Mississippi Management and Reporting System

Department of Finance and Administration

MMRS MASH Training Materials		
1101	ACE User Manual	Revision Date: 05/27/2016
		Version: 5

Table of Contents

A. Overview 3
B. ACE User ID and Password Instructions 3
C. User Access to W-2s Instructions: 10
D. User Access to Pay Stub Instructions: 18
E. User Access to Leave Balance/Time Taken Instructions: 25
F. User Printing Instructions: 30
G. Exit ACE Instructions 30

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, 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.

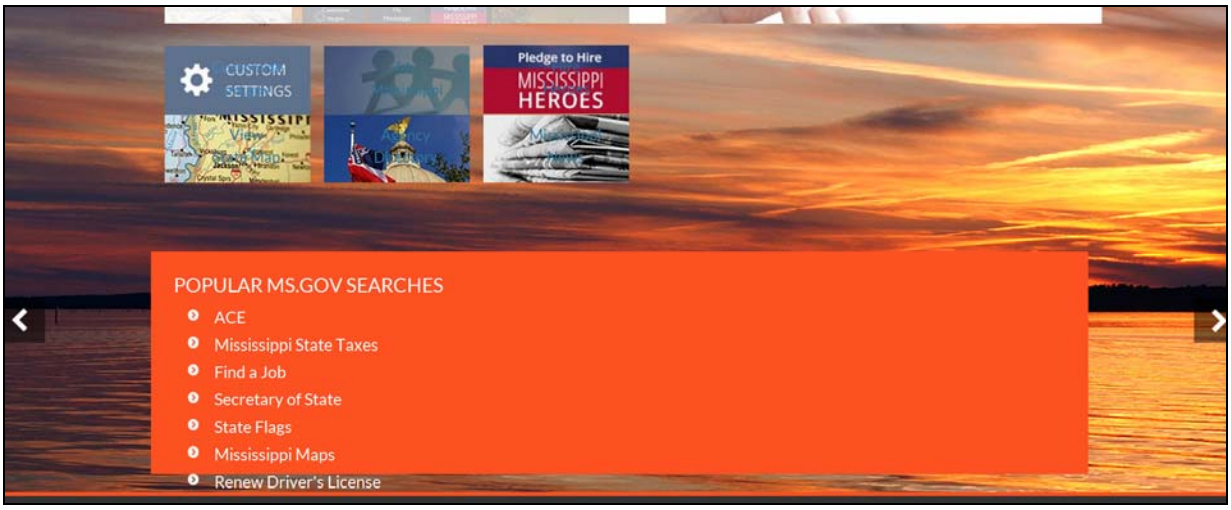
Advantages for using ACE to access your direct deposit pay stubs include the following:

- 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.

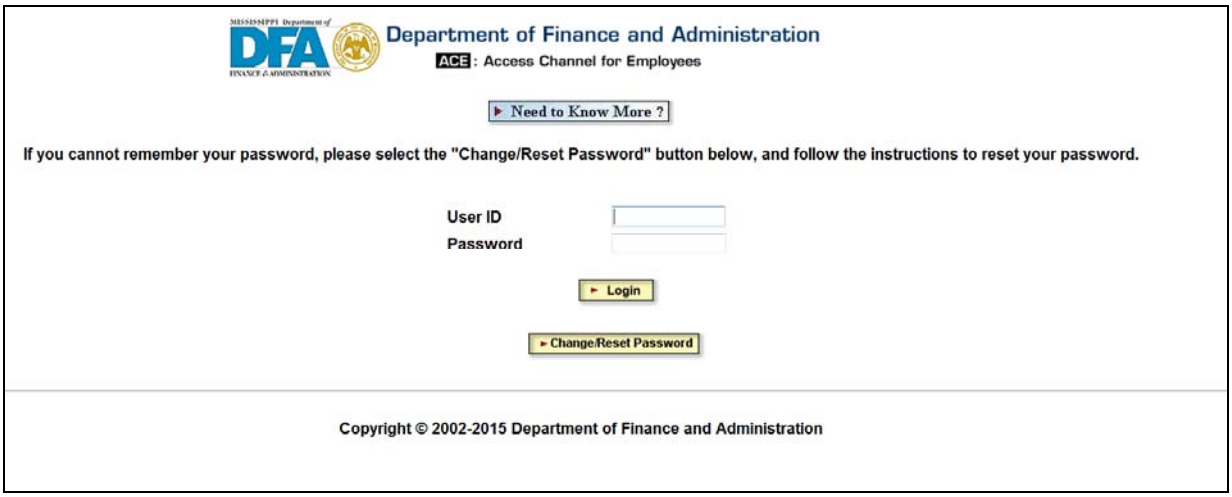
Please note, only current state employees or contract workers are eligible to access ACE. Within one month of terminating with the state agency, a contract worker's or state employee's access to ACE will be removed.

