

# MyPortal Frequently Asked Questions

## General

Q: When will the MyPortal.wa.gov link be available?

A: The MyPortal.wa.gov and MyPortalExt.wa.gov links are available today. Employees will not have access until roles are assigned effective May 16.

Q: Will agencies have access to MyPortal before May 16?

A: No. Role assignments will not be made until May 16.

Q: Will ESS still be available after May 16?

A: No. When an employee is assigned MyPortal roles, their ESS roles will be removed.

Q: Is the Help link live today?

A: Yes, however; these web pages are still in work and are subject to change prior to May 16:

<https://ofm.wa.gov/it-systems/myportal>

Please note that PDF versions of the MyPortal user procedures and video demonstration are also temporarily available on the MyPortal – ESS Replacement Project page:

<https://ofm.wa.gov/state-human-resources/hr-projects/myportal-ess-replacement-project>

Q: Will W-2's be available on MyPortal?

A: No; however, discussions are underway to consider W-2's as a future enhancement.

Q: Which browser works best with MyPortal?

A: MyPortal was tested and works using Google Chrome, Firefox, and Internet Explorer; however, for the best user experience, Google Chrome is the recommended browser.

Q: How long are Earnings Statements available in MyPortal?

A: Earnings Statements in MyPortal are available for a rolling 2 years.

Q: Will professional users be locked out of MyPortal on Payroll day 4?

A: Yes. Professional users will continue to be locked out of self-service functionality on payroll day 4.

Q: Are the org structure requirements for implementing leave in MyPortal the same as they were for implementing leave in ESS?

A: Yes.

Q: Why does it appear my position title is incorrect on the header information of the forms?

A: This is the employee's job title in the state HR/Payroll system (HRMS); it is not the position title which may be different. For questions, contact your agency's HR/Payroll office.

Q: I have more questions that are not covered here. Who do I contact?

A: If you have further questions, please contact the OFM Help Desk at [HereToHelp@ofm.wa.gov](mailto:HereToHelp@ofm.wa.gov).

Q: My agency does not use Leave functionality. Will we see leave related tiles?

A: If your agency does not use leave, those tiles will not be visible. This is controlled through the user roles that are provided to users in agencies who are using the leave tool.

## Email Addresses (My Communication Data)

Q: If email address is changed from work to personal, will that cause issues?

A: Changing an employee's email to anything other than the primary email in Active Directory will cause Single Sign On functionality to stop working. In addition, any password reset requests for Non Single Sign On agencies will be delivered to the email it was changed to.

Q: Can an employee update their email through MyPortal?

A: Yes. An employee can update their email through ESS through May 15, 2020 and in MyPortal effective May 16, 2020.

Q: Why would the employee change their email address through MyPortal?

A: This may be necessary for an employee leaving state service or they may not have access to a state issued email.

Q: Would it be possible to make the email address non-editable?

A: Not at this time.

## Logging On

Q: What email will be used for "forgot password" emails?

A: "Forgot Password" emails will be sent to the email in the state's HR/Payroll system, HRMS, for the employee making the request. This is important to consider when an employee changes their email in MyPortal to something other than their state issued email. That change will also update the email address in HRMS.

Q: How do I know which URL to use? How do I know if I am a Single Sign on agency?

A: You can ask your agency IT staff if you are a member of the Enterprise Active Directory, or are federated to the Enterprise Active Directory. If you are (most agencies are), you are considered a single sign on agency and will use [MyPortal.wa.gov](http://MyPortal.wa.gov). If you are not, then you will use [MyPortalExt.wa.gov](http://MyPortalExt.wa.gov).

Q: Will employees be able to access MyPortal from home?

A: Yes. Access from home uses the same URL as access from work. Employees in Single Sign On agencies will need to know their agency logon credentials for Enterprise Active Directory. Contact your agency IT staff if you are unsure of your Active Directory logon credentials.

## My Addresses

Q: Can employees retro date the address effective date?

A: No. Addresses are effective no earlier than the day after they are changed.

