

A GUIDE TO DOMINION'S EMPLOYEE SELF SERVICE

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CHAPTER 1: Introduction

Welcome to your Dominion Systems Employee Self Service (ESS) portal! This platform is a great way for you to have access to all of your employee information, from your pay stubs to your W2s and so much more. In this guide, you will find step-by-step instructions on how to utilize ESS, see what information is available and how to access it, learn how to punch in and out through the portal, and get some troubleshooting tips to help you make the most of this portal.

Why Should I Use ESS?

We get this question a lot. If you haven't used an ESS portal before, you might be wondering just what the benefits are. Well, the biggest thing is that it will simply save you and your administrator time. When used to its full capacity, ESS can eliminate hold ups in PTO requests, allow easy employee punching, and allow information to pass from administrator to employee with ease.

However, a solid ESS portal can do more than that. At Dominion, we created a platform that propagates efficiency and transparency throughout every aspect of your company. It puts the responsibility of HR processes in the hands of the people they impact; in this case, you. ESS brings a sense of accessibility to its users because it is inherently web-based, allowing you to access your information whenever you need it. ESS has the ability to allow you to view your schedules, manage your PTO requests, access all your pay information and so much more. Effectively utilizing an employee self-service system immediately and continuously pays dividends for both you and your employer.

Now that we know why we use Employee Self Service, let's cover exactly how.

CHAPTER 2: How to Use ESS

In this chapter, we're going to cover each aspect of your ESS portal so you know exactly where to find the information you need.

** Please note: some features may not be available in your ESS system depending on what features your company has opted to use. Contact your company administrator to find out exactly what products your ESS platform has.*

To begin, **Log in** to live.dominionsystems.com.

From the Home Page, you can view your most recent paystub, request time off, punch in or out, and view the current week's punches.

The screenshot shows the ESS Home Page for a user named Emily. At the top, it says "HELLO, EMILY!" with a "Help" link. Below this is a navigation bar with five buttons: Resources, To Do, Time Off, Paycheck, and W2. To the right of these buttons is a "TurboTax INTEGRATION" section with a "Go To TurboTax" button. Below the navigation bar are two alert sections: "DOMINION ALERTS" and "COMPANY ALERTS", both showing a green checkmark and the message "You're Caught Up". To the right of these alerts is a "PUNCH" section with a "Update" button, a dropdown for "Home Department", a dropdown for "Home Cost Center", a "Normal Punch" dropdown, a "Notes" text area, and a "Punch" button. At the bottom is a "WEEKLY ACTIVITY FOR 10/14/2018" table with columns for Day, Date, In, Out, Hours, Schedule, Exceptions, and Notes.

Day	Date	In	Out	Hours	Schedule	Exceptions	Notes
Sunday	10/14/2018						
Monday	10/15/2018						
Tuesday	10/16/2018						
Wednesday	10/17/2018						
Thursday	10/18/2018						
Friday	10/19/2018						
Saturday	10/20/2018						

At any time, you can click on the **Dominion logo** to return to the homepage.

You will also have five shortcuts located on the card at the top right of the screen. The **Resources** button will take you to the Resources page, where you will find anything from your Company Handbook to Benefits Information. The **To Do** button will direct you to the Tasks page, where you will find a list of any outstanding tasks you might have to do. The **Time Off** button will bring you to the Time Off section. Here your Time Off policy will tell you what your balance is and allow you to make a new request. The **Paycheck** button will show you your most recent paycheck, and the **W2** button will do the same for your W2. At any time, you can click on the **Dominion logo** to return to the homepage.

Profile

- **Profile:** On this tab, you can update your Contact Information, add Dependents, and add Emergency Contacts. If you want to add or edit any information, click the pencil icon.

