Mississippi Management and Reporting System

Department of Finance and Administration

| MMRS MASH Training Materials | | | | |
|------------------------------|-----------------|---------------------------|--|--|
| 1101 | ACE User Manual | Revision Date: 04/04/2018 | | |
| | | Version: 6 | | |

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Access Channel for Employees (ACE) User Manual

A. Overview

Access Channel for Employees (ACE) is a secured online application designed to provide current state employees and state contract workers fast and easy access to their Direct Deposit Pay Stubs, W-2s, and Leave Balances/Time Taken for those employees who earn and take leave. To access electronic W-2s, employees must elect to receive these electronically.

ACE secures the state employee's or contract worker's information by the use of a User ID and password, and encryption of the same information. ACE also allows the user to maintain their personal profile information.

Advantages for using ACE to access your W-2 include the following:

- The electronic W-2 is available prior to a paper copy.
- The user can print multiple copies.
- The user can save the information on their personal computer.
- The user can access multiple tax year W-2 information.

Advantages for using ACE to access your direct deposit pay stubs include the following:

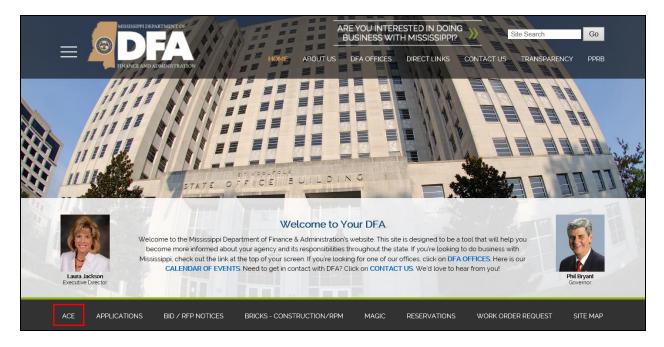
- The user can print multiple copies.
- The user can save the information on their personal computer.
- The user can access the last 12 months or the last 12 payments whichever comes first.

Please note, only current state employees or contract workers are eligible to access ACE. Upon terminating with the state agency, a contract worker's or state employee's access to ACE will be removed.

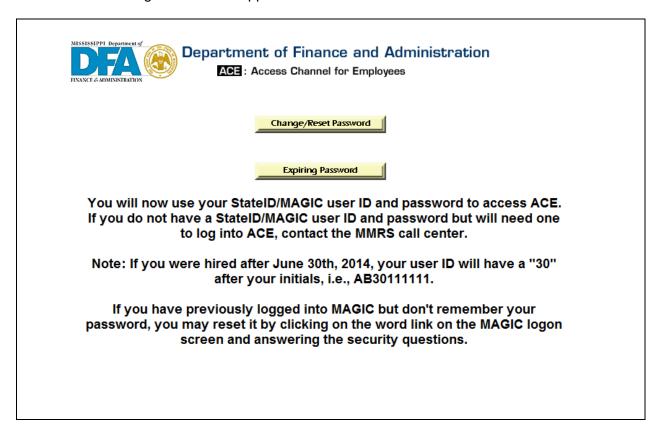
B. ACE User ID and Password Instructions

1. To access ACE, access the MS Department of Finance and Administration web site at http://www.dfa.ms.gov/ and then click on 'Ace' at the bottom of the screen.

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2. The ACE Login screen will appear.



If the user is a new employee with the State of Mississippi or a new contract worker, their agency needs to provide them their user ID or 6 – 8 digit PID. The agency's HR Department must add the email address for the employee/contract worker into SPAHRS when they are processing the hiring actions. An overnight job will add the email address to MAGIC/ACE. This will trigger two emails to the user – the 1st one with the user ID and the 2nd one with the temporary password.

If the user needs assistance logging in, they may contact the MMRS Call Center at (601) 359-1343 and select option 1 (Security – passwords, user ID, etc.) Sub-Option 4. If the automated voicemail system answers, leave your name, your user ID, your contact number and a message regarding your problem, *i.e.*, I need my User ID and Password for ACE; my user ID is______.

3. Because the temporary password has special characters, it is best for the user to copy and paste the temporary password for a successful log in. Once the user successfully logs into MAGIC for the first time, they will automatically be prompted to change their password. They will receive an error message, similar to the example below, that the user's password has expired. The user will need to paste the temporary password in the 'Old Password' box. This is the password that was just used to get to this point.



Then the user will have to create a new password based on the following criteria:

- Must be at least 8 14 characters in length
- Must contain at least one number and one letter
- Must contain at least one lower case and one upper case letter
- Not made of the user name nor user ID
- Cannot equal any of the last five passwords.

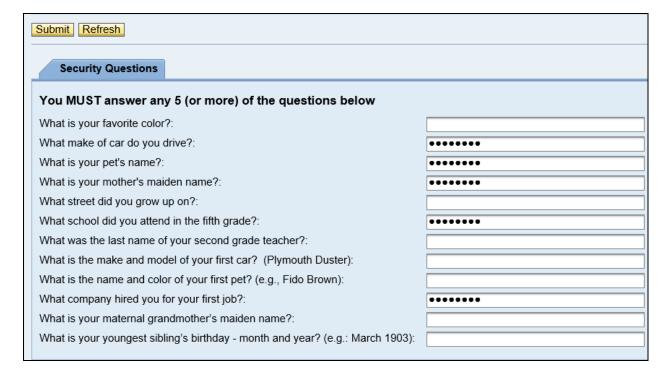
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The user will enter their choice for a new password in the 'New Password' box. Once the user has created a new password and retyped it in the 'Confirm Password' box, the user will then need to click the 'Change' button.

