2C FORMS

Path: Main Menu **>** Self Service **>** Payroll and Compensation **>** W-2/W-2C Consent **>** W-2/W-2C Consent Form

- **After consenting**, you may view your 2012 W-2/W-2C Form electronically when it becomes available.
- ***Employees will have access to self-service for 1 year upon separation from City service.***

NAME CHANGES

Path: Main Menu **>** Self Service **>** Personal Information **>** Name Change

1. It is important to note that all employment information, including employee names, should be entered in all CAPITAL LETTERS.
2. Enter the effective date of the change.
3. Click ***Edit Name*** and change name. Click ***OK***.
4. Click ***Submit***. If successful, you will see a message "*The Submit was successful*." You must submit a copy of your Social Security card to the payroll specialist before this change will be accepted.
5. Click ***OK***. There is no prompt if not saved*. **Do not** click **BACK** before saving*.
6. Click ***Return to Personal Information*** to return to the beginning.

VIEW BENEFITS SUMMARY

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Summary

- ***Current benefit enrollments are displayed.***

UPDATE HOME / MAILING ADDRESS

Path: Main Menu **>** Self Service **>** Personal Information **>** Home and Mailing Address

1. Click the icon under ***Edit*** to update an existing address or select an address type and click ***Add***.
2. Enter the date this change is effective.
3. Enter the correct address in all the fields. *This also includes the fields City, State, and Postal (zip code). Type names in all CAPITAL LETTERS (do not use punctuation).*
4. Click ***Save***. If successful, you will see a message, "*The Submit was successful.*"
5. Click ***OK***. There is no prompt if not saved. **Do not** click ***BACK*** before saving.
6. Click **Main Menu** or Sign Out if you are done with self-service.

UPDATING MARITAL STATUS

Path: Main Menu **>** Self Service **>** Benefits **>** Life Events **>** Marriage

1. Click on the ***Start*** button to begin or continue the life event process.
2. Enter the date of marriage in the box next to "Date change will take effect".
3. Click on the ***Submit*** button.
4. Click on the line ***Yes, I want to enter information about my new spouse now***.
5. Click on the ***Add a dependent or beneficiary***" section.
6. For each section enter the requested information (please select "*yes*" for student, for all dependents except spouse and domestic partner). Click ***Save*** after you completed the information.
7. Click ***OK***. This is your confirmation that the information was saved.
8. Click on ***Return to enrollment dependent/beneficiary summary*** (located at the bottom of the page).
9. Click on ***Return to Life Events (marriage)*** (located at the bottom of the page).
10. Click on the line ***Click here to continue with your life event***.
11. Click ***OK***, when told information was submitted.
12. Click ***Next*** on the Marital Status Change page.
13. Click ***Next*** on the Benefits Summary page.
14. Click ***Next*** on the Personal Information page.
15. Click ***Next*** on the W-4 Tax Information page
16. Click ***Next*** on the Direct Deposit page.
17. Click ***Next*** on the Voluntary Deductions page.
18. Click on ***Yes, I'd like to prepare my benefit options now***.
19. Click on the button to ***Prepare my benefit options***.
20. Click on ***Cancel***.
21. Click here to continue with your life event.

- Click on ***Enroll in Benefits***. DO NOT CLICK ON NEXT. *(This will take you to the Benefits Enrollment Page.)*

22. Click on the ***Select*** button to the right of your event description **FAMILY STATUS CHANGE.** *If not available, please contact Employee Benefits Division at (414) 286-2047.
23. Click on ***EDIT*** next to the benefit you are enrolling your dependent(s).
24. Scroll down to the bottom of the page and enroll all eligible dependents *(click on the box next to their name)*.
25. When completed click on ***Store***.
26. Review your selections on the "Benefits Enrollment" page.
27. Click on ***OK***.
28. After enrolling your dependent(s), click on ***SUBMIT***.
29. Please be sure to review and **print** your confirmation statement when you have completed your benefit enrollment.