B. ACE User ID and Password Instructions

1. To access ACE, access the State of Mississippi's Official web portal at www.ms.gov and then click on the 'ACE under POPULAR MS.GOV SEARCHES.



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 User ID will be provided to them via a sealed envelope within 4 to 6 weeks of being hired. The sealed mailer is sent to the user's home address as provided in the Statewide Payroll and Human Resources System (SPAHRS).

Otherwise, you 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, contact number and a message regarding your problem, *i.e.,* I need my User ID and Password for ACE. The password will be assigned for the first time login.

3. Once the user successfully logs into ACE 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 enter their old password again in the 'Input 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 six characters in length
- Must contain at least one number and one letter

The user will enter their choice for a new password in the 'Input new password' box. Once the user has created a new password and retyped it in the 'Confirm new password' box, the user will then need to click the 'Submit' 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 a security question 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.

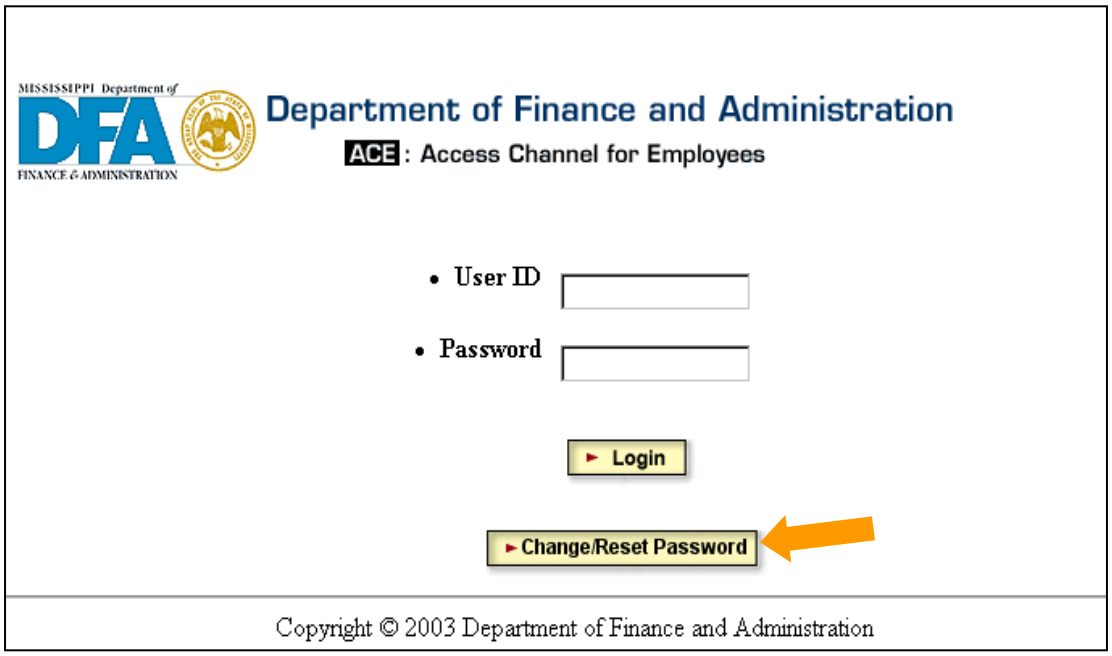
   The security questions that can be selected are as follows:

   - What is your favorite color?
   - What is your favorite hobby?
   - What is your favorite sport?
   - What is your father's middle name?
   - What is your mother's maiden name?
   - What is your pet's name?
   - What was your first car?

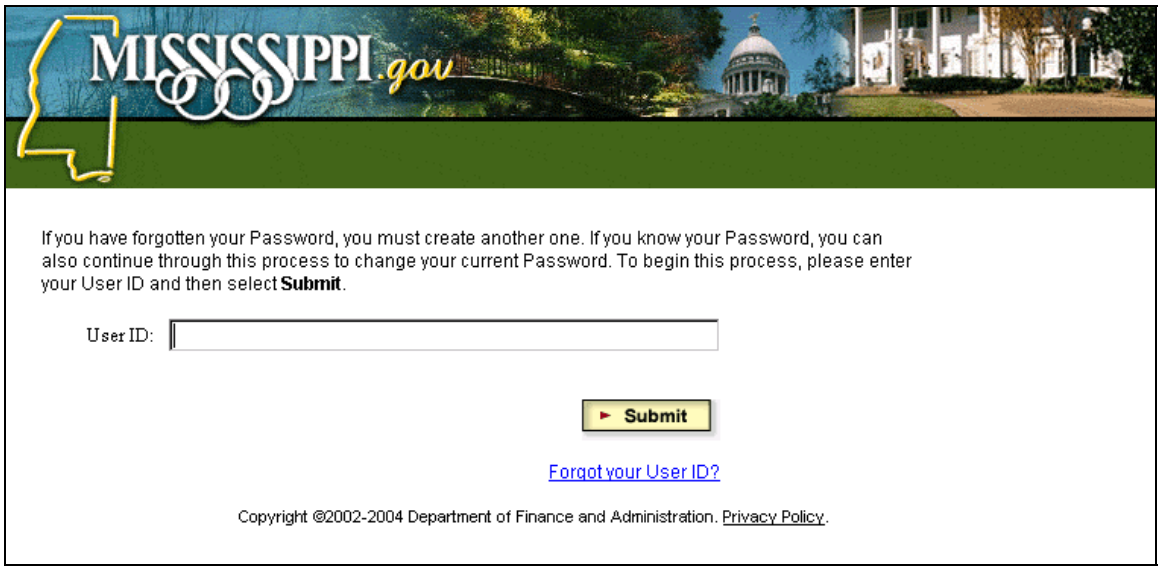
5. The user will want to select a question that they are most likely to always know what the correct answer should be. The user will then enter their answer in the 'Your answer' box. They will also need to enter the answer in the 'Confirm answer' box and click the 'Submit' button. The 'Your answer' response and the 'Confirm answer' response must exactly match; otherwise, the user will be required to reenter the responses for both boxes.