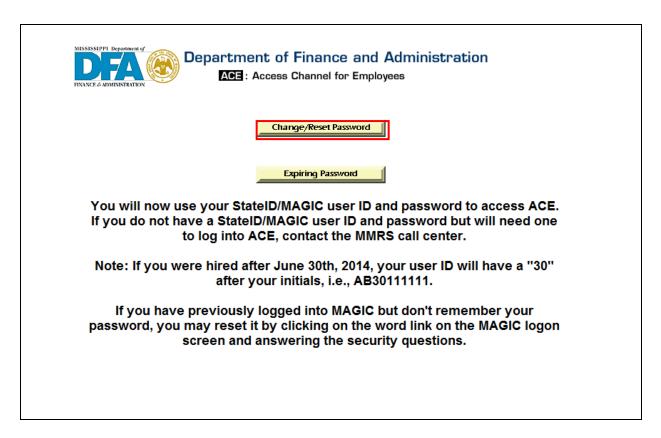
Should the new password not meet the above-mentioned criteria, the user will receive an error message stating that there is an 'Error – the new password did not meet the needed criteria' and will require the user to complete the three steps again of entering the old password, the new password and confirming the new password.

4. All users are required to provide the answer to at least five security questions so that if they ever forget their password, they can have the system prompt them for an answer to the question and it will allow them to enter into the system and change their password. Please keep in mind that the answers are case sensitive.

The security questions that can be selected are listed as follows:



- 5. The user will want to select questions that they are most likely to always know what the correct answers should be. The user will then enter their answer in the box and click the 'Submit' button.
- 6. After completing the security questions, in the future if the user forgets their password, they can prompt the security questions by completing the next steps. Once the user is at the ACE login menu, they can select the 'Change/Reset Password' button.

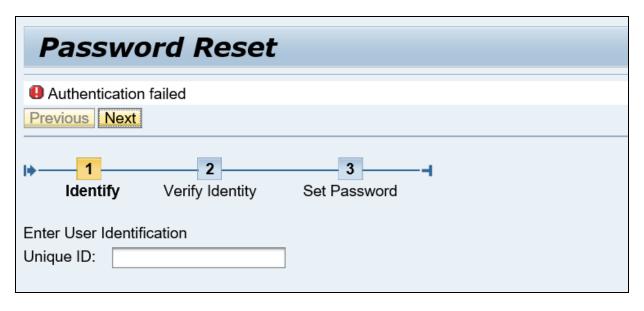


7. The following screen will then appear. The user will then enter their User ID in the Unique ID box and select the 'Next' button.

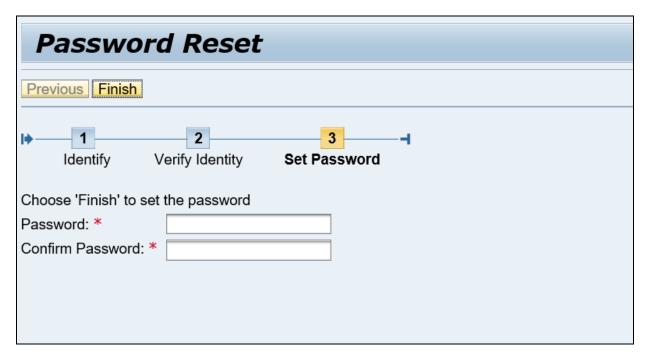


- 8. Upon a successful entry of the User ID, the user will be asked to complete one of the security questions for which they previously provided a response. The user will enter their previously provided answer in the box and then select the 'Next' button.
- 9. If the response provided by the user does not match the previously provided response, the user will receive the following warning.

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10. Once the security questions have been successfully answered click on the Next button.



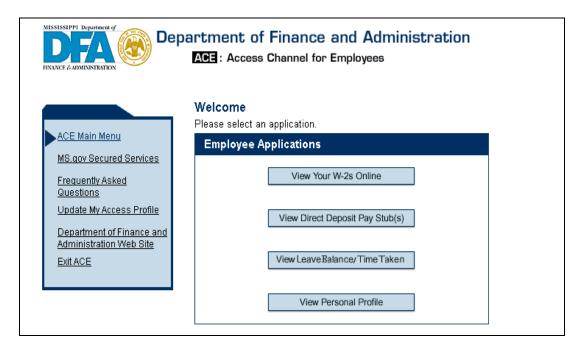
- 11. The user will create a new password based on the criteria listed above for creating a password.
- 12. User will enter their choice for a new password in the 'Password' box. Once the user has created a new password and retyped the 'New Password' in the 'Confirm Password' box, the user will then need to click the Finish button.