The screenshot shows the 'Profile' tab in the Dominion system. The user is Rocky Balboa (ID 161111). The page includes a sidebar with links to PROFILE, PAYCHECK SETTINGS, TIME OFF, ACCOUNT SETTINGS, and RESOURCES. The main content area displays the user's profile information, including a photo, home and cell phone numbers, and address. Below this, there are sections for 'MY DEPENDENTS' and 'EMERGENCY CONTACTS', each with a table of names and relationships, and a '+ Dependent' or '+ Contact' button.

Name	Relationship
Max Balboa	Daughter
Cindy Balboa	Daughter
Adrianne Balboa	Spouse

Name	Relationship
Adrianne Balboa	Wife

- **Paycheck Settings:** Here you can request to change Marital Status or Exemptions for Federal, State or Local tax withholdings. Again, select the pencil in the upper right corner to edit if needed. You can also view direct deposit information, but cannot make edits. You will have to see your administrator to make changes to direct deposit accounts.

The screenshot shows the 'Paycheck Settings' tab in the Dominion system. The page displays 'MY WITHHOLDINGS' and 'DIRECT DEPOSITS'. The 'MY WITHHOLDINGS' section shows a table with columns for withholding type, marital status, and exemptions. The 'DIRECT DEPOSITS' section shows a table with columns for account type and amount.

	Marital Status	Exemptions
Federal	Married	2
Michigan MI W/H	Married	2
Grand Rapids, MI	Married	2

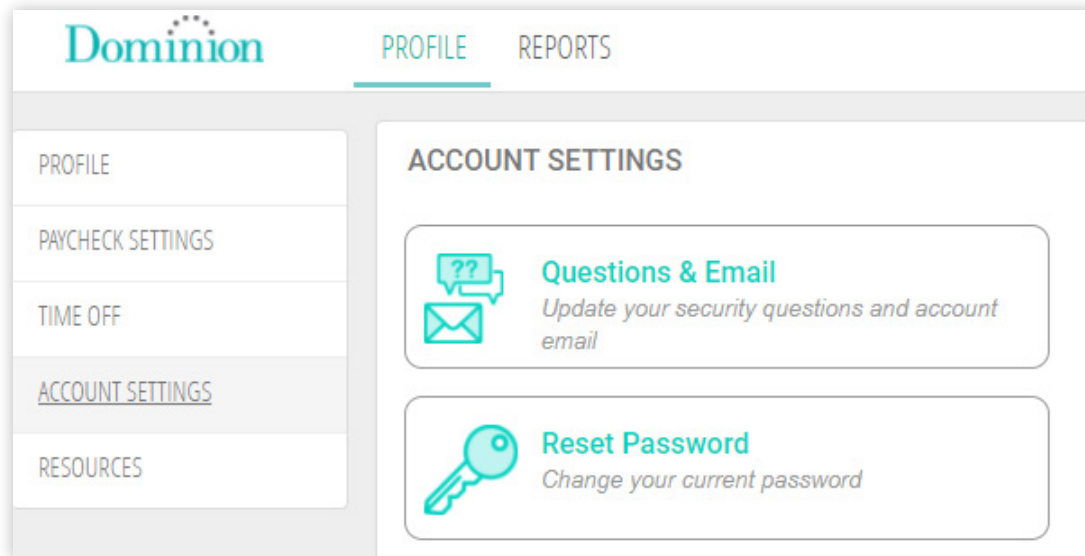
Account	Amount
Checking Account (****1)	\$60
Checking Account (****9)	10%
Savings Account (****2)	100%

- **Time Off:** Request time off and view balances and activity in time off policies on this tab. Select + New Request to submit a time off request.

