

Accessing Self Service (ESS)

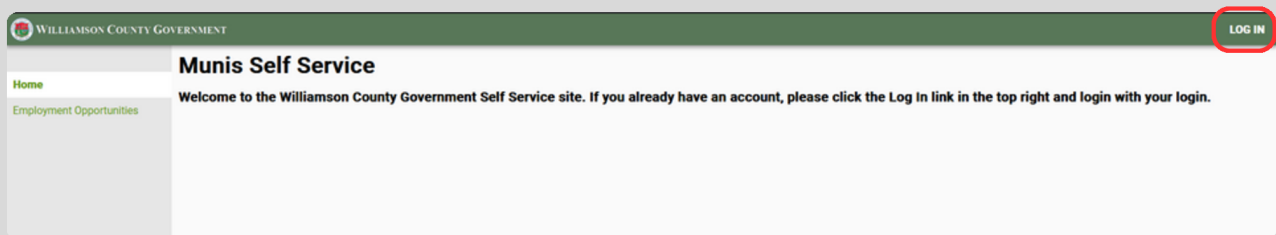
Self Service or ESS is where you can access your pay advices, W2s and see your personal and accrual information.

ESS IS NOT Munis. If you are having issues accessing ESS and you communicate “you’re locked out of Munis” this is an incorrect statement. The correct statement is, “you need help with Self Service or ESS.”

To access ESS, type or copy & paste the following URL into your browser:

<https://selfservice.williamson-tn.org/ess>

Click **LOG IN**.



Unlike Munis, where you have to be on the county domain/network, this website can be accessed from anywhere you have internet access.

Your credentials for ESS are unique.

Your username is in the following format:

- First letter of first name, last name and employee number
- So employee, Charles Sparkle, with an employee # of 19005 would have the following username:

CSPARKLE19005

Your password by default is the last 4 # of you social.

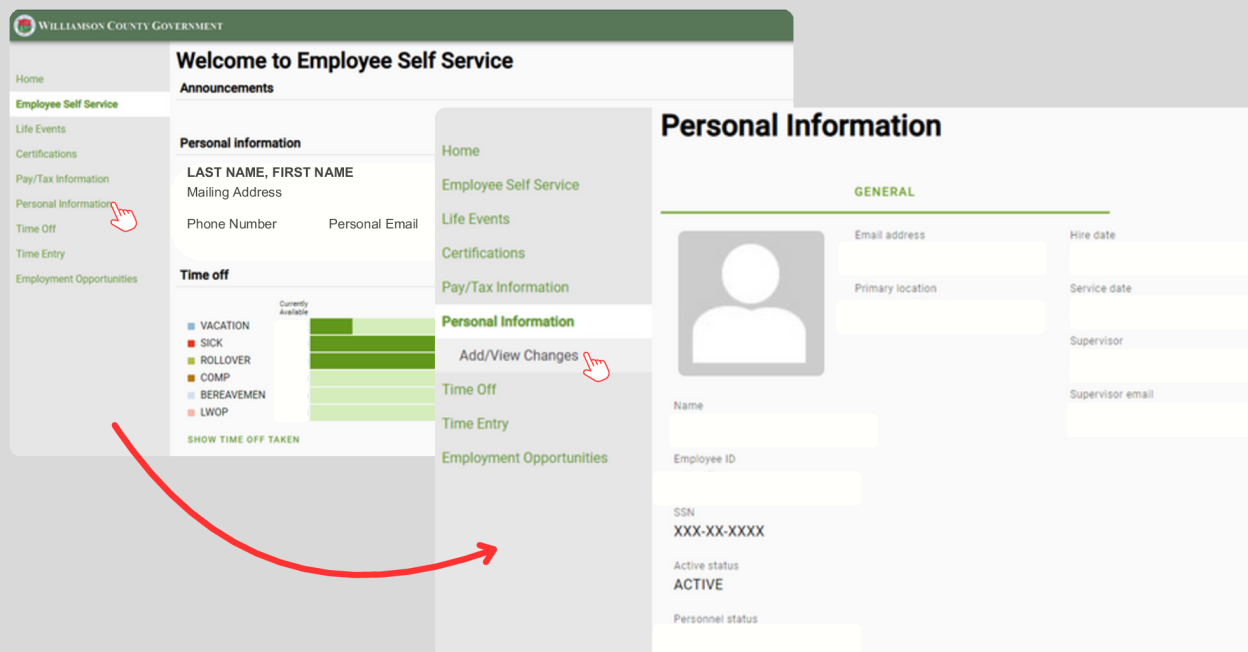
Upon logging in the first time with the above credentials, you will be prompted to create your own secure password.