Should the new password not meet the above-mentioned criteria, the user will receive an error message stating that there is an 'Error - the new password did not meet the needed criteria,' which will require the user to complete the two steps again of entering the new password and confirming the new password.

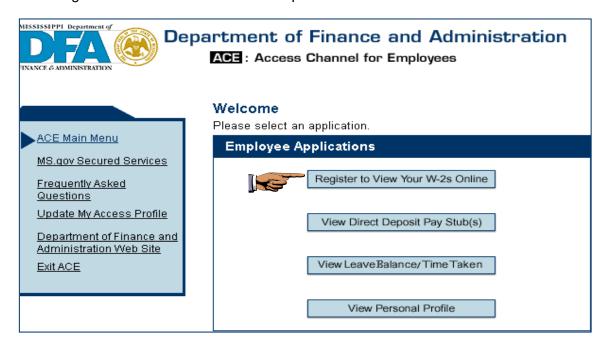
13. Once the user has successfully created a new password, close the internet browser, and wait approximately five minutes so that the system can activate the new password.

C. User Access to W-2s Instructions:

From the ACE Welcome page, the user has the option to select one of the Employee Applications to enter and view data, *i.e.*, W-2s, Direct Deposit Pay Stubs, Leave Balance/Time Taken, or Personal Profile.



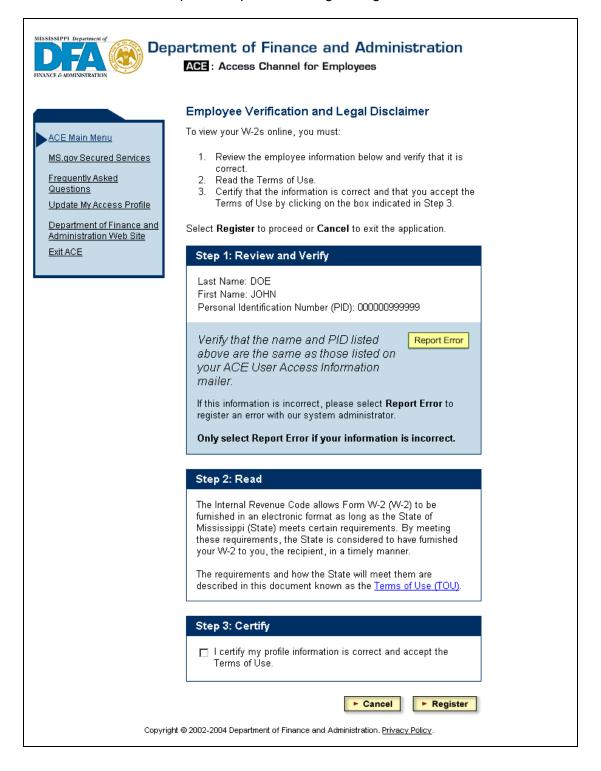
An ACE user who has not registered to view their W-2 via ACE will view the following screen with the Register to View Your W-2s Online option visible.



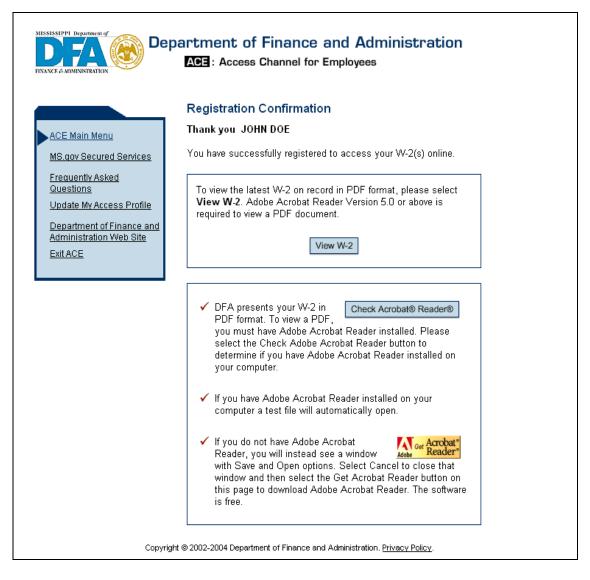
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At this point, if the user chooses to register to view their W-2s via ACE, they will need to complete the following steps:

1. Select the 'Register to View Your W-2s Online' button from the 'Welcome' screen. The user will then be presented with the following screen and must follow Steps 1 – 3 listed on the screen to complete the process of registering.

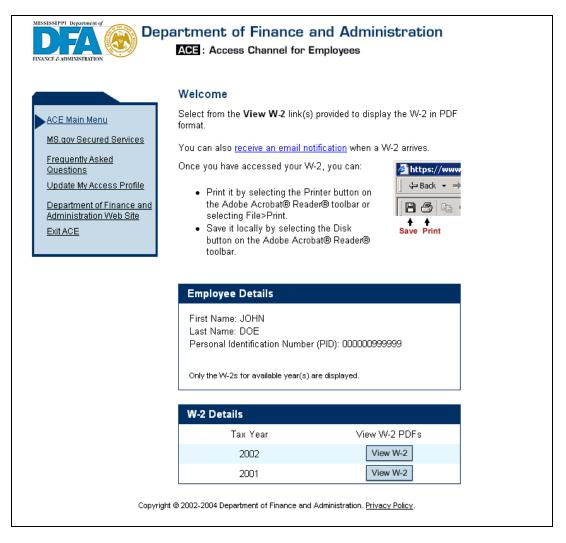


- 2. Select the 'Register' button.
- 3. The user will then be presented with the following screen confirming the registration process is complete.