Q: How is phone number formatting handled in MyPortal?

A: The system will correct formatting or special characters in phone numbers when posted in HRMS. Formatting that cannot be corrected will result in an error.

Q: Does Permanent Residence override the Mailing address or vice versa?

A: Your Permanent Residence is your physical living location and is the default mailing address if a different Mailing Address does not exist. If a separate Mailing Address exists, it will override the Permanent Residence address for mailings. Permanent Residence is used to determine eligibility for some employee benefits.

Q: Can we block address updates on payroll Day 3?

A: No. The system will not block address updates on payroll day 3.

Q: Can the agency extract an address change report?

A: There is not a report that does this comparison; however, HR/Payroll staff can run the Flexible Employee Data report (ZHR\_RPTPAN02) in the state's HR/Payroll system, HRMS. If they have access they can also access address information through the Washington Workforce Analytics (WWA) Enterprise Data Warehouse. For more information on WWA, visit the Washington Workforce Analytics web page: <https://ofm.wa.gov/it-systems/reporting-systems/washington-workforce-analytics>

## My Emergency Contacts

Q: How does the agency HR team access (and/or print) Emergency Contact data?

A: HR/Payroll staff with access to the Washington Workforce Analytics (WWA) Enterprise Data Warehouse can create an ad hoc report with emergency contact information by employee. For more information on WWA, visit the Washington Workforce Analytics web page: <https://ofm.wa.gov/it-systems/reporting-systems/washington-workforce-analytics>

Q: Who can access the Emergency Contact data?

A: HR/Payroll staff with permissions in the state's HR/Payroll system, HRMS, and HR/Payroll staff with access to the Washington Workforce Analytics (WWA) Enterprise Data Warehouse. For more information on WWA, visit the Washington Workforce Analytics web page: <https://ofm.wa.gov/it-systems/reporting-systems/washington-workforce-analytics>

## My Team Calendar

Q: Who can use My Team Calendar?

A: Only users with a leave approver role will be able to see My Team Calendar. For other users, the My Team Calendar tile will not be available for them to select.

Q: What criteria is used to determine who your colleagues are?

A: The colleagues are based on the agencies org structure (using the chief/manages relationship). An employee's colleagues would be their peers that report to the same supervisor.

Q: Will the calendar show a scheduled day off?

A: Yes. Scheduled days off will be greyed out based on the employee's work schedule.

## My Leave Requests

Q: Will all leave requests from ESS appear in MyPortal?

A: An employee will be able to see their leave requests in MyPortal regardless of which system they are entered in. Leave Approvers will only be able to see and approve leave requests that were submitted in MyPortal. If a leave request was not approved by the Leave Approver prior to May 16, 2020, the requestor will need to delete and resubmit the request in MyPortal.

Q: What happens if a leave request in ESS is not approved before May 16, 2020?

A: If a leave request is not approved in ESS prior to May 16, 2020, the requestor will need to delete and resubmit the request in MyPortal.

Q: Can leave submitted in ESS be changed or deleted in MyPortal?

A: Yes.

Q: Are entitlements updated when an employee submits leave or when leave is approved?

A: Entitlements are updated when leave is submitted.

Q: When do Accruals appear in Entitlements?

A: Accruals appear in entitlements on payroll Day 1.

Q: What is included in the "Used" column?

A: The "Used" column displays how much leave has been requested and not approved.

Q: What is included in the "Planned" column?

A: The "Planned" column is not currently in use.

Q: Do entitlements reflect balances over the employee's entire career?

A: No. Entitlements do not reflect types of leave that are not currently relevant for the employee. For example an employee who transitions from represented to non-represented will no longer see the entitlement for a personal leave day.

Q: Does the employee need multiple leave requests to take 1.5 days of leave?

A: Yes. One for the full day, and a separate one for the partial day. MyPortal will automatically calculate the hours for the full day based on the employee's work schedule.

Q: Will MyPortal remind an employee they have Comp time to take?

A: No.

