



# Employee Service Center

## Currently you can access the Frontline ERP Employee Service Center to:

- View/Update Benefits Information
- View My Pay Information (*Salary Verification*)
- View/Update Payroll Information
- View Time Cards
- View/Update My Work Off Calendar (*Exempt Employees Only - as directed by your timekeeper*)
- View/Update My Travel (Only for approved overnight travel as directed by a supervisor)

## Coming later in September 2022 you will also be able to:

- View/Update Employment Information
- View/Accept District Documents
- View/Update Personal Information



**When accessing the Employee Service Center are you encountering an issue with logging in?**

**Use the Technology Work Order System accessed through the ClassLink Portal to place a work order ticket for help.**


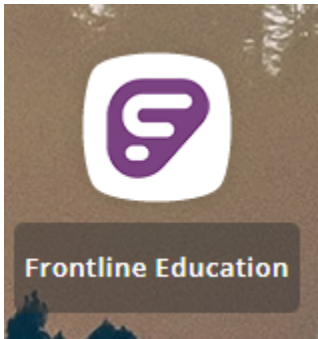
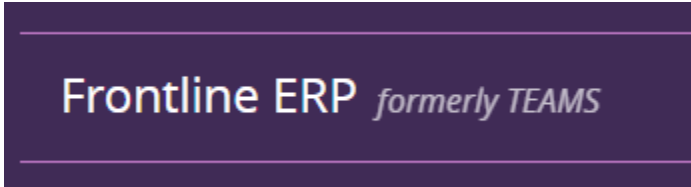


1. Login at the Portal: <https://portal.pasadenisd.org>
2. Find and Click-on the Technology Work Order Tile (see picture to the right)
3. Choose “Frontline Application” from the Request Type dropdown menu.
4. Choose “Phone Number Incorrect in Employee Service Center”.
5. Request Detail: Enter details to help explain the situation.
6. Choose your location and then Submit.



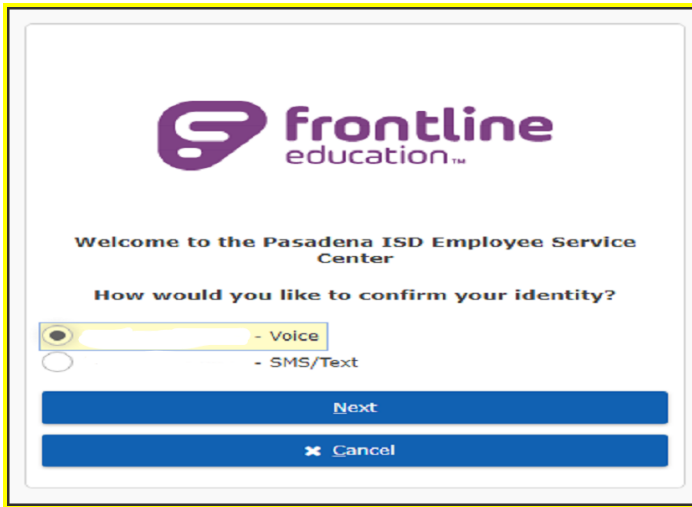
## How-To's Included in this Handout

<b>How to Access the Employee Service Center (ESC) (pgs.2-3)</b>	
<b>How to View/Update your Benefits Information (pgs.4-5)</b> <ul style="list-style-type: none"> <li>● View Current Benefits</li> <li>● <i>Update Benefits (Will be available starting in October 2022)</i></li> </ul>	<b>How to View/Update your Payroll Information (pgs. 6-7)</b> <ul style="list-style-type: none"> <li>● Paychecks</li> <li>● Payroll Deductions</li> <li>● W-4, W-2,1095</li> <li>● Direct Deposit</li> </ul>
<b>How to View your Timecards (pg.8)</b>	<b>How to View your My Pay Information (Salary Verification) (pgs. 9-11)</b>
<b>Actions below will become available in the ESC later in September 2022</b>	
<b>How to View/Update your Employment Information</b> <ul style="list-style-type: none"> <li>● Job Assignment</li> <li>● Job Description</li> </ul>	<b>How to View/Update your Personal Information</b> <ul style="list-style-type: none"> <li>● Demographics</li> <li>● Address</li> <li>● Phone Number</li> <li>● Email Addresses</li> <li>● Emergency Contacts</li> <li>● Privacy</li> </ul>