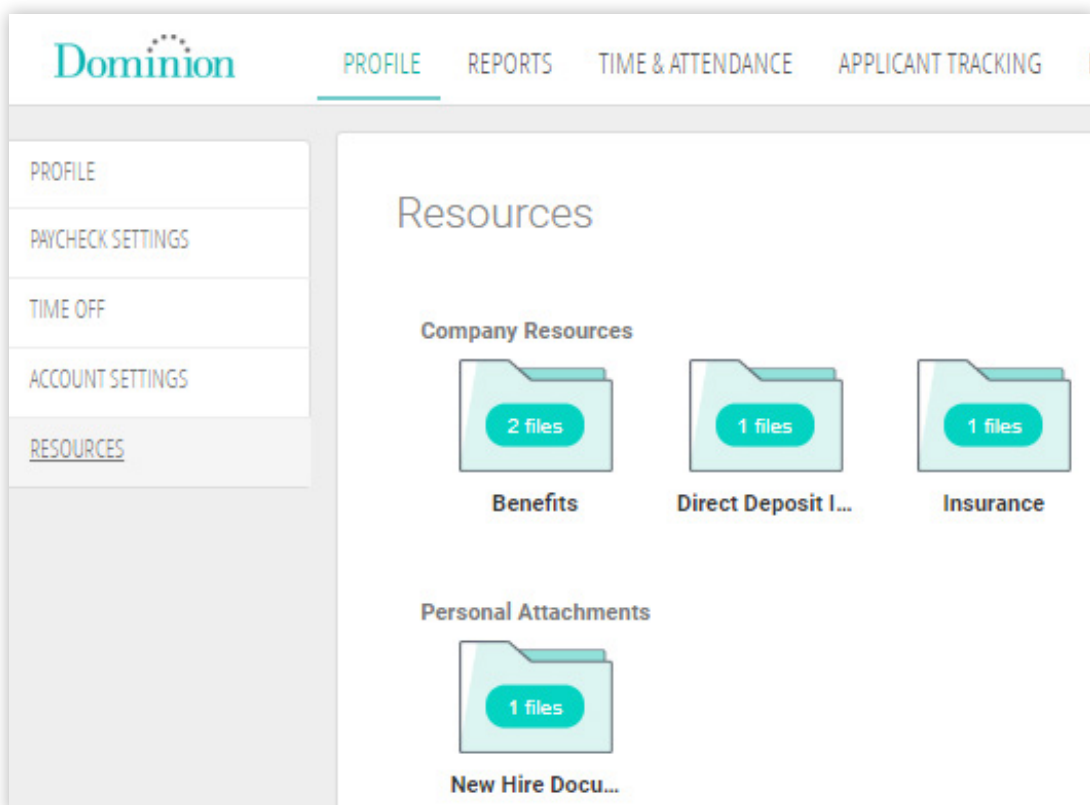
The screenshot shows the 'Time Off' tab in the Dominion system. The page displays 'My Time Off' with a '+ New Request' button. Below this, there are two cards showing 'PTO' and 'SICK' balances. The PTO card shows 46 hours left, and the SICK card shows 16 hours left. Both cards have a 'View Activity' link.

PTO	SICK
46 HOURS LEFT	16 HOURS LEFT

- **Account Settings:** This page allows you to update security questions and your email address, as well as reset your password if necessary.



- **Resources:** If there are any resources your company has given you access to, a folder will display with the number of files you have available. Folders under Company Resources contain company files for all employees, while folders under Personal Attachments contain files that are specific to you.



Reports

- **Check History:** This tab lists all the paychecks you received between the selected start and end dates. Check date, gross pay, and net pay will be displayed. Click on HTML or PDF to view a paystub, or click Current Paycheck in the upper right corner to view the most recent paystub.

Check Date	View As	Check Number	Sub Check	Gross Pay	Net Pay
01/04/2018	HTML PDF			\$920.00	\$209.05
11/24/2017	HTML PDF			\$563.64	\$20.15
11/17/2017	HTML PDF			\$770.00	\$119.05
11/10/2017	HTML PDF			\$880.00	\$184.83
10/13/2017	HTML PDF			\$880.00	\$184.82
10/06/2017	HTML PDF			\$660.00	\$77.78

- **Request Time Off:** Another method of requesting time off and viewing balances in time off policies can be found here. This is the same as the Time Off shortcut on your Home Page.