6. Once the user has successfully responded to the security question, they will be prompted with the question and the logged response. The user may then click on the 'Continue' button and will be redirected to the ACE 'Welcome' page or the user may click on 'Exit' button and will be redirected to the State of Mississippi Portal Online Services page.

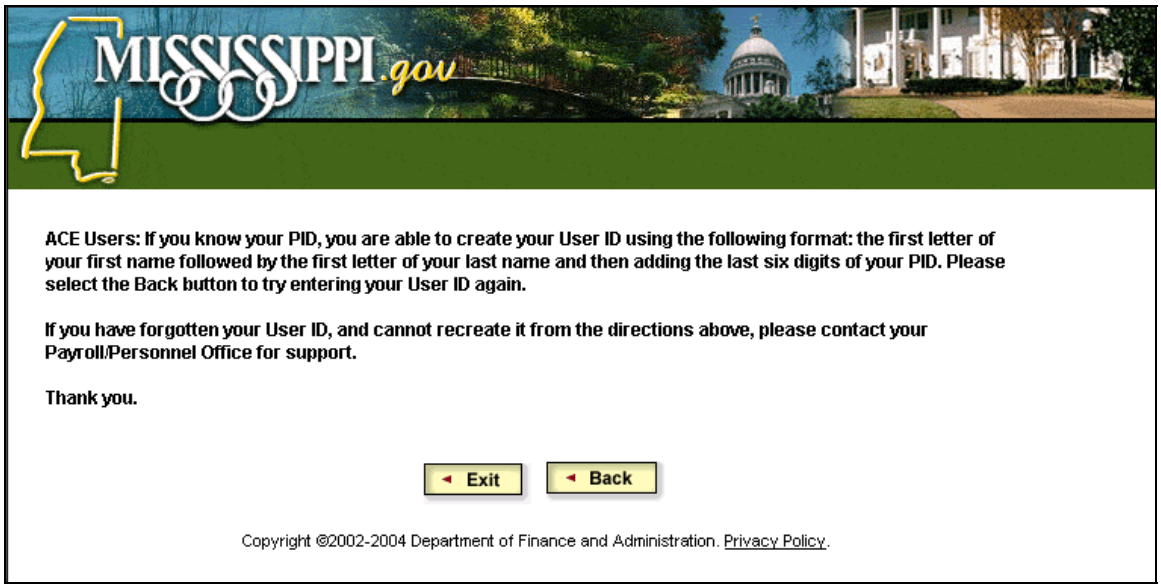
7. After completing the security question, in the future if the user forgets their password, they can prompt the security question by completing the next steps. Once the user is at the ACE login menu, they can select the 'Change/Reset Password' button.