BIRTH or ADOPTION

Path: Main Menu **>** Self Service **>** Benefits **>** Life Events **>** Birth/Adoption

1. Click on the ***Start*** or begin or continue the life event process.
2. Choose one of the following events (Birth ***or*** Adoption). Please review the information regarding the 30 day rule.
3. Click on the ***Next*** button.
4. Enter the date of birth.
5. Click on the ***Submit*** button.
6. Click on the line *Yes, I want to enter information about my new dependent(s) now*.
7. Click on the ***Add a dependent or beneficiary*** section.
8. For each section enter the requested information (please select "yes" for student, for all dependents except spouse and domestic partner). Click ***Save*** after you completed the information.
9. Click ***OK***. This is your confirmation that the information was saved.
10. Click on ***Return to enrollment dependent/beneficiary summary*** (located at the bottom of the page).
11. Click on ***Return to Life Events (birth/adoption)*** (located at the bottom of the page).
12. Click on the line ***Click here to continue with your life event***.
13. Click ***Next*** when told information was submitted.
14. Click ***Next*** on the Benefits Summary page.
15. Click ***Next*** on the Dependent and Beneficiary Coverage Summary.
16. Click ***Next*** on the W-4 Tax Information page
17. Click ***Next*** on the Direct Deposit page.
18. Click ***Next*** on the Voluntary Deductions page.
19. Click on ***Yes, I'd like to prepare my benefit options now***.
20. Click on the button to ***Prepare my benefit options***.
21. Click on ***Cancel***.
22. Click here to continue with your life event.
23. Click on ***Enroll in Benefits***. DO NOT CLICK ON ***NEXT***. This will take you to the Benefits Enrollment Page.
24. Click on the ***Select*** button to the right of your event description - FAMILY STATUS CHANGE. *If not available, please contact Employee Benefits Division at (414) 286-2047.
25. Click on ***Edit*** next to the benefit you are enrolling your dependent(s).
26. Scroll down to the bottom of the page and enroll all eligible dependents (click on the box next to their name).
27. When completed click on ***Store***.
28. Review your selections on the "Benefits Enrollment" page.
29. Click on ***OK***.
30. After enrolling your dependent(s), click on ***Submit***.
31. Please be sure to review and **print** your confirmation statement when you have completed your benefit enrollment.

UPDATING EMERGENCY CONTACT INFORMATION

Path: Main Menu **>** Self Service **>** Personal Information **>** Emergency Contacts

1. Click ***Add Emergency Contact***.
2. Enter all emergency contact information.
3. Click ***Save***. If successful, you will see a message *"The Save was successful."*
4. Click ***OK.*** There is no prompt if not saved. Do not click ***BACK*** before saving.
5. If changing contact information, click ***Edit*** on the appropriate line and update as needed. Follow steps 5 and 6 when completed.
6. Click ***Return to Personal Information*** to return to the main page.

UPDATING A PHONE NUMBER

Path: Main Menu **>** Self Service **>** Personal Information **>** Phone Numbers

1. Click ***Add a Phone Number***.
2. Select a phone type and enter the correct phone number.
3. Click ***Save***. *If successful, you will see a message "The Save was successful."*
4. Click ***OK***. There is no prompt if not saved. **Do not** click ***BACK*** before saving.
5. Click ***Return to Personal Information*** to return to the main page.

HEALTH INSURANCE – *ONLY for New Hires eligible for benefits, employees that became eligible for benefits, or during Open Enrollment*

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Enrollment

1. Click the Select button.
2. Click the Edit button to select the Health Plan Option.
3. Click the Circle button to select a Health Plan.
4. If you have dependent(s) on your plan or would like to add a dependent, continue and scroll down to the Enroll Your Dependents (Add/Review Dependents). **All dependent names must be capitalized and check the student box**. The Social Security Number (SSN) for all dependents will be required.
5. Click the Store button for the additional options. *The store button will hold your choices until you are ready to submit your final enrollment.* Click the OK button after you have reviewed the confirmation display page and to store the elections. *Do not click the submit button until you have completed all of your options, for example any changes to the dental insurance or flexible choices program.*
6. If there are no additional changes, then click the **SUBMIT** button.
7. Please be sure to review and print your confirmation statement when you have completed your benefit enrollment.