• Standard Reports:

Pay Check History: Select a start and end date. The report that generates will display data including hours, pay, and taxes for any paychecks between the provided start and end date.

Paycheck History																		
Michelle's Training Code																		
Date Range: 10/1/2017 to 11/1/2017 11:59:00 PM																		
7 - Balboa, Rocky																		
Check #	Check Date	Default Rate	Reg Hrs	Ovt Hrs	Oth Hrs	Reg Pay	Ovt Pay	Oth Pay	Gross Pay	Tips	Adj Net	FICA	Fed Tax	State Tax	Local Tax	Oth Tax	Total Deds	Net Pay
	10/6/2017	22.00	30			660.00			660.00			45.90	44.03	13.11	6.58		472.59	77.78
	10/13/2017	22.00	40			880.00			880.00			60.44	58.46	19.25	8.75		518.28	184.82
	11/10/2017	22.00	40			880.00			880.00			60.43	58.46	19.25	8.75		518.28	184.83
	11/17/2017	22.00	35			770.00			770.00			52.02	49.65	15.50	7.43		496.35	119.05
	11/24/2017	22.00	21.62		4	475.64		88.00	563.64			38.53	36.31	9.83	5.43		453.39	20.15
	1/4/2018	23.00	40			920.00			920.00			63.50	61.27	20.60	9.23		526.35	209.05
Totals:			206.62		4	4585.64		88.00	4673.64			320.82	308.18	97.54	46.18		2985.24	795.68

Personnel Report: This report displays your employee information including pay rates, tax information, deductions, direct deposit accounts, and accrual balances.

- **W-2:** Your W-2 can be viewed and printed from here once your administrator informs you that they are available.
- **W-2 Consent:** You can consent to receive your W-2 online only by clicking Accept Agreement. Otherwise, you will receive a printed copy of your W-2. Click Withdrawal of Consent if you wish to receive a paper copy of your W-2 after consenting to online only. Enter your email in the email notification field to receive an email when your W-2 is available to view in the system.
- **1095 Consent:** Similar to the W-2 Consent, here you can opt-in to receive your 1095 electronically. Simply click on Accept Agreement and, if desired, fill out your email address to receive a notification when it is ready.

CHAPTER 3: Punching Instructions

How to Punch

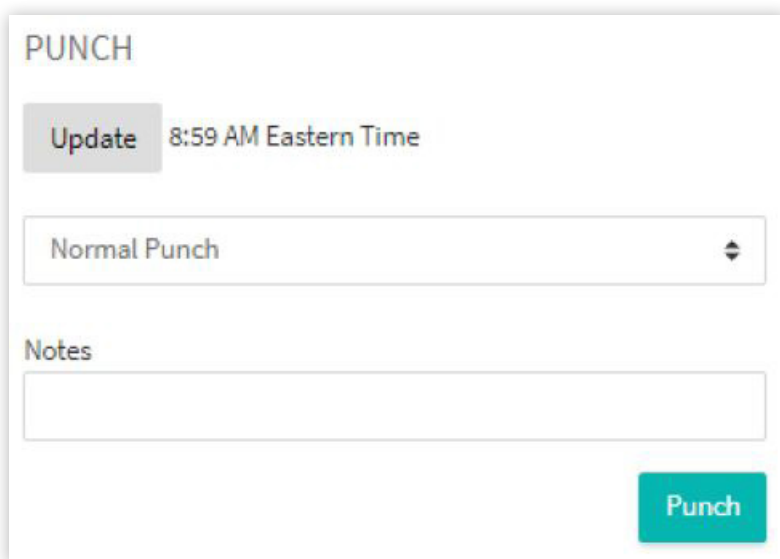
To punch in on a PC, follow these steps:

1. Open your browser and go to live.dominionsystems.com
2. Log in using your username and password

If you do not have one, please contact your company administrator for your employee number and the company code. You will need these two things, along with the ESS Registration Instructions document, to create a user profile.