- 4. At that point, the user needs to select the 'Check Acrobat® Reader®' to determine if the user's machine has Adobe Acrobat Reader installed on their machine.
- 5. If Adobe Acrobat Reader is not installed and the user needs to download Adobe Acrobat Reader, the user will follow the instructions on the screen and download Adobe Acrobat Reader on their machine.
- 6. If the user cannot successfully load the Adobe Acrobat Reader to their machine, they will not be able to view their W-2.
- 7. The user then may select the 'View W-2' button and from there they will see the following screen that will list the years that W-2s are available for them to view.

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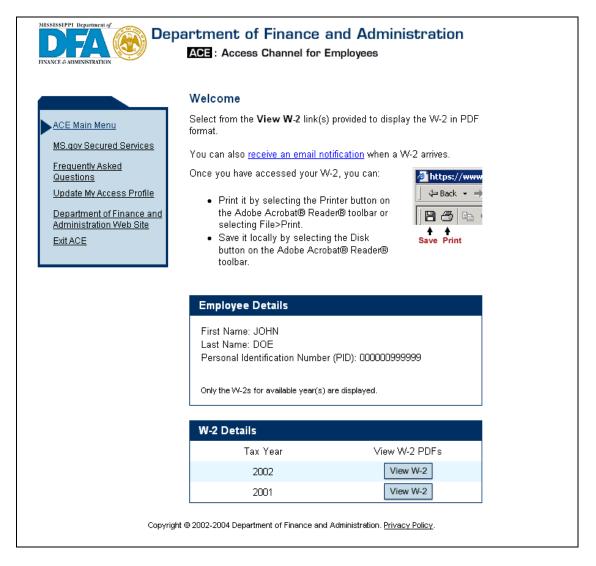
- 8. In addition, the user may elect to '<u>receive an email notification</u>' when the W-2 file is loaded for the year.
- 9. By selecting this option, the user will be directed to the Personal Profile page. The Personal Profile application provides the user with the ability to choose to receive an email notification when a W-2 and/or an electronic pay stub has arrived at ACE for that user.

| Department of Finance and Administration ACE: Access Channel for Employees | | | | | |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------|--|--|
| Personal Profile | | | | | |
| ACE Main Menu | You are currently signed in as JOHN DOE Your Personal Identification Number (PID) is 000000999999 | | | | |
| MS.gov Secured Services Frequently Asked | Please enter the following information for our records. This information will remain confidential and secure. | | | | |
| Questions | Agency Name: FINANCE AND ADMINISTRATION | | | | |
| Update My Access Profile Department of Finance and | Work Phone: 601 - 999 - 9999 | | | | |
| Administration Web Site Exit ACE | Work FAX: | | | | |
| | Work Cell: | | | | |
| | Work Pager: | | | | |
| | E-mail johndoe@dfa.state.ms.us | | | | |
| | Confirm E- mail Address: johndoe@dfa.state.ms.us | | | | |
| | If you provided your email address above, please select an answer for the statements below. <i>If you do not subscribe to either electronic service</i> , please select No for both statements. | | | | |
| Send me an email when my next direct deposit pay stub arrives at ACE. | | | | | |
| | | | | | |
| 2. Send me an email when my next electronic W-2 arrives at ACE. • Yes • No | | | | | |
| | | | If you are employed by an additional state agency, please complete the following information | | |
| | Agency Name: SELECT AGENCY NAME | | | | |
| | Work Phone: | | | | |
| | Work FAX: | | | | |
| | Work Cell: | | | | |
| | Work Pager: | | | | |
| | ► Cancel ► Save | | | | |
| Copyright ©2003 Department of Finance and Administration. Privacy Policy. | | | | | |

- 10. The user should complete the following information: select the agency name from the drop down box, enter the user's email address and confirm the user's email address. Then complete questions 1 and 2 for receiving mail notifications for electronic W-2s or electronic pay stubs.
- 11. The user may also complete any of the other information they want. Users are encouraged to complete the entire personal profile page. When entering the phone number, the user must complete the area code and the number and cannot use any alpha characters; otherwise, they will receive an error message.
- 12. Once the user is through, they will need to select the 'Save' button, which will redirect them back to the W-2 page.

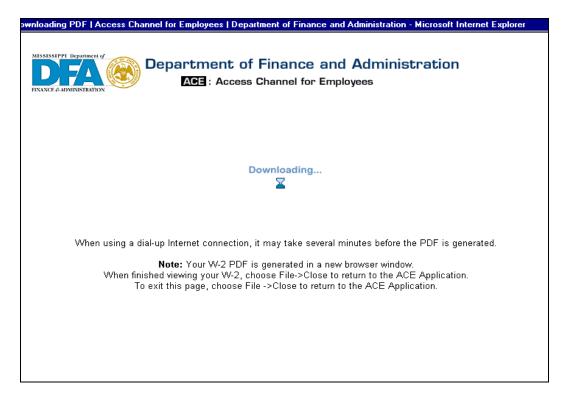
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13. To view a W-2, the user will select the 'View W-2' button by the tax year.

