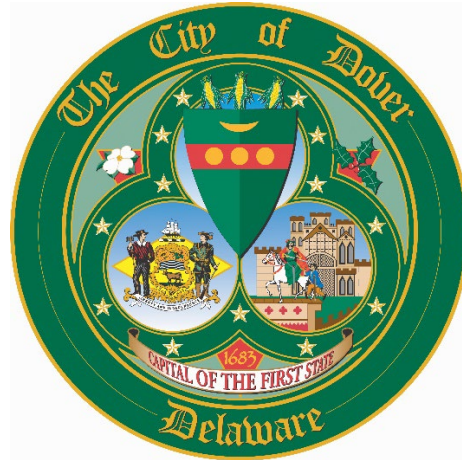


City of Dover – Employee Self Service Guide



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Accessing ESS

To login to ESS, you will need your employee number. You can find this located on your ID Badge. Your password will be the last four of your SSN. Google chrome is the recommended browser for accessing ESS, but other browsers do work.

1. Go to <https://selfservice.dover.de.us/ess/> in your browser.

2. Click the arrow in the top right corner of the webpage:



3. Enter your employee number for your username, and the last four digits of your SSN for your password. Click “Login”.

4. You will be redirected to the ESS home page. This page offers announcements, personal information, leave accruals, and pay remittances. You are now signed in and can access ESS. If this is your first time logging in, you be will redirected to change your password.

5. We always offer mobile access that is optional. On the homepage near the bottom, you can find the QR code for the app. Scanning this QR code with your camera on your smartphone will direct you to the website.

ESS Mobile Service URL



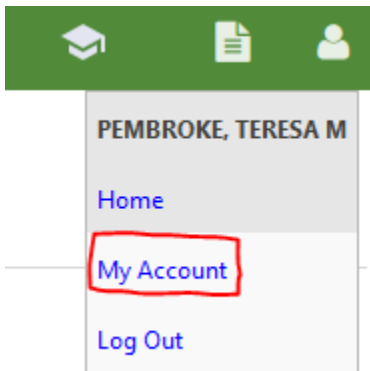
<https://selfservice.dover.de.us/ess>

Changing your Password

1. To change your password, you will need to be logged into ESS. Once logged in, click on the person icon in the top right:



2. This will show a drop-down menu. Click on the “My Account” option:



3. This is where you can access your account settings. You will see information about your recent logins and passwords. Click on “Change Password”:

Account Settings

Account Information	
Now logged in as	69830
Last successful login	12/15/2022
Last failed login	5/26/2013
Password last changed	10/21/2022
Password expires in	309 days Change Password
	Employee profile

4. Enter your current password (last 4 digits of SSN). Then, enter your new password.

Your new password must contain:

- minimum of 14 characters
- 1 number
- 1 non-alphanumeric character
- 1 uppercase character
- 1 lowercase character

Click “Change”. Your password will be updated.

Adding your E-mail

1. To add an email to your profile, on the Account settings page where we found the “Change password button” (repeat steps 2 & 3 if necessary), click on the Employee profile option:

Account Settings


Account Information

Now logged in as	69830
Last successful login	12/15/2022
Last failed login	5/26/2013
Password last changed	10/21/2022
Password expires in	309 days Change Password
	Employee profile

2. Once redirected to the Personal Information webpage, click the Edit option under your account details:

Personal Information

[General](#) [Contact](#) [Tax form delivery](#)



Primary location

Hire date

Service date

Supervisor

Name

Employee ID

SSN

ACTIVE
Active status

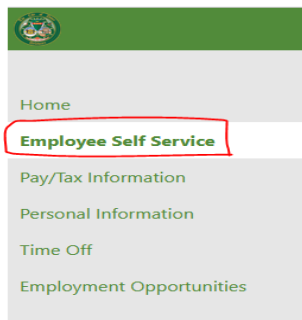
Personnel status

[Edit](#)

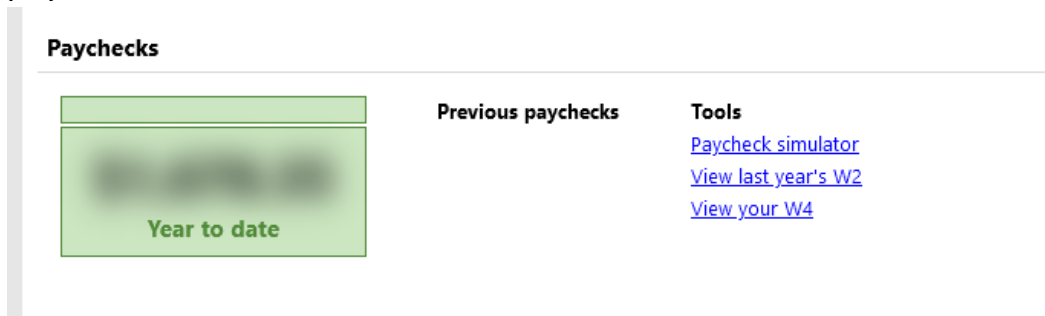
3. Input your email here, then click save. This will ensure that when you need to reset your password, the hint will be sent to your email. You have added your email to your account.