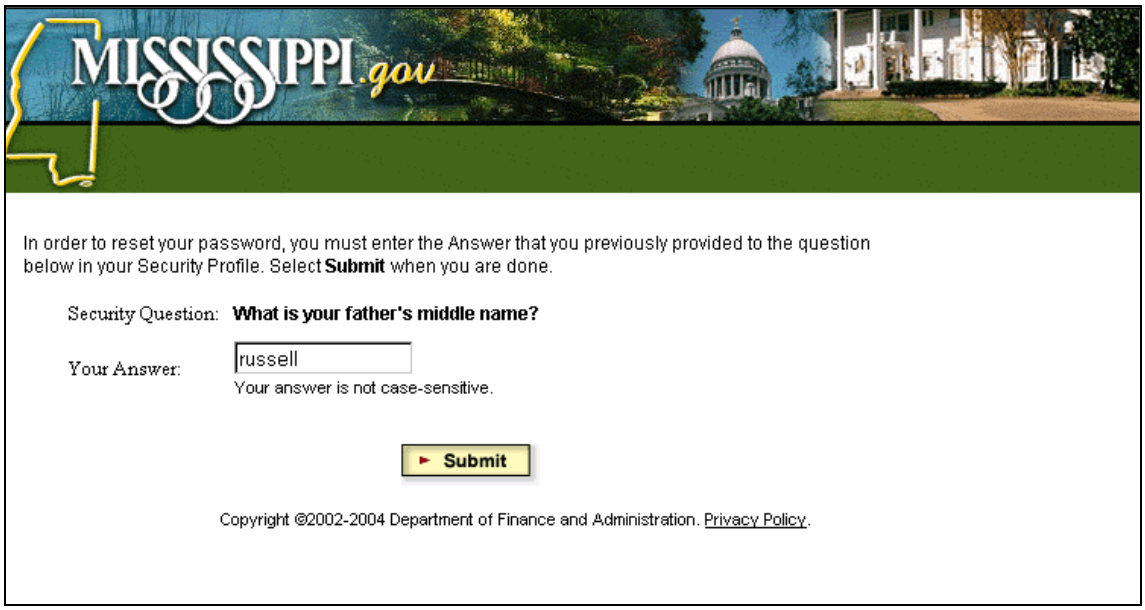
8. The following screen will then appear. The user will then enter their User ID in the box and select the 'Submit' button.



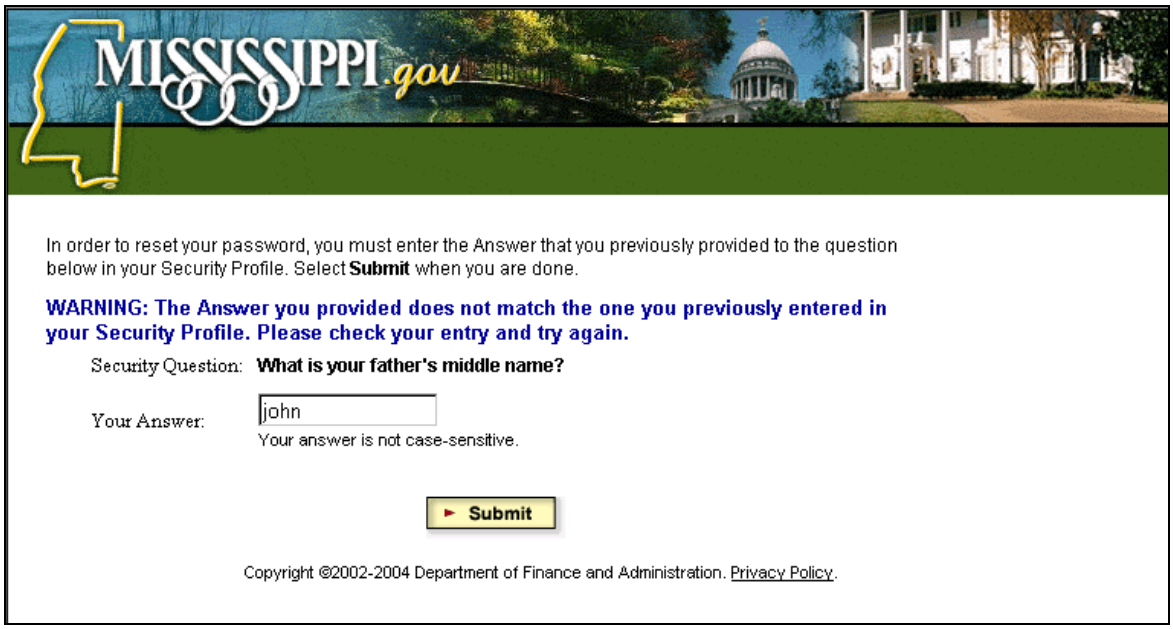
9. If the user has also forgotten their User ID, they can select the reminder at the bottom of the screen 'Forgot your User ID?' and the following page will appear reminding the user of the User ID format. Selecting the 'Exit' button will take the user back to the State of Mississippi portal, www.ms.gov and selecting the 'Back' button will take the user back to the previous screen, where they can continue to login to the ACE system.



10. Upon a successful entry of the User ID, the user will then be asked to complete the security question for which they previously provided a response. The user will enter their previously provided answer in the 'Your Answer' box and then select the 'Submit' button.