DENTAL INSURANCE – *ONLY for New Hires eligible for benefits, employees that became eligible for benefits, or during Open Enrollment*

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Enrollment

1. Click the Select button.
2. Click the Edit button to select the Dental Plan Option.
3. Click the Circle button to select a Dental Plan.
4. If you have dependent(s) on your plan or would like to add a dependent, continue and scroll down to the Enroll Your Dependents (Add/Review Dependents). **All dependent names must be capitalized and check the student box.** The SSN for all dependents will be required.
5. Click the Store button for the additional options. The store button will hold your choices until you are ready to submit your final enrollment. Click the OK button after you have reviewed the confirmation display page and to store the elections. Do not click the submit button until you have completed all of your options.
6. If there are no additional changes, then click the **SUBMIT** button.
7. Please be sure to review and print your confirmation statement when you have completed your benefit enrollment.

HOW TO VIEW YOUR IN-HOUSE TRAINING HISTORY (1997-present)

Path: Main Menu **>** Enterprise Learning **>** Result Tracking **>** Review Training Summary

1. Click the ***Search*** button and you will see the list of in-house training programs you completed OR are currently enrolled in. Click on the ***Show All Columns*** icon next to the ***Status*** tab.
2. You can download your course history to Microsoft Excel. *Click on the **download** icon .*

UPDATE/CHANGE YOUR E-MAIL ADDRESS:

Path: Main Menu **>** My System Profile

1. Scroll down to the EMAIL section.
2. Select ***Type*** of email address; enter the new email address. If you have more than one email address listed, check the box of the primary email address. *If you want to enter more than one, click on the plus (+) to the right to create a new row.*
3. Click ***Save.***

IMPORTANT! ***When you separate from City service*** *(i.e. retirement, resignation, layoff, etc.),* ***you will have access for a 1-year period. Be sure your e-mail address is a "personal" address and not your City email as your "primary."***

TUITION REIMBURSEMENT APPLICATION PROCEDURE

1. For step-by-step instructions, guidelines and the amounts summary go to:
   - **www.milwaukee.gov/der/TuitionBenefit** ***OR*** **www.milwaukee.gov/der/SelfService**

FLEXIBLE CHOICES PROGRAM (FSA) – *ONLY for New Hires eligible for benefits, employees that became eligible for benefits, or during Open Enrollment*

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Enrollment

If you wish to participate in any of the three parts of the Flexible Choices Program for 2012, you must enroll each plan year. ***These plans do not automatically renew.***

1. Click the Select button.
2. Click the Edit button to select Flexible Choices Medical, Dependent Care or Parking Expenses.
3. Click the Circle button to select a Flexible Choices Option or click No, I do not want to enroll.
4. Submit the annual pledge amount for each of the Flexible Choices option you want to be enrolled in 2012.
5. Click the Store button, which will hold your choices until you are ready to submit your final enrollment. Click the OK button after you have reviewed the confirmation display page and to store the elections. Do not click the submit button until you have completed all of your options.
6. If there are no additional changes, then click the **SUBMIT** button.
7. Please be sure to review and print your confirmation statement when you have completed your benefit enrollment.

LONG TERM DISABILITY (LTD) – *Only available during Open Enrollment*

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Enrollment

If you wish to select a Long Term Disability (LTD) buy down of 60, 90, 120 day coverage, or change the current buy down selection.

1. Click the Select button.
2. Click the Edit button to select the LTD Buy Down.
3. Click the Circle button to select the LTD buy down coverage.
4. Click the Store button, which will hold your choices until you are ready to submit your final enrollment. Click the OK button after you have reviewed the confirmation display page and to store the elections. Do not click the submit button until you have completed all of your options.
5. If there are no additional changes, then click the **SUBMIT** button.
6. Please be sure to review and print your confirmation statement when you have completed your benefit enrollment.

LIFE INSURANCE – *Only available during Open Enrollment*

Path: Main Menu **>** Self Service **>** Benefits **>** Benefits Enrollment

1. ***If you wish to change the Supplemental Life Insurance enrollment.***
2. Click the Select button.
3. Click the Edit button to select the Supplemental Life Insurance option.
4. Click the Circle button to select the Supplemental Life Insurance Plan. If required, you must enter a coverage amount or click the percentage option.
5. Click the Store button, which will hold your choices until you are ready to submit your final enrollment. Click the OK button after you have reviewed the confirmation display page and to store the elections. Do not click the submit button until you have completed all of your options.
6. If there are no additional changes, then click the **SUBMIT** button
7. Please be sure to review and print your confirmation statement when you have completed your benefit enrollment.