# How to Access the Employee Service Center

Screen	Instructions/Steps
	<p>Login to the District Portal at <a href="https://portal.pasadenaisd.org">https://portal.pasadenaisd.org</a></p> <p>Enter your network username and password and click "Sign in".</p>
	<p>Click on the "Frontline Education" Tile.</p>
	<p>After Logging into Frontline, <b>Select Frontline ERP Option from the Main Menu</b> at the top of the screen (left hand side)..</p>
<p>Use the  to expand the Navigation menu if needed.</p> <p>Then Choose </p>	<p>From the Main Navigation Menu (left hand side of screen) <b>click on "My Service Center"</b>.</p> <p>(You may need to expand the menu.)</p> <p>A new pop-up window will appear with the Employee Service Center.</p>
<p style="text-align: center;"><b>For First Time Users: You will be prompted to Verify your Identity.</b>  <b>On Page 3 of this handout, there is information on how to verify your identity and how to get help if you get stuck.</b></p>	

## How to Verify Your Identity in Frontline Employee Service Center

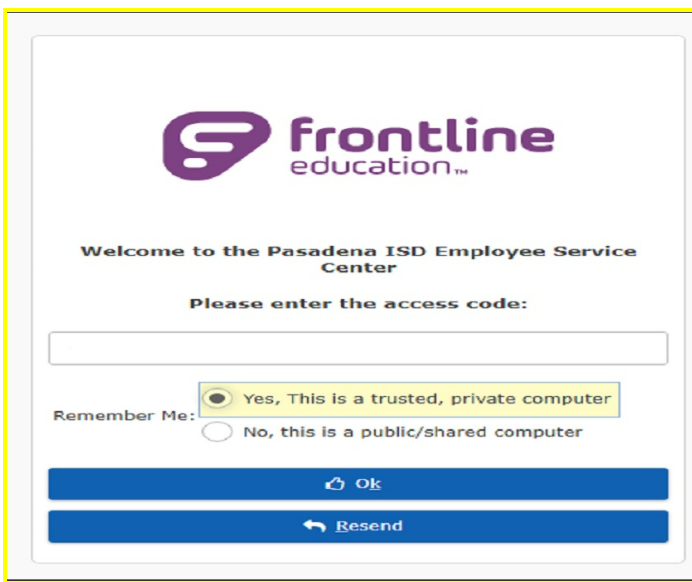


The screenshot shows the Frontline Education logo at the top. Below it, the text reads "Welcome to the Pasadena ISD Employee Service Center". The main heading is "How would you like to confirm your identity?". There are two radio button options: "Voice" (which is selected) and "SMS/Text". At the bottom, there are two blue buttons: "Next" and "Cancel".

The first time you login to Frontline Employee Service Center you will be prompted to **verify your identity by receiving a security code by Voice or SMS/Text.**

The screen should show your phone number that is in the system (*please see notes on page 3 if this number is not your phone number.*).

Choose how you wish to receive the access number and then click **NEXT.**



The screenshot shows the Frontline Education logo at the top. Below it, the text reads "Welcome to the Pasadena ISD Employee Service Center". The main heading is "Please enter the access code:". There is a text input field for the access code. Below the input field, there is a "Remember Me:" section with two radio button options: "Yes, This is a trusted, private computer" (which is selected) and "No, this is a public/shared computer". At the bottom, there are two blue buttons: "Ok" and "Resend".

Then enter the access code provided via voice or SMS/Text.

If you are on a private or personal computer, you can select **"Yes, This is a trusted, private computer"**.

- This option tells ESC to not ask you to confirm your identity in the future.

If you are on a public computer that multiple people use (like a workroom, etc.) you will select **"No, this is a public/shared computer"**.

- With this option, you will be prompted to confirm your identity when you log in again.

Then click "OK".

### Please note:

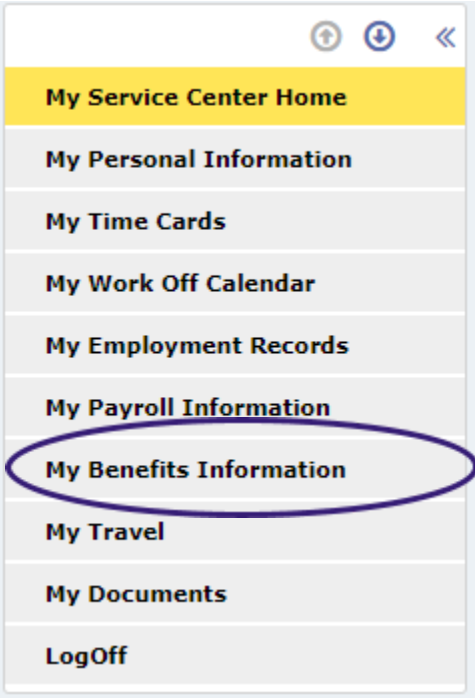


If the number listed on the "confirm your identity" screen is not your phone number, then please contact Human Resources by completing this [form](#).