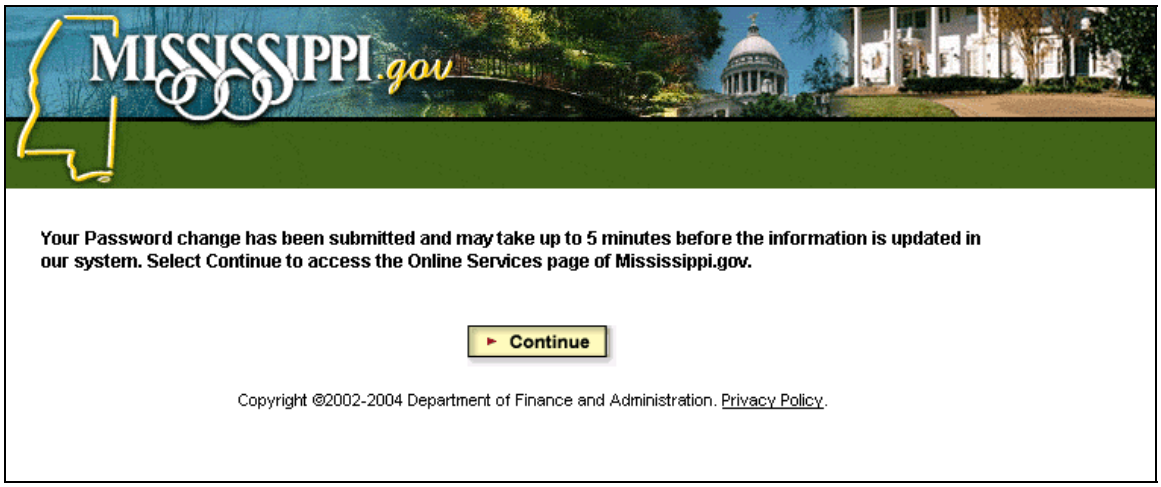
11. If the response provided by the user does not match the previously provided response, the user will receive the following warning.



12. Once successfully logged in, the user will create a new password based on the following criteria: password must be at least six characters in length, must contain at least one number and one letter, and must be lowercase. They will enter their choice for a new password in the 'New password' box. Once the user has created a new password and retyped the 'New Password' exactly the same in the 'Confirm New Password' box, the user will then need to click the 'Submit' button.

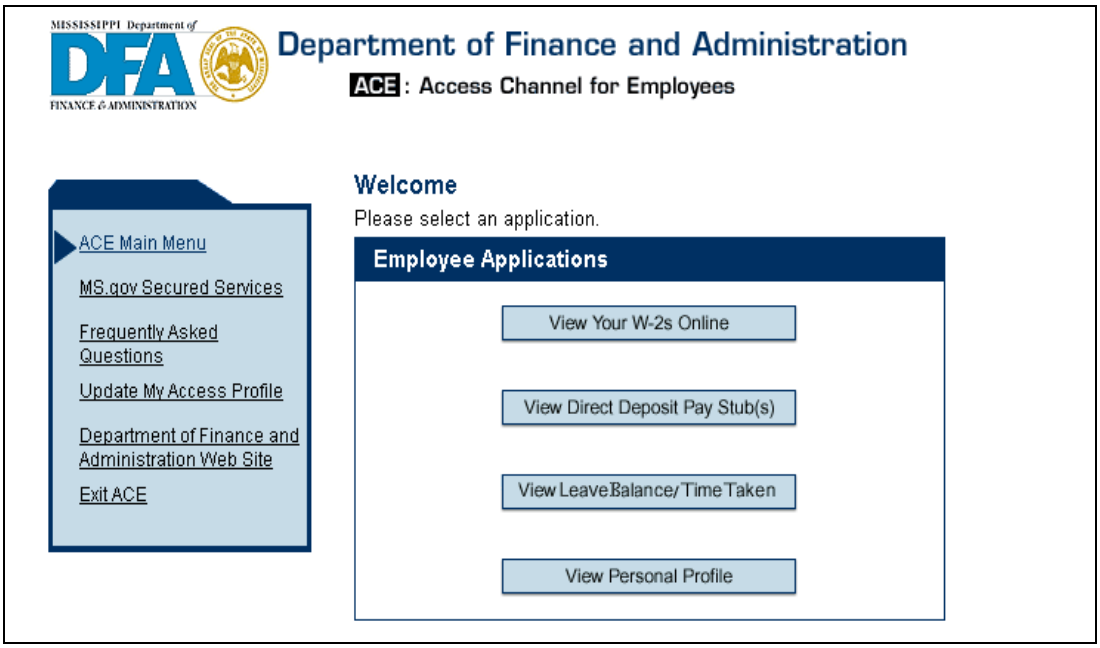
Should the new password not meet the above-mentioned criteria, the user will receive an error message stating that there is an 'Error – the new password did not meet the needed criteria,' which will require the user to complete the two steps again of entering the new password and confirming the new password.

13. Once the user has successfully created a new password, the screen below will appear and the user will select the 'Continue' button to return to the MS.gov site. Once the user has reset their password, they will need to wait approximately five minutes so that the system can activate the new password.