Self Service Access Information and Hints

Protecting your confidential personnel information is an extremely critical requirement of the Employee Self-Service system.

Some helpful hints:

1. When using the '***forgot your password?***' feature, be patient. The email will be sent to the email address on file and will arrive shortly. The timing will depend on how busy the system is. Repeating the process will cause the system to email another password and can result in confusion as to which password to use.
2. To avoid transposition or incorrect entry, when signing on with a system provided password, it is best to cut/paste the new password from the email into the password field.

Common Errors and Resolutions:

Note: All solutions below are assuming the use of Windows Internet Explorer as the internet browser. Other browsers may be used. Navigation and page settings/layouts may differ from the instructions stated. All steps require you to close and then reopen the browser before reattempting to sign in.

Situation #1: You enter the URL (https://cmil.mycmsc.com/) for the Self Service website and receive an error saying '**Website not available**'.

Solution: This is caused by entering the website address as http://cmil.mycmsc.com instead of https://cmil.mycmsc.com. Be sure to place the '**s**' after http. This signifies that you are entering a secured website.

Situation #2: User enters their userid (6 digit emplid) and password correctly but receives a blank page and '**can not display this page**' error message.

Solution: Clear the Internet Explorer Cache File and retry the sign in process.

Internet cache can be deleted one of two ways. Either one is correct.

A. **On your desktop:**
   1. Right click on the Internet Explorer Icon.
   2. Click on Properties.
   3. In the 'Browsing history' section, click on the 'Delete…' Button.
   4. Click on the 'Delete files…' button in the 'Temporary Internet Files' and on the ' Delete cookies' button in the 'Cookies' section.
   5. Click on the 'Close' button.
   6. Click OK.

OR

B. **With the browser open:**
   1) Navigate Tools > Internet Options > General Tab.
   2) In the 'Browsing history' section, click on the 'Delete…' button.
   3) Click on the 'Delete files…' button in the 'Temporary Internet Files' and on the 'Delete cookies' button in the 'Cookies' section.
   4) Click on the 'Close' button.
   5) Click OK.

Situation #3: User enters the URL (https://cmil.mycmsc.com/) for the Self Service website, but the **page will not open**
Solution: This error could be caused by a number of things. Below are some possible solutions.

A. **Clear the Internet Explorer Cache File**
   See steps under Solution for Situation #2.

B. **Check Pop-up Blocker setting: Pop-Up blocker must be OFF**
   1. With the browser open, navigate to Tools > Pop-up Blocker.
   2. Turn off Pop-up Blocker.

C. **Enable Security settings SSL 2 and SSL 3**
   1. With the browser open, navigate to Tools > Internet Options > Advanced Tab
   2. Scroll down to the Security section and verify the selections SSL 2.0, SSL 3.0, TSL 1.0 are checked.
   3. If they are not, just click on the empty box to the left to insert the check mark.
   4. Click Apply.
   5. Click OK.

D. **Add the website as a Trusted Site**
   1. With the browser open, navigate to Tools > Internet Options > Security Tab.
   2. Click on Trusted sites icon.
   3. Click on Sites button.
   4. Type https://cmil.mycmsc.com/ in the box under the instruction "Add this website to the zone:" and click on Add.
   5. Click Close.
   6. Click OK.

E. **Set Trusted Sites Security Level**
   1. With the browser open, navigate to Tools > Internet Options > Security Tab.
   2. Click on Trusted sites icon
   3. Click on Default level button.
   4. Choose Medium level.
   5. Click Apply.
   6. Click OK.

F. **Check Windows Firewall (Windows XP)**
   1. Navigate to Start (lower left-hand corner of display) > Control Panel.
   2. Click on Network Connections.
   3. Click on Change Windows Firewall Settings or using Windows Firewall icon, open Windows Firewall.
   4. Select Off (turns firewall off).
   5. Click Ok.
   6. When done, repeat steps 1 through 3, then set the Firewall back to ON