Note: the next two steps may or may not be required by your employer. Seek your employer for clarification on whether you will be required to complete steps 3 and/or 4.

3. Select the cost center you are clocking in to. If this is not required by your employer, you will not see the option.
4. Select “Lunch” when punching out for lunch.
5. Add any notes below (optional)
Add any comments you may want to communicate to a supervisor/administrator regarding your punch (e.g. explaining why you came in earlier than expected).
6. Click “Punch.”



The screenshot shows a web interface titled "PUNCH". It features a grey "Update" button followed by the text "8:59 AM Eastern Time". Below this is a dropdown menu currently showing "Normal Punch". Underneath the dropdown is a section labeled "Notes" with a text input field. At the bottom right of the form is a teal "Punch" button.

Missing Punches

If you are missing a punch, you will have to submit a punch request. To do this, go to the home screen or Time & Attendance | Time Card History and click the word **Missing**. You can then complete the popup module to enter the time of the missing punch. It can then be approved by your supervisor or administrator.

Step 1: click Missing

Day	Date	In	Out	In	Out	Hours	Schedule	Exceptions
Sunday	11/4/2018							
Monday	11/5/2018						8:30 am-5:00 pm	
PTO						8:00		
Tuesday	11/6/2018	8:22 AM	Missing				8:30 am-5:00 pm	Missing Punch
Wednesday	11/7/2018	8:25 AM	5:15 PM			8:50	8:30 am-5:00 pm	Left Late 0:15

Step 2: complete popup module and click Request.

Punch Request

11/6/2018

05:30

☐ AM

☒ PM

Normal Punch

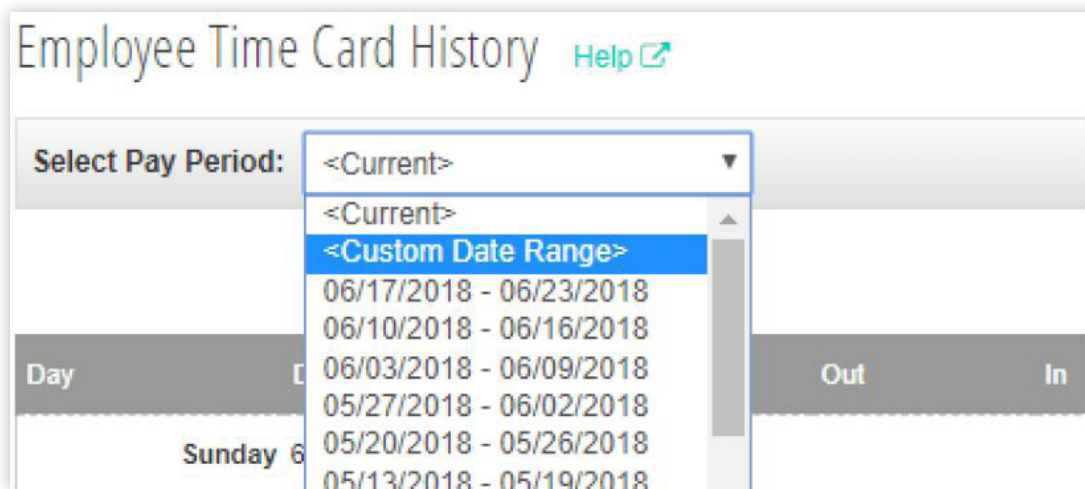
Note:

Stayed late to work on year-end project

Request Cancel

View Past Punch & Benefit History

With your ESS portal, you automatically get access to important information, such as past punches and your benefit history. Your current week's activity (punches and/or benefits) will be displayed on your home screen. To view past activity, click on Time & Attendance near the top of the screen. Using the "Select Pay Period" drop-down menu, select a pay period or enter a custom date range. You will then be able to view all historical activity here.



An alternate method is to click on the Punch Calendar on the left-hand side in the Time & Attendance tab. This view will show your month's activity but will not display totals.