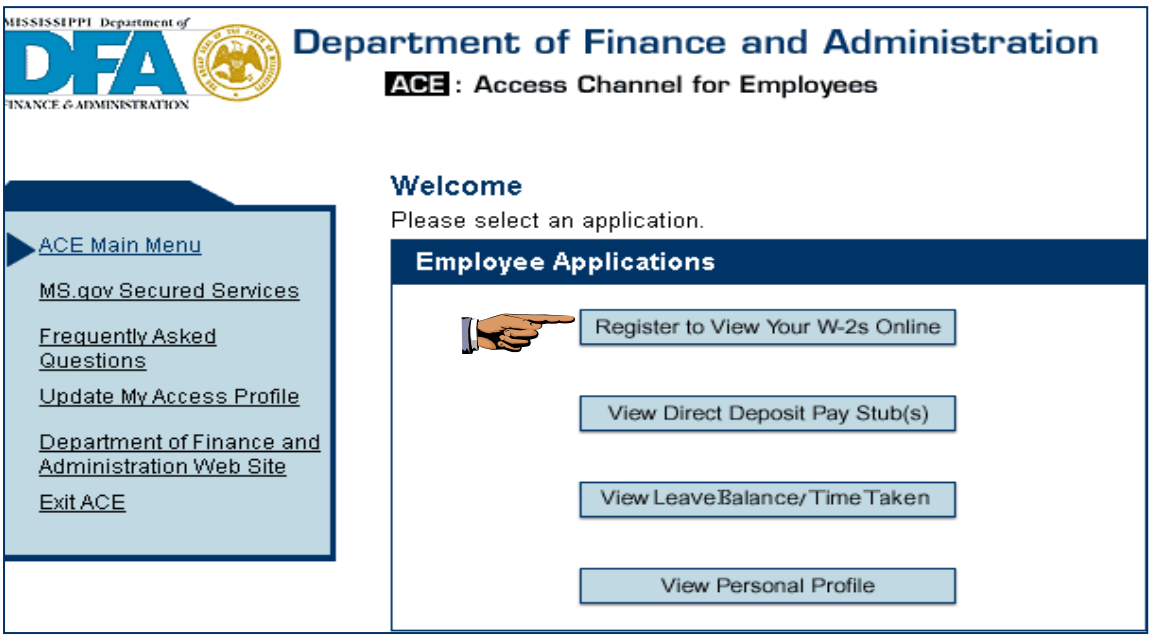


C. User Access to W-2s Instructions:

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.