Viewing your Pay Remittances

1. To view your paychecks, go to the Employee Self Service tab in the left menu:



2. Near the bottom of the page, you will see a section called “Paychecks”. Here, you can access your previous paychecks, your W4 & W2, and the paycheck simulator tool.



3. To view your previous paycheck, click on the details link. It will open another page for you to view all the details of that paycheck for the corresponding date:

Previous paychecks

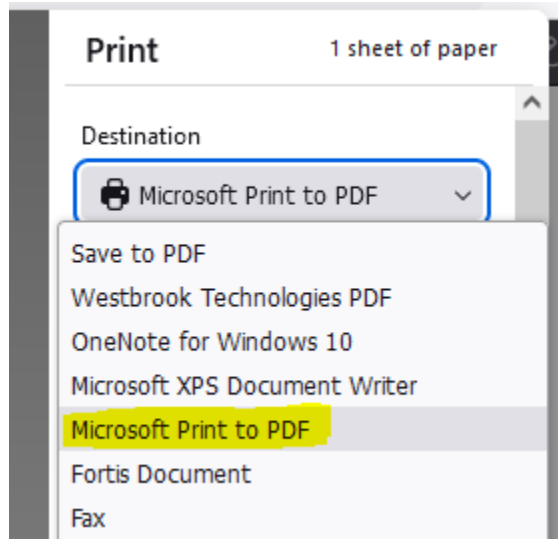
12/16/2022



[Details](#)



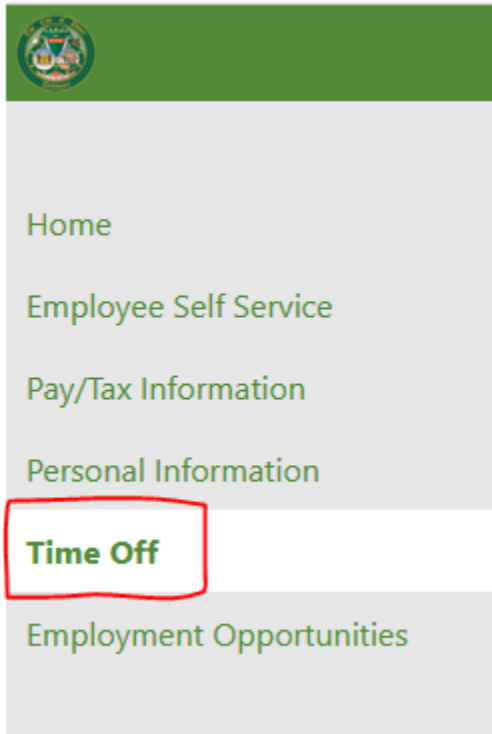
4. To print the paycheck, click the camera icon next to the details link. Once this view opens, click ctrl + P to open the print window, or use the print button within the viewer.
5. To save as a PDF, click the drop-down menu and select Microsoft Print to PDF (if using a kiosk, this option will not work):



This will open your files and allow you to save to your desired location.

Viewing your Leave Accruals

1. You can view your accruals by clicking the Time Off link in the left menu.



2. On this page, you can view your leave accrual data. H=Hours and D=Days. You can click each hyperlink for the time and find history for your accruals.

Technical Support

If you experience any issues accessing ESS, please reach out to the IT department by emailing us at help@cityofdover.on.spiceworks.com or submitting a help ticket at <https://cityofdover.on.spiceworks.com/portal>

You can access the IT SharePoint by clicking “Help/Feedback” at the bottom of the ESS webpage:

FAQ

Q. What information can I see in the ESS system?

A. You will be able to view personal information such as your address, phone number and emergency contact, your employee profile, paycheck details, YTD pay information, annual W-2 information, and current W-4 information.

Q. What is the source of the information displayed in ESS?

A. ESS accesses information stored in the Munis HR/Payroll programs. Munis is the HR/Payroll software used by the City of Dover for storing and accessing employee information.

Q. Can I change the information displayed in my Employee Profile, via ESS?

A. No. The information displayed in your employee profile mirrors the data contained in Munis. These include your job title, personnel status, supervisor information, hire date, date of birth, race, ethnicity, etc. If there is any inaccuracy in the information displayed in your employee profile, please contact the Department of Human Resources to update your information.