If the number listed on the confirm your identity screen is your phone number and you DO NOT receive a call or text (as selected), first check to see if you have BLOCKED the phone number that is calling or texting you.

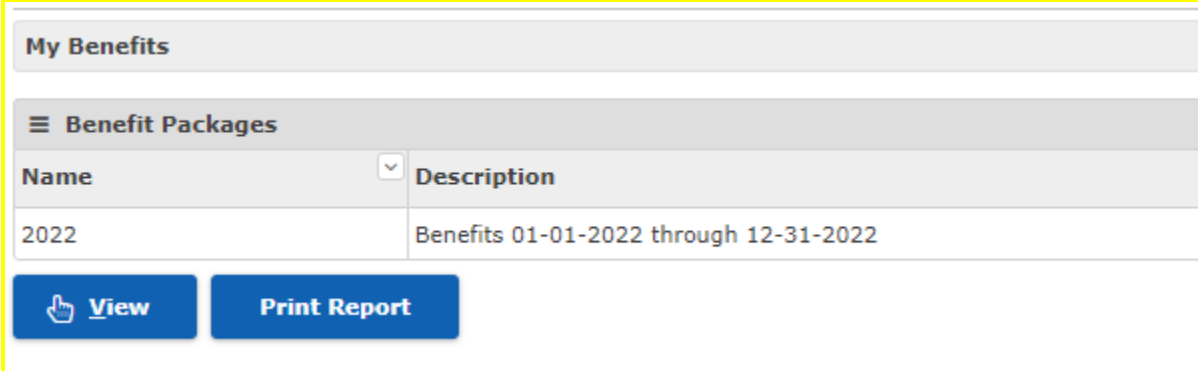
- You must UNBLOCK the number to receive your access code.

If you have not blocked the number, and you still do not receive a message/call - then use this [form](#) to request help.

# How to View/Update your Benefits Information

Screen	Instructions/Steps
	<p>Expand the pop-up window to full screen.</p>  <p>From the left-side navigation menu, choose <b>“My Benefits Information”</b>.</p>
	<p>Then choose <b>“My Benefits”</b>.</p>

The following screen will show your Benefit Packages.



My Benefits	
Benefit Packages	
Name	Description
2022	Benefits 01-01-2022 through 12-31-2022

[View](#)
[Print Report](#)

See the next page to learn how to view and/or print your specific benefit information.

### To View specific Benefit information:

- (1) Click on the row in the table you want to view (it will turn yellow)
- (2) Then click on "View" and a new screen will show your enrolled benefits.
- (3) When done viewing, use the "exit" button to return to the previous screen.

**1**

Name	Description
2022	Benefits 01-01-2022 through 12-31-2022

**2**

View Print Report

### To Print your current Benefit information:

- (1) Click on the row in the table you want to create a printout for. (it will turn yellow)
- (2) Then click on "Print Report".
- (3) A Pop-up window will appear, and your Benefits Report will show up. You can then use your print function to print.