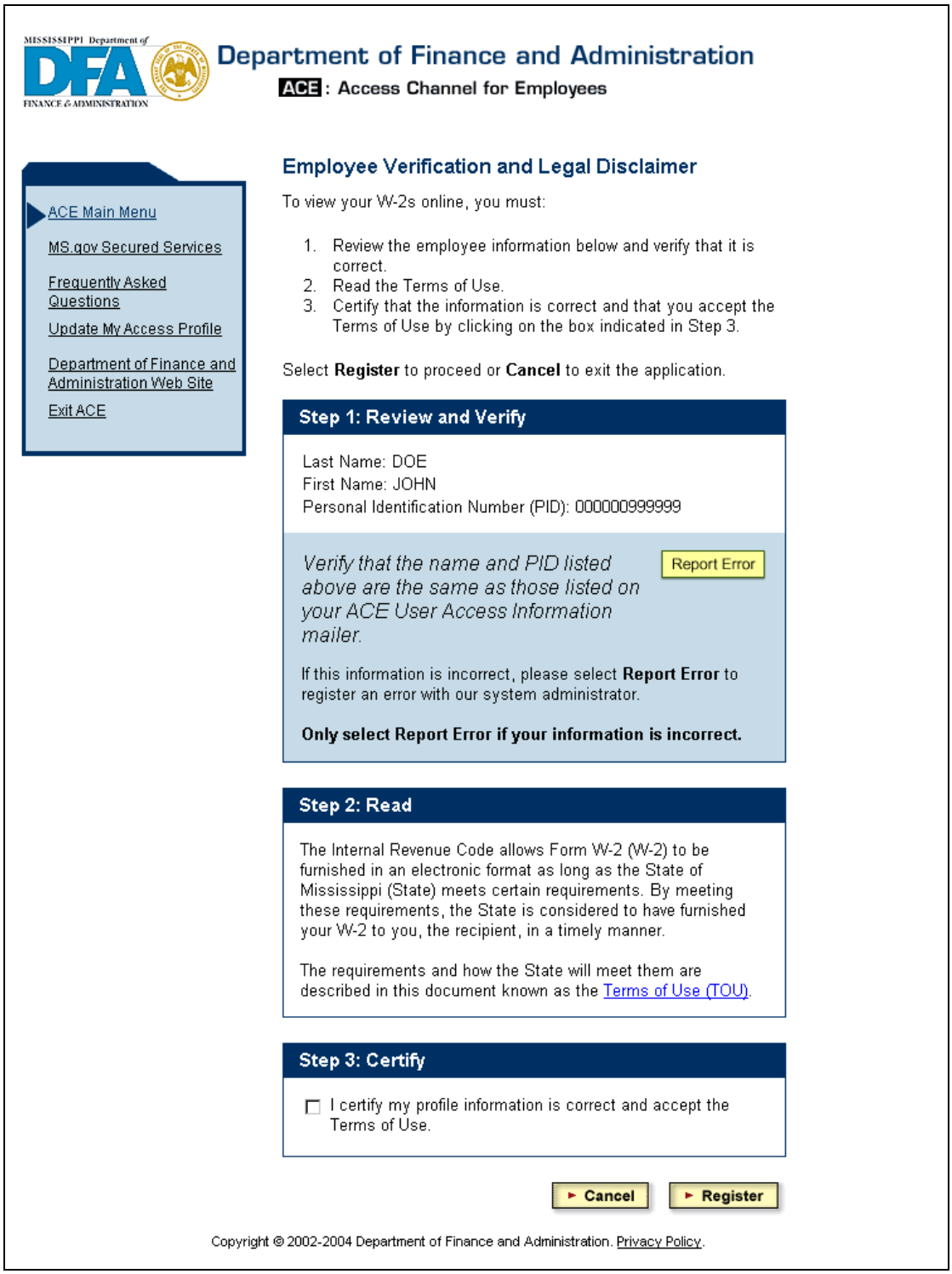


An ACE user who has not registered to view their W-2 via ACE will view the following screen with the Register to View Your W-2s Online option visible.



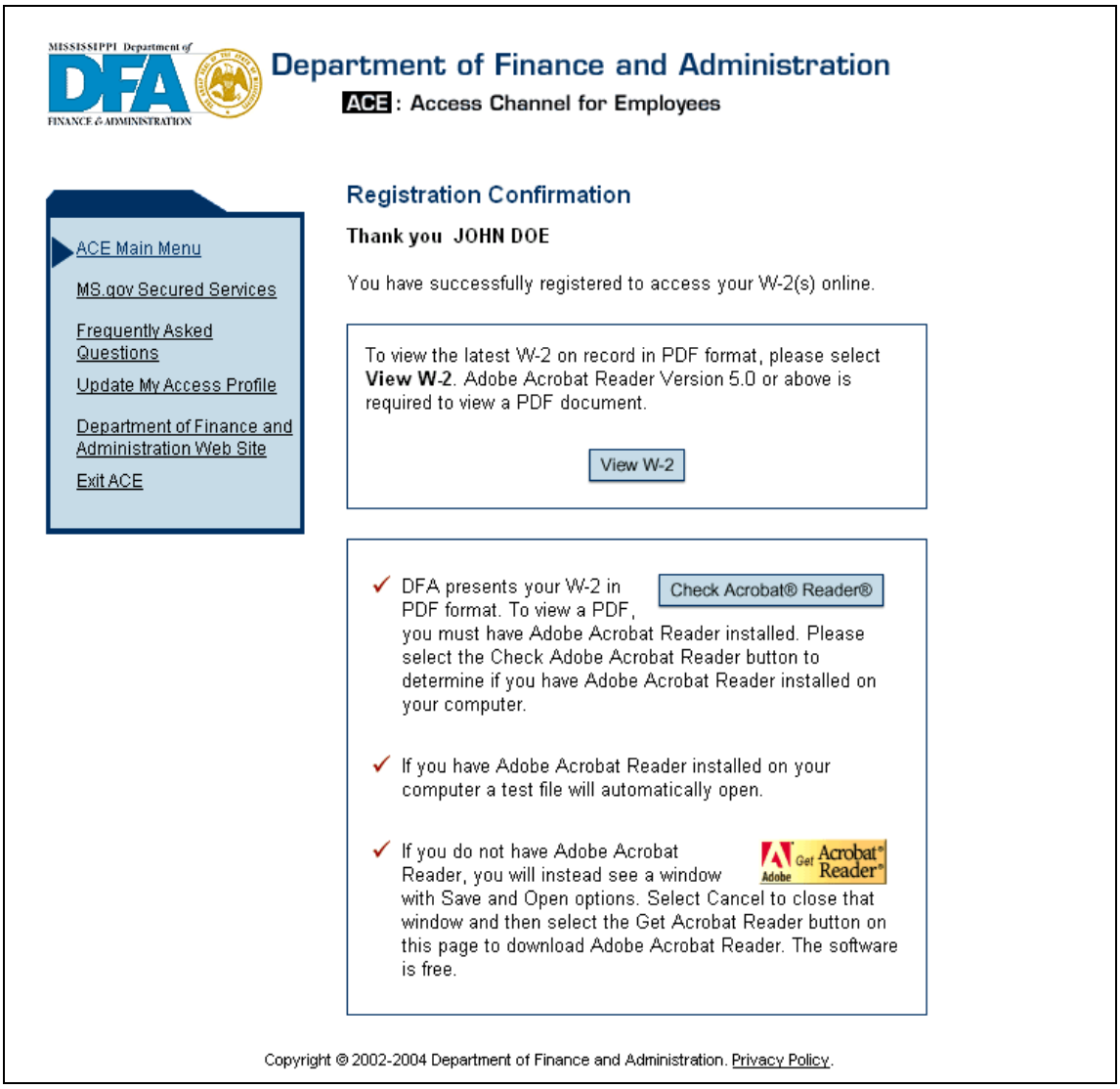
At this point, if the user chooses to register to view their W-2s via ACE, they will need to complete the following steps:

