

FAQ – PAYROLL

About UCC Employee Self Service (ESS)

ESS provides staff with online access to their payslips and to some personnel information e.g. contact details, next of kin details, qualification details etc.

Please note as the rollout of personnel details is on-going not all information is currently available via ESS.

Contact Us

At this time we can only accommodate ESS queries by email. This is in order to ensure all support calls are tracked and dealt with in a sequential manner.

Please email all **Personnel** related queries to hrqueries@ucc.ie

Please email all **Payslip** related queries to payrollqueries@ucc.ie

If your **account is locked** please email helpdesk@ucc.ie

Employee Self Service [ESS] Frequently Asked Questions

1. What do I need to access ESS?
2. How do I find out My Staff Number?
3. How do I get an ESS Password?
4. How do I change my ESS Password?
5. Is ESS a secure service?
6. What web browsers can I use to access the system?
7. What happens if I forget my ESS password?
8. How many times can I enter my password incorrectly before my account is locked?
9. What happens if I lock my account?
10. What Personnel details can I update?
11. What Personnel details can I view?
12. I have queries about My Personnel details, who should I contact?
13. I have queries about My Payroll Self Service, who should I contact?
14. How do I update other information on ESS?
15. Why are there options that say 'You do not have access to this option'?
16. Can I access ESS outside of UCC?

1. What do I need to access ESS?

You will need your UCC staff number and password.

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2. How do I find out My Staff Number?

Your staff number is on your contract of employment and your staff ID card.

If you do not have a staff ID card, please email HR at hrqueries@ucc.ie to organise same.

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3. How do I get an ESS Password?

Enter your staff number on the UCC ESS login page and click the '**Request Password Reset**' link.

An email will be automatically sent to your **UCC EMAIL A/C** with a temporary password and further login instructions.

To activate your new password you will need to click the link sent to your **UCC EMAIL A/C**.

You will then be prompted to enter your current password (sent in the email), new password and then confirm your new password.

Your new password must be at least 8 characters in length and contain at least 1 numeric value.

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4. How do I change my ESS Password?

On the ESS home page click on the '**preferences**' icon in the upper right hand corner and select '**Change Password**' from the dropdown list.

You will be prompted to enter your old password, new password and then confirm your new password.

Your Password must have a minimum length of 8 characters and include at least 1 numeric value.

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5. Is ESS a secure service?

Yes.

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6. What web browsers can I use to access the system?

IE7, IE8, Firefox, Chrome and Safari.

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7. What happens if I forget my ESS password?

See FAQ 3 – **How do I get an ESS Password?** - Follow this procedure.

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8. How many times can I enter my password incorrectly before my account is locked?

Your ESS account will lock after entering your password incorrectly **9** times.

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9. What happens if I lock my account?

If your account is locked please email helpdesk@ucc.ie quoting your staff number and name.

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10. What Personnel details can I update?

Under **My Personnel Self Service** you can update the following:

- My Personal Profile - Home Address, Telephone Number & UCC Extension Number
- My Payment Detail - Bank Details & Bank a/c Number
- My Contact Detail - Add Mobile Number
- Next of Kin Detail - All details can be updated

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11. What Personnel details can I view?

Under **My Personnel Self Service** you can view the following:

- My Personal Details – Name, Home Address etc.
- My Personal Profile
- My Payment Detail
- My Address Detail - Work
- My Education Detail

- Next of Kin Detail
- My Contact Detail - UCC email & Mobile Number
- My Dependent Detail

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12. I have queries about My Personnel Self Service, who should I contact?

Please email all Personnel related queries to hrqueries@ucc.ie

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13. I have queries about My Payroll Self Service, who should I contact?

Please email all payslip related queries to payrollqueries@ucc.ie

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14. How do I update other information on ESS?

Please email all Personnel related queries to hrqueries@ucc.ie

If you think your Tax Credits & Cut Off information is not correct please ring the Revenue Commissioners on 1890 22 24 25 and quote your PPS number.

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15. Why are there sections that say 'You do not have access to this option'?

ESS is an 'off the shelf' package called CorePortal supplied with the CoreHR system. For operational purposes not all options are turned on for UCC staff at the moment. In-line with the university's strategic plan for delivering secure information via web based self-service applications; HR in conjunction with the Computer Centre will be further developing the services available through ESS.

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16. Can I access ESS outside of UCC?

No.

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For Core Portal Public Page

[ESS Support Information](#)

ESS is a new self-service system that provides staff with online access to HR and Payroll details.