The screenshot shows the 'Punch Calendar' for November 2018. The calendar displays days of the week (Sun to Sat) and dates. Punch times are shown for each day, such as '8:30 am-5:00 pm'. There are also entries for 'PTO 8' and 'Thanksgiving Day 8'. The interface includes navigation arrows, a month/year selector (November 2018), and a 'CHANGE VIEW' button.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29 8:30 am-5:00 pm	30 8:30 am-5:00 pm	31 8:30 am-5:00 pm	Nov 1 8:30 am-5:00 pm	2 8:30 am-5:00 pm	3
4	5 8:30 am-5:00 pm PTO 8	6 8:30 am-5:00 pm PTO 8	7 8:30 am-5:00 pm 8:25 am 5:15 pm	8 8:30 am-5:00 pm 8:37 am 4:55 pm	9 8:30 am-5:00 pm 8:15 am 4:30 pm	10
11	12 8:30 am-5:00 pm	13 8:30 am-5:00 pm	14 8:30 am-5:00 pm	15 8:30 am-5:00 pm	16 8:30 am-5:00 pm	17
18	19 8:30 am-5:00 pm	20 8:30 am-5:00 pm	21 8:30 am-5:00 pm	22 Thanksgiving Day 8	23 Day After Thanksgiving 8	24

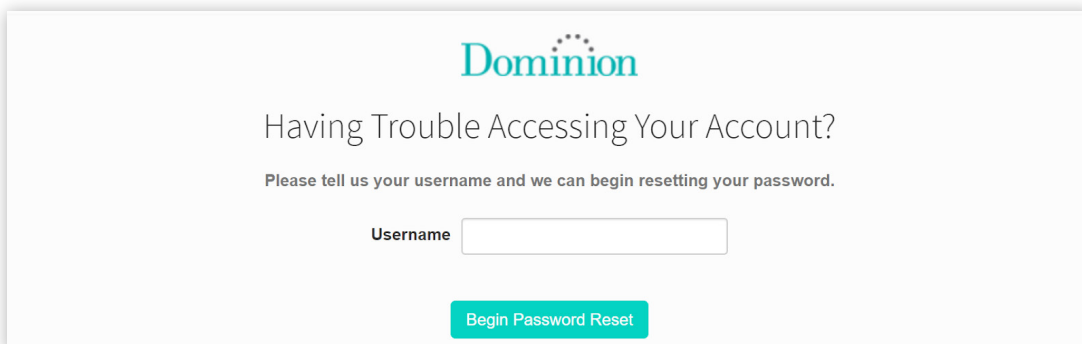
CHAPTER 4: Troubleshooting

Forgot Password

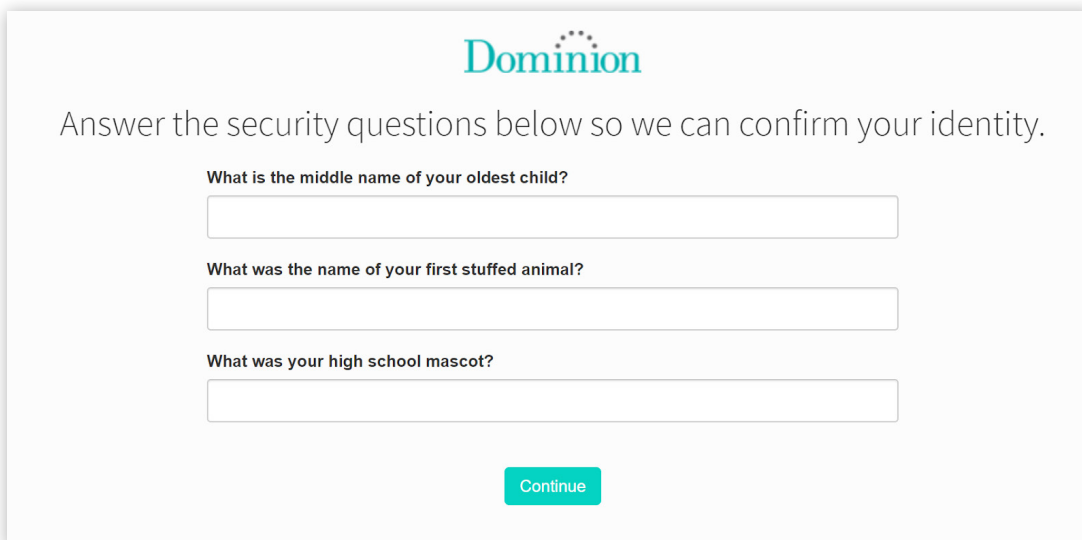
If at any time you forget your password, you will get an invalid username and/or password message if what you enter does not match what is on file. Due to security reasons, Dominion cannot access your username and password. If you need assistance with the instructions below, contact your company administrator.