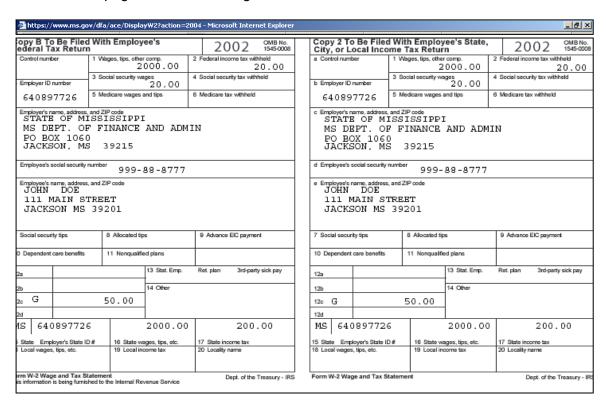


14. As the page is loading, the user will see the following message.

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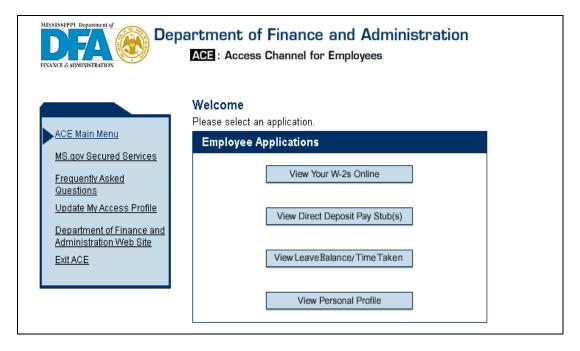


- 15. The user will then be presented with a separate page displaying the W-2 form for that the tax year.
- 16. The user can select the 'X' in the top right hand corner of the Adobe Acrobat screen to close this page once it is no longer needed.



D. User Access to Pay Stub Instructions:

An ACE user who has registered to view their W-2s via ACE will be presented with the following screen.



- 1. While the user may select the 'View Direct Deposit Pay Stub(s)' button, the user must be on direct deposit via the payroll system for the system to create electronic pay stubs. Once an employee is set up for direct deposit through the payroll system, direct deposit pay stubs will automatically be provided electronically.
- 2. Once the user selects the 'View Direct Deposit Pay Stub(s)' button, the following screen will be shown.

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Department of Finance and Administration

ACE: Access Channel for Employees

ACE Main Menu

MS.gov Secured Services

Frequently Asked Questions

Update My Access Profile

Department of Finance and Administration Web Site Exit ACE

Employee Confirmation

You are currently signed in as **JOHN DOE** Your Personal Identification Number (PID) is **000000999999**

Verify that the name and PID listed above are the same as those listed on your ACE User Access Information mailer. Report Error

If this information is incorrect, please select Report Error to register an error with our system administrator.

Only select Report Error if your information is incorrect.

To view your Pay Stubs on record in PDF format, please select **View Pay Stub**. Adobe Acrobat® Reader® Version 5.0 or above is required to view a PDF document.

View Pay Stub



For ACE terms of use information, read DFA's <u>Terms of Use</u> (TOU) document.

✓ DFA presents your Pay Stub in PDF format. To view Check Acrobat® Reader®

- a PDF, you must have Adobe Acrobat Reader installed. Please select the Check Adobe Acrobat Reader button to determine if you have Adobe Acrobat Reader installed on your computer.
- If you have Adobe Acrobat Reader installed on your computer a test file will automatically open.
- ✓ If you do not have Adobe Acrobat
 Reader, you will instead see a window
 with Save and Open options. Select Cancel to close that
 window and then select the Get Acrobat Reader button on
 this page to download Adobe Acrobat Reader. The software
 is free.

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- 3. At that point, the user needs to select the 'Check Acrobat® Reader®' to determine if the user's machine has Adobe Acrobat Reader installed on their machine.
- 4. If Adobe Acrobat Reader is not installed and the user needs to download Adobe Acrobat Reader, the user will follow the instructions on the screen and download Adobe Acrobat Reader on their machine.
- 5. If the user cannot successfully load the Adobe Acrobat Reader to their machine, they will not be able to view their direct deposit pay stubs.
- 6. The user then may select the 'View Pay Stub' button, and from there they will see the following screen that will list the pay dates that pay stubs are available for them to view.
- 7. The user will be able to access the last 12 payments since they elected to receive pay stubs via ACE.
- 8. In addition, the user may elect to 'receive an email notification' when a Pay Stub or W2 is ready to view.

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Department of Finance and Administration

ACE: Access Channel for Employees



Exit ACE

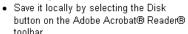
Employee EFT Records

Select View Pay Stub to display the pay stub in PDF format.

You can also receive an email notification when a pay stub arrives.

Once you have accessed your pay stub, you can:

 Print it by selecting the Printer button on the Adobe Acrobat® Reader® toolbar or selecting File>Print.