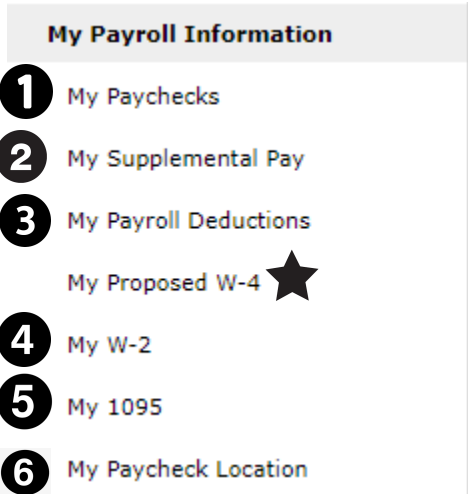
**1**

Name	Description
2022	Benefits 01-01-2022 through 12-31-2022

**2**

View Print Report

# How to View/Update your Payroll Information

Screen	Instructions/Steps
	<p>Expand the pop-up window to full screen.</p>  <p>From the left-side navigation menu, choose <b>“My Payroll Information”</b>.</p>
	<p><b>You now have the option to choose to VIEW:</b></p> <ol style="list-style-type: none"> <li><b>1. Paycheck Stubs</b> <ol style="list-style-type: none"> <li>a. View your current Paycheck Stub</li> <li>b. As the year goes on, you will be able to see additional stubs in this location.</li> </ol> </li> <li><b>2. Supplemental Pay</b> <ol style="list-style-type: none"> <li>a. View the supplemental pay on current pay checks.</li> </ol> </li> <li><b>3. Payroll Deductions</b> <ol style="list-style-type: none"> <li>a. View your current payroll deductions - for example, membership fees, etc.</li> </ol> </li> <li><b>4. W-2</b> <ol style="list-style-type: none"> <li>a. You will be able to select the type of delivery for your W-2 (<i>Print/Electronic Copy</i>).</li> <li>b. You will be able to View your W2 for the year when it is available.</li> </ol> </li> <li><b>5. 1095</b> <ol style="list-style-type: none"> <li>a. You will be able to select the type of delivery for your 1095. (<i>Print/Electronic Copy</i>).</li> <li>b. You will be able to View your 1095 for the year when it is available.</li> </ol> </li> <li><b>6. Paycheck Location</b> <ol style="list-style-type: none"> <li>a. This screen shows...</li> </ol> </li> </ol> <p>★ <b>You also have the option to update your W-4.</b></p> <ul style="list-style-type: none"> <li>● My Proposed W-4</li> </ul>

## How to View your PayCheck Stub

### My Payroll Information

My Paychecks

My Supplemental Pay

My Payroll Deductions

My Proposed W-4

My W-2

My 1095

My Paycheck Location

- Click **My Payroll Information** to expand that section of the navigation bar.
- Click the **My Paychecks link to view** the PayCheck tab.
- See screenshot and directions below to learn how to search for and view your pay check stubs.

## Searching for and Viewing Paycheck Stubs

Employee PayChecks

Check Number	Check Status	Run ID	Pay Check Date	Pay Period Start Date
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3 View Pay Stubs

Date Range

1 From Date:  To Date:



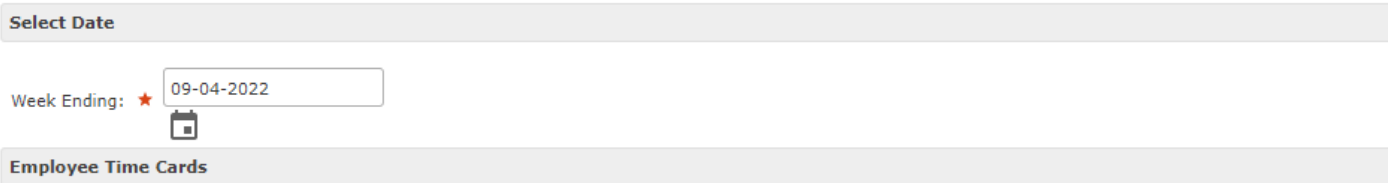
2 Search Print Stubs Clear

Note : No Special Instructions

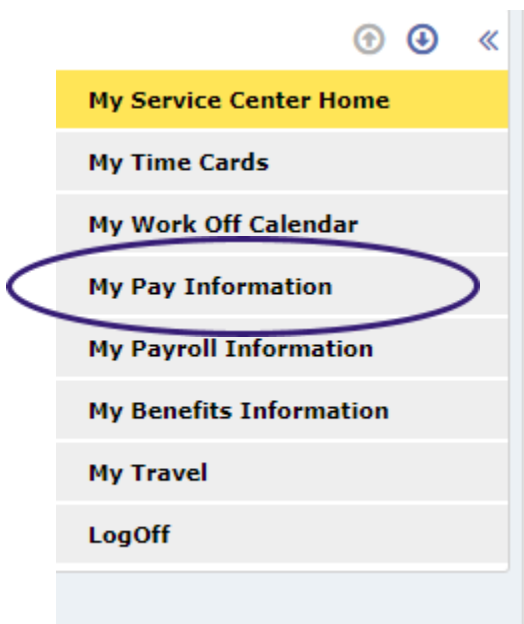

1. **To search** for pay check stubs, use the From Date and To Date to enter a date range between which the pay stub was created.
2. Click the Search button to view the paychecks in the Employee PayChecks panel.
3. Click the pay check to select it and click the View Pay Stubs button (or just click the check number in the Check Number column) to view the Paycheck Detail tab for the selected paycheck.
4. To view the stub, click the Return to PayCheck button



# How to View your Time Card

Screen	Instructions/Steps
	<p>Expand the pop-up window to full screen.</p>  <p>From the left-side navigation menu, choose <b>“My Time Cards”</b>.</p> <p><b>This will cause a new window to pop up.</b></p>
<h3>Searching for and Reviewing Timecards</h3>	
	