Click “Forgot password?” to reset your password. Your username will be unlocked and a new password will be sent to the email address on file if the correct answers are entered for the secret questions.

Clicking on “Forgot password?” will require you to confirm Username and three security questions answer.



The screenshot shows the Dominion logo at the top. Below it is the heading "Having Trouble Accessing Your Account?" followed by the instruction "Please tell us your username and we can begin resetting your password." There is a text input field labeled "Username" and a teal button labeled "Begin Password Reset".

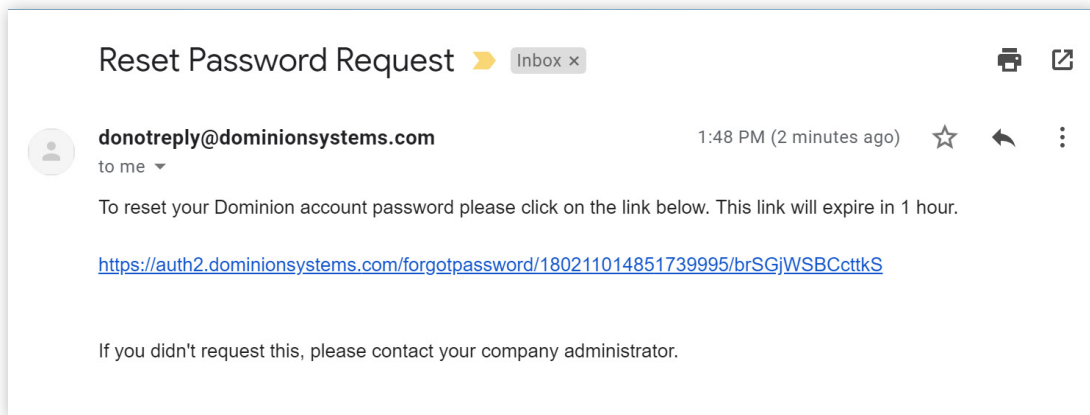


The screenshot shows the Dominion logo at the top. Below it is the heading "Answer the security questions below so we can confirm your identity." There are three text input fields with the following questions: "What is the middle name of your oldest child?", "What was the name of your first stuffed animal?", and "What was your high school mascot?". At the bottom is a teal button labeled "Continue".

Please note: For password reset to work, users must have an email address and answer 3 out of 5 security questions to answer in your User Profile. Contact your company administrator if you need help.

You will receive an email with a direct link where you can reset your password.

Sample email:



Use the password provided to access your ESS portal.

Go to the User Profile tab and click Account Settings to change your password.

A screenshot of a web form titled "Create a New Password" with the Dominion logo at the top. Below the title is a note: "Password must have 1-50 characters." There are two input fields: "New Password" and "Confirm Password". At the bottom is a green button labeled "Update Password".

Remember, passwords need to be a minimum of 8 characters. There has to be at least one letter and at least one number in the password. Passwords are also case-sensitive.