Employee Details:

First Name: JOHN Last Name: DOE

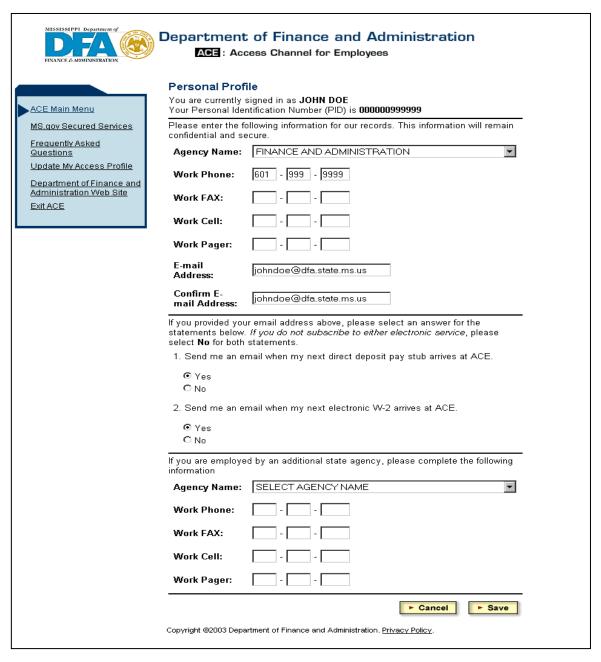
Personal Identification Number (PID): 000000999999

- Pay Stub history is provided for a maximum of 12 months or 12 payments issued, which ever comes first.
- Pay Stub information may be available to view prior to the actual Pay Date.

Funds will not be available in your bank account before the Pay Date.

| Pay Stub Details: | | | | | |
|-------------------|------------------|---------------|--|--|--|
| Pay Date | <u>Frequency</u> | | | | |
| 2003-04-14 | Т | View Pay Stub | | | |
| 2003-03-31 | М | View Pay Stub | | | |
| 2003-02-28 | М | View Pay Stub | | | |
| 2003-01-31 | М | View Pay Stub | | | |

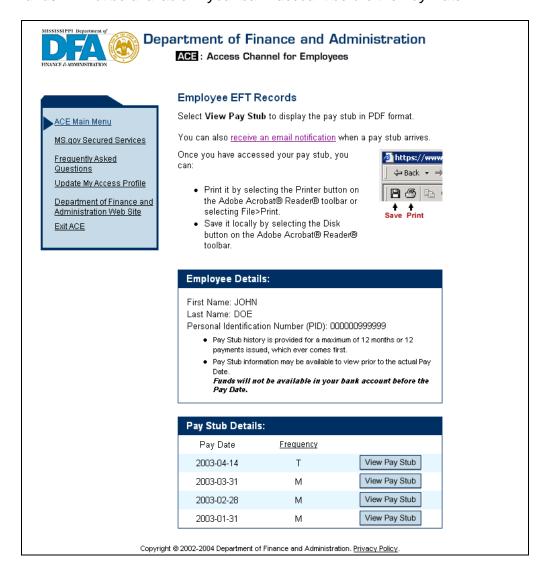
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- 9. By selecting this option, the user will be taken to the Personal Profile page. The Personal Profile application provides the user with the ability to receive an email notification when a W-2 and/or electronic pay stub has arrived at ACE for that user.
- 10. Enter the following information:
 - The Agency Name from the drop down box
 - The user's E-mail Address and re-enter the e-mail address to confirm
 - Complete questions 1 and 2 in relation to whether or not they want to receive email notifications for electronic W-2s and/or electronic pay stubs
- 11. The user may also complete any of the other information as they wish.

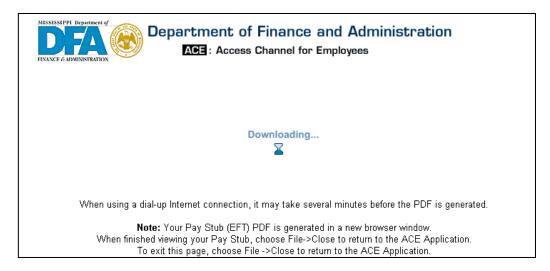
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- 12. Click the 'Save' button. The user will be redirected to the Employee EFT Records page.
- 13. By selecting the 'View Pay Stub' button by the pay date, the user will then be presented with a separate page depicting the pay stub form for that pay date. Please be aware of the information contained in the Employee Details box below which states that the "Funds will not be available in your bank account before the Pay Date."

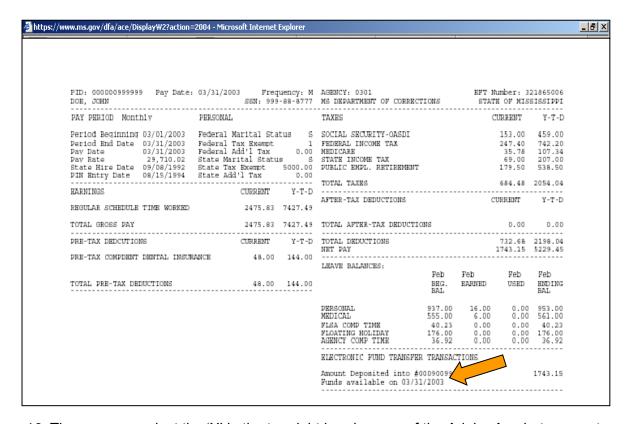


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14. As the page is loading, the user will see the following message.