<ul style="list-style-type: none"> <li>● Enter the Week Ending date for a time card, and view the information displayed on the page.</li> <li>● You can also Approve the time card, or add Notes or an Attachment to it.</li> <li>● Close the browser window to return to the Employee Service Center module.</li> </ul>	

# How to View your My Pay Information & Complete your Salary Verification

Screen	Instructions/Steps
	<p>Expand the pop-up window to full screen.</p>  <p>From the left-side navigation menu, choose <b>“My Pay Information”</b>.</p> <p><b>This will cause a new window to pop up.</b></p> <p><b>See the directions below to navigate to your Pay Summary for the year and your Salary Verification.</b></p>

## Reviewing Your Pay Information and Completing your Salary Verification

My Pay Summary							1 Record
Assignment Year	Start Date	End Date	Role Name	Organization	Acknowledge Status	Acknowledge Date / Time Stamp	
2023	08-01-2022	07-31-2023	Teacher	Campus A	Incomplete		

1. At the bottom of the screen you will find your job assignment listed.
2. Click on “2023” to select this year’s pay summary information.

<p style="text-align: center;">THIS IS NOT YOUR EMPLOYMENT CONTRACT</p> <p>By continuing with this document, you acknowledge that you will review your salary information for accuracy. You also acknowledge an understanding of your individual responsibility to ask questions and request clarification regarding the accuracy of the information provided by Human Resources within 10 days of receiving this notice.</p> <p style="text-align: center;"><a href="#">Agree</a></p>	<p>A new pop-up window will appear with <b>important information</b> about reviewing your pay information to confirm your salary for accuracy.</p> <p><b>Read the statement and click “Agree” to view your My Pay Information (Salary Letter).</b></p>
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The Screen that appears is your My Pay Information (*Salary Verification*) Screen.

This screen will show the following: Base Pay, Stipends and Total Projected Salary.

When you verify your salary, you will have the option to Agree by selecting "yes" at the bottom of the Screen or Select "No" to indicate you have found a discrepancy in either the Base information, Stipend or Total Projected Salary.

*(The verification buttons are at the bottom of the screen - you will scroll down.)*

Below are screen shots of the different items that will be listed on the Verification Page.

**BASE PAY**

Assignment Start: 08-01-2022

End: 07-31-2023

Role:

Pay Cycle:

Checks:

First Check:

Last Check:

Compensated Days:

Non-Duty/Flex Days:

Pay Grade:

Salary Schedule Row:

Salary Schedule Column:

Daily Rate:

Hourly Rate:

Effective Pay:

Calendar Name:

Employment Status:

**STIPENDS**

Effective Begin

Effective End

Annual Pay

Days

Daily

Employee Assignment

**Total Projected Salary**

Effective Pay

Employee Assignment Stipend

Total Projected Salary

## Follow the instructions to verify your salary

If you **AGREE** with the salary and stipend(s) listed above, select **YES**.

If you **DO NOT AGREE** with the salary or stipend(s) listed above, select **NO**. You will then select the appropriate **link listed in red** to identify the discrepancy. This will generate an Issue Ticket and notify the Human Resources Department that a review has been requested.

Please note that failure to notify the Human Resources Department of compensation for extra duties that you no longer perform, or salary discrepancies, could result in reimbursement to the District.

**Reminder, My Pay Information reflects your gross base pay and does not include Overtime or Extra Duty pay.**

I acknowledge all the above information as it relates to my assignment and pay is accurate.

**Yes**

**No**

1. If you **"Agree"** that the yearly pay and stipends listed are correct, then you will select **"Yes."** This will complete your verification process.
2. If you **"Do Not Agree"** that the yearly pay and stipends listed are correct, then you will select **"No."**
  - a. This will cause a new screen to load with options in each section that are in **red text**:
    - i. **Base Pay Section - Employee Assignment Incorrect**
    - ii. **Base Pay Section - Pay Amount Incorrect**
    - iii. **Stipend Section - Incorrect Amount or Should No Longer be Receiving this Stipend**


**Choose the Red Link for the area in which you have found a discrepancy. Then complete the Issue Ticket form (see screenshot below). Be sure to include detailed information on the issue. Then click "Submit".**

**Add Issue Ticket** [X]

Issue Type: Employee Assignment

Issue:  ★  
Characters remaining: 2048 (2048 max)

**Attachments** [v]



**Drop files here**  
or use the Upload button to attach, up to 10 MB per file.

File Name Delete