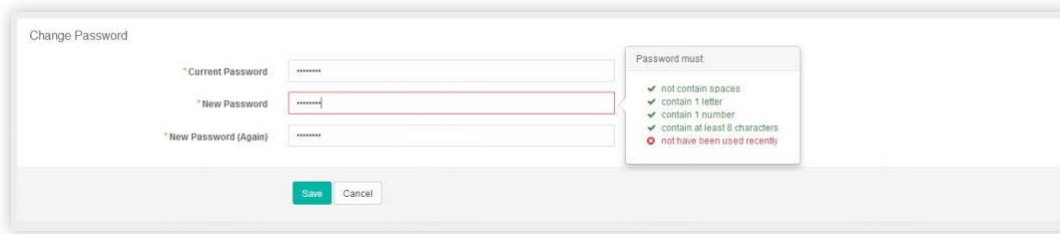
Locked Out

The Forgot Password option will require an email address to be on file. If there isn't one on file, seek your company administrator to unlock your account. When your account is unlocked you can go to your profile to add an email address for your records.

Change Password

To change your password, security questions, or email address, go to the User Profile screen and select Account Settings from the sub-menu. Here your User Profile will be displayed.

To change your password, type the desired password in the New Password field. Enter the new password again to verify.



Change Password

* Current Password:

* New Password:

* New Password (Again):

Save Cancel

Password must:

- ✓ not contain spaces
- ✓ contain 1 letter
- ✓ contain 1 number
- ✓ contain at least 8 characters
- ✗ not have been used recently

Remember, passwords need to be a minimum of 8 characters. There has to be at least one letter and at least one number in the password. Passwords are also case-sensitive.

General account settings updated successfully.

You can also enter or change your email address and secret question while on this screen.

CHAPTER 5: TurboTax

Dominion Systems works with TurboTax so you get the added convenience of quickly and easily downloading your tax information into the appropriate tax forms. With a few clicks of the mouse, Dominion can send your info to TurboTax, and your tax returns are ready in moments, benefiting all your employees. This feature will be enabled automatically for all clients unless action is taken by the client to prevent it. If you do not want to use this feature, the company administrator can deactivate it by going to Reports - W-2 Control - TurboTax Consent.

To access this functionality, you must use a version of TurboTax that supports the import feature.

Important: Before filing your tax return, thoroughly compare all the data you imported and entered on your tax return against your official tax forms. This will ensure all information on the forms has been accurately entered on your tax return.

The screenshot displays the Dominion Systems user interface. At the top left, it says "Welcome, Andrew!" with a "Help" link. Below this is a "Shortcuts" section with four buttons: "Paycheck" (with a dollar sign icon), "W2" (with a document icon), "Attachments" (with a paperclip icon), and "To Do" (with a checkmark icon). To the right of the shortcuts is a "TurboTax INTEGRATION" banner. The banner includes the TurboTax logo, the word "INTEGRATION", and text stating: "Ready to file your taxes? If you use TurboTax, Dominion can preload your W2 information into their website. Follow the link below to learn more." Below this text is a "Go to TurboTax" button. Below the shortcuts is an "Update" button and the text "9:24 AM Eastern Time". Below that is a "PUNCH" section with a dropdown menu showing "Normal Punch", a "Notes:" label, a text input field, and a "Punch" button. At the bottom right of the interface, it says "Weekly Activity For 11/27/2016".

How to Integrate TurboTax

- Log in to ESS
- If your company administrator has consented, a TurboTax download link will appear, click on that
- Once TurboTax has finished downloading, add all requested information
- Hit submit and TurboTax will file all requisite tax forms

Benefits of Utilizing TurboTax

- Secure, private user access to tax information via credentialing
- Fast, accurate data entry into tax returns
- Paperless electronic document delivery
- Ease in completion of tax forms
- Compliance with complex government regulations

Please note that due to security reasons Dominion is unable to access your account. If you have any questions, please contact your company administrator.