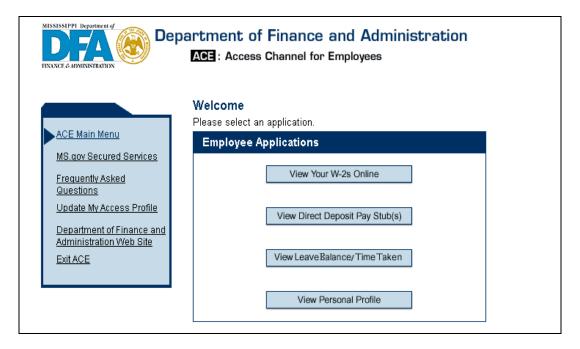
15. The user will then be presented with a separate page depicting the pay stub for that pay date. The Pay Date is the day the funds will be available for the employee in their bank account.



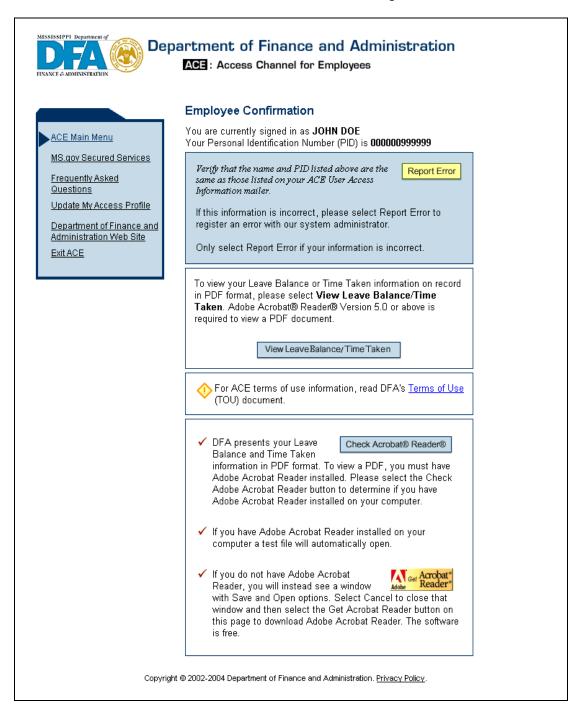
16. The user can select the 'X' in the top right hand corner of the Adobe Acrobat screen to close this page once it is no longer needed.

E. User Access to Leave Balance/Time Taken Instructions:

An ACE user who has registered to view their W-2s via ACE will be presented with the following screen.

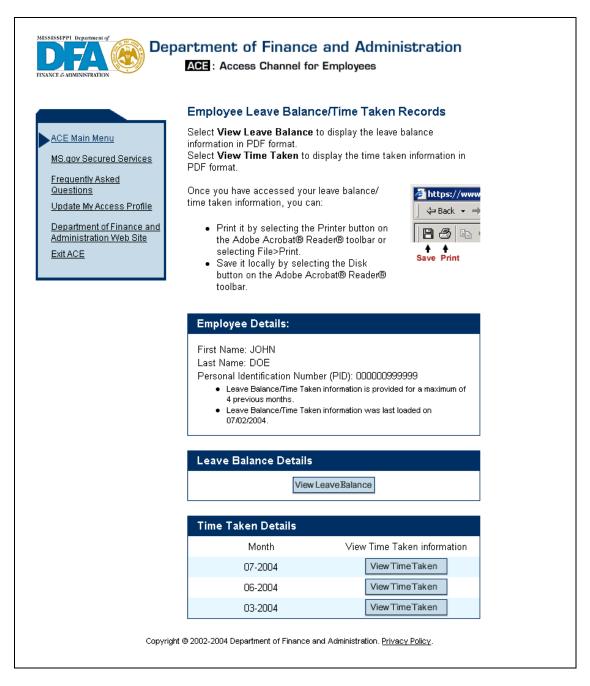


1. Click on View Leave Balance/Time Taken. The following screen will be shown:



- 2. At that point, the user needs to select the 'Check Acrobat® Reader®' to determine if the user's machine has Adobe Acrobat Reader installed on their machine.
- If Adobe Acrobat Reader is not installed and the user needs to download Adobe Acrobat Reader, the user will follow the instructions on the screen and download Adobe Acrobat Reader on their machine.

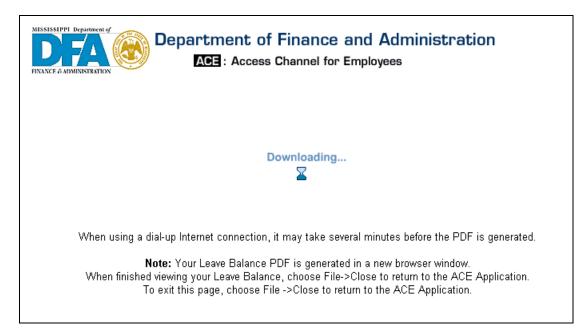
- 4. If the user cannot successfully load the Adobe Acrobat Reader to their machine, they will not be able to view their leave balances.
- The user then may select the 'View Leave Balance/Time Taken' button, and from there they will see the following screen that will allow them to access their Leave Balance or Time Taken Details.