Q: If a paper leave request is needed, or if leave is entered directly in CATS, will it show on the HRMS leave reports?

A: Yes – any leave entered in CATS will show on the HRMS leave reports.

Q: Currently in ESS an employee can't change LWOP over 30 days, does that still apply?

A: Yes.

Q: Will MyPortal lock leave requests older than the "retro wall"?

A: Yes, the 6 month retro wall will be in place in MyPortal as it is in ESS today.

Q: My employee submitted leave. Why didn't I receive an email notification?

A: If the leave approver processes a leave request before the email job is run (every hour) an email will not be sent.

Q: How far back will the leave records go?

A: As in ESS, leave will display as far back as the HR/Payroll system (HRMS) implementation in 2006.

Q: What leave reports are available to HR and Payroll staff?

A: There is no reporting in MyPortal. Agency HR and Payroll staff will continue to use the reports available in the HR/Payroll system (HRMS).

## My Inbox (Leave Approval)

Q: How is a Leave Approver determined?

A: The Leave Approver is determined based on the agencies org structure (using the chief/manages relationship) and security roles.

Q: How is the hierarchy for approval determined?

A: The hierarchy for approval is determined based on the agencies org structure (using the chief/manages relationship). Same as in ESS today.

## Substitutions

Q: What happens when a Supervisor is out unexpectedly?

A: If the Supervisor has set up a substitution, the Substitute will need to activate their "Substitute For" option to start receiving the absent Supervisor's leave requests. If a Substitute has not been set up, employees will need to submit paper leave requests to their Payroll office.

Q: Who can be a Substitute?

A: Any Leave Approver who is up the organizational unit chain of command of a Supervisor.

Q: How does an Unplanned Substitute know they have been designated as such?

A: If they go into the "Substitute For" option, they will see if a Leave Approver is in the list of those they are authorized to Substitute for.

Q: Is there a report that shows what leave is waiting for a Substitute to approve?

A: The leave request administrator can use the Leave Request Check report to identify leave request that have been submitted but not approved.

Q: Will Planned Substitutes be useful when a Supervisor position is vacated?

A: When a Supervisor position is vacated, the next Supervisor in the chain of command on the organizational unit will begin receiving the requests without a Planned Substitute assigned.

Q: When a vacant Supervisor position is filled, will the relationships re-establish automatically?

A: No, relationships will need to be re-established. Same as ESS today.

Q: Will the next line Supervisor be set up to approve like they are in ESS?

A: Yes, if a position is vacant and relationships end dated, the next line supervisor would be set up to approve leave.

Q: Will the Planned Substitute override the Unplanned Substitute?

A: If there is a Planned Substitute and an Unplanned Substitute when the "substitute for" is turned on, they will both receive leave requests in their My Inbox app.

Q: Will a Planned Substitute receive an email when a leave request is submitted?

A: No.

Q: Can both the Supervisor and Unplanned Substitute approve leave?

A: Yes.

Q: Does the Substitute remain when the Supervisor changes position?

A: Yes, unless they supervisor removes the substitute prior to changing positions.

Q: Can a Substitute be assigned to approve an agency director's leave?

A: Not at this time. As with the current process, agency director's must submit leave request forms to the Payroll office.

## Other

Q: Will HR be able to set up direct reports prior to May 16, 2020?

A: Yes, HR can make org changes at any time prior to, or after MyPortal launches.

Q: Is there a way to distinguish between ESS leave requests and MyPortal leave requests?

A: No – other than the date it was submitted.

Q: How are double filled Supervisors handled?

A: By default the supervisor with the lower personnel number would be the approver. Though, this can be overridden if necessary – refer to the [Multi Filled Chief Position user procedure](#).

Q: Where can I see the anniversary date?

A: Supervisors have the ability to view the Anniversary Dates of their employees on the Direct Reports tab of My Team Calendar and Overlap calendar in the My Inbox app. Supervisors also have the ability to see the Anniversary Dates of their Org Unit Hierarchy peers on the Colleagues tab of My Team Calendar.