A screenshot of the login page on the Williamson County Government Self Service website. The page has a white background with a green sidebar on the left containing links for 'Home' and 'Employment Opportunities'. The main content area is titled 'Login'. It contains two input fields: 'Username' with the text 'CSPARKLE19005' and a blue link 'Forgot your username?'; and 'Password' with four dots and a blue link 'Forgot your password?'. At the bottom of the login area is a green 'LOG IN' button.

Your ESS account is built off of employee data in your employee record.

The personal email collected during your hiring process/orientation is the email that by default all your notifications and pay advices will be sent to.

If you ever need to update that email, or your mailing address you can do that in ESS in your profile. Click on **Personal Information** in the left menu.

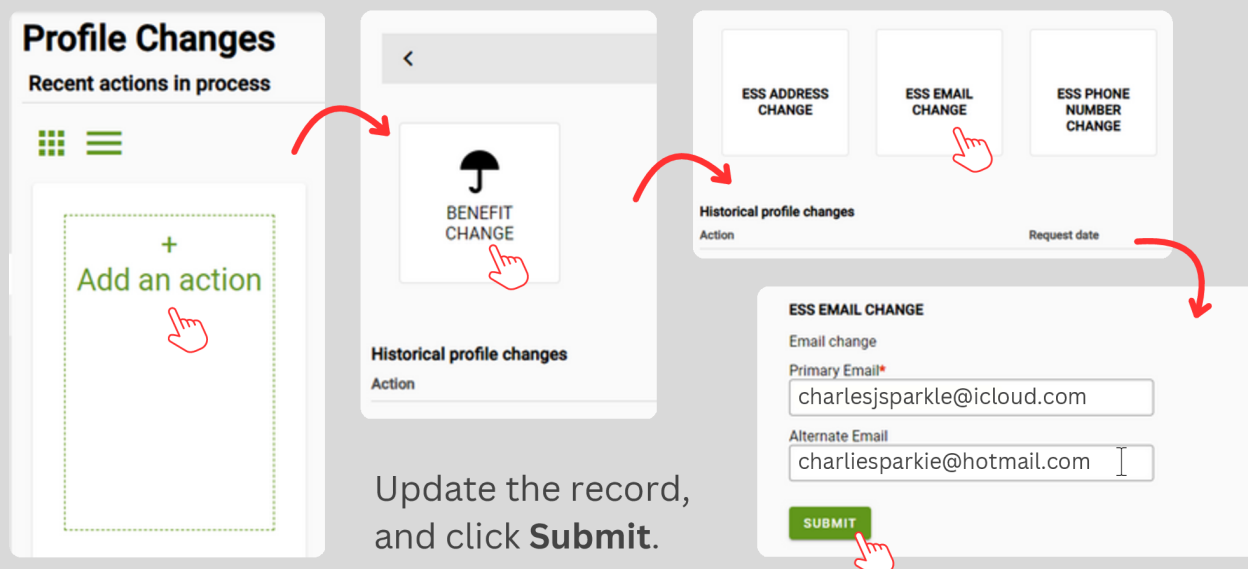


A **Personal Information** window opens. Click **Add/View Changes**.

This opens **Profile Changes**, click the **Add an action** box.

Click **BENEFIT CHANGE** box.

Click the box that you need to change; **Address**, **Email** or **Phone Number**.



Update the record,
and click **Submit**.