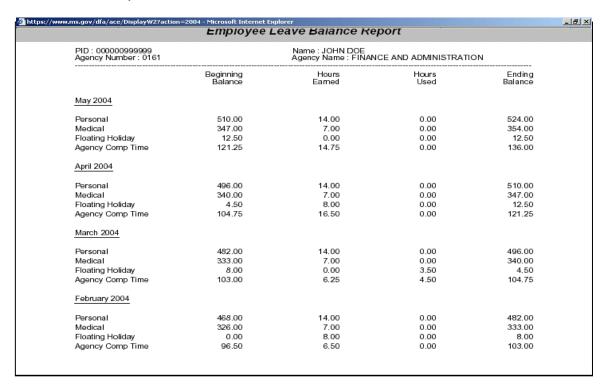
6. By selecting the 'View Leave Balance' button, the user will then be presented with a separate page depicting the leave balance information.

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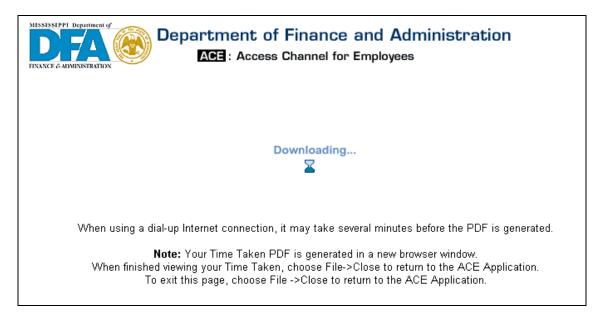
- 7. The user will be able to access the last 4 months of leave balance information as available in SPAHRS. The last date Leave Balance information has been loaded to ACE will be provided on the Employee Leave Balance/Time Taken Records page in the Employee Details box.
- 8. As the page is loading, the user will see the following message:



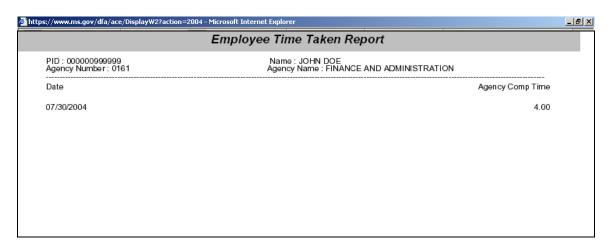
9. The user will then be presented with a separate page depicting the Employee Leave Balance Report.



- 10. The user can select the 'X' in the top right hand corner of the Adobe Acrobat screen to close this page once it is no longer needed.
- 11. By selecting the 'View Time Taken' button by the month timeframe, the user will then be presented with a separate page depicting the time taken form for that month.
- 12. Time Taken is provided in ACE for a maximum of four months. The user will be able to access 4 months of time taken information as available in SPAHRS. The last date Time Taken information was loaded to ACE will be provided on the Employee Leave Balance/Time Taken Records page in the Employee Details box.
- 13. As the page is loading, the user will see the following message.



- 14. The user will then be presented with a separate page depicting the Employee Time Taken Report.
- 15. The user can select the 'X' in the top right hand corner of the Adobe Acrobat screen to close this page once it is no longer needed.

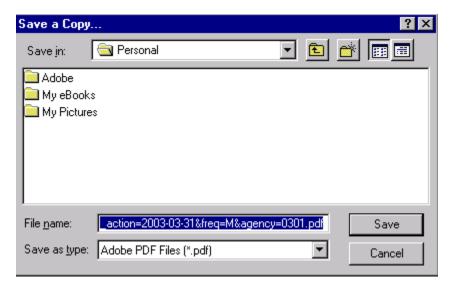


16. If the user has more than seven types of time taken, the time taken categories across the top of the report will be abbreviated and a legend providing the full description of the time taken will appear at the bottom.

F. User Printing Instructions:

The W-2s, pay stubs, leave balances, and time taken reports are presented to the user as an Adobe Portable Document Format (PDF). Adobe PDF files are compact and can be shared, viewed, navigated, and printed exactly as intended by anyone with the Adobe Acrobat Reader software. Users may save off their W-2s, pay stubs, leave balances, or time taken to their own computer using the following steps:

- Select the 'Save' button
- 2. The user will then be prompted to 'Save a copy'.



- 3. At this time, the user can rename the file to be more descriptive, *i.e.*, Pay Stub March 2003.
- 4. Once the 'Save' button is selected, the user has completed the process of saving the document to their computer.

G. Exit ACE Instructions

Once the user determines that they no longer need additional information from ACE, it is very important that they select the 'Exit ACE' option from the side bar menu. Otherwise, if a user does not fully exit ACE, they may leave their personal information open and accessible by others who may use the computer after them.

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ACE Main Menu

MS.gov Secured Services

Frequently Asked Questions

Update My Access Profile

<u>Department of Finance and</u> <u>Administration Web Site</u>

Exit ACE