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.

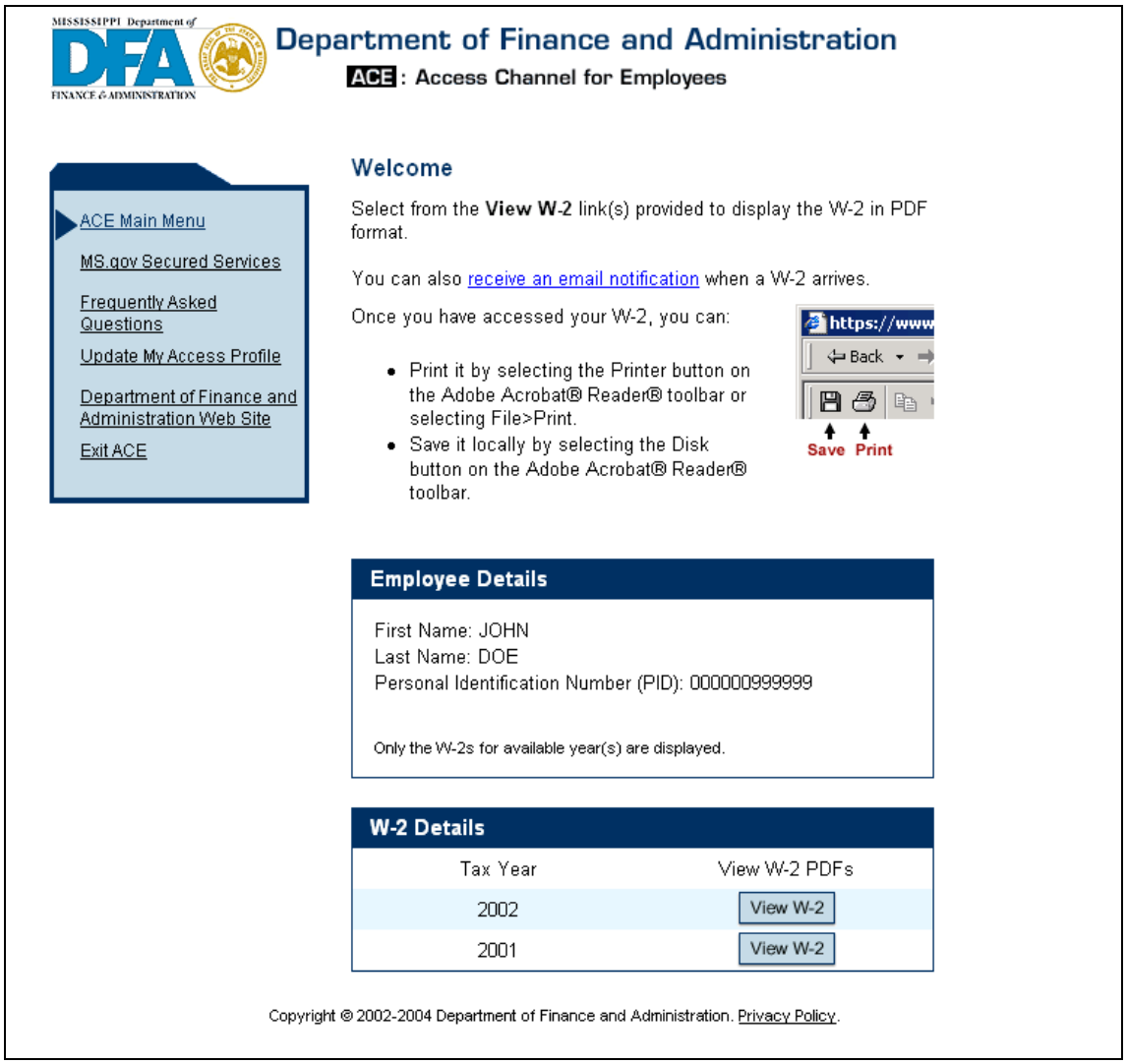


4. At that point, the user needs to select the 'Check Acrobat® Reader®' to determine if the user's machine has Adobe Acrobat Reader installed on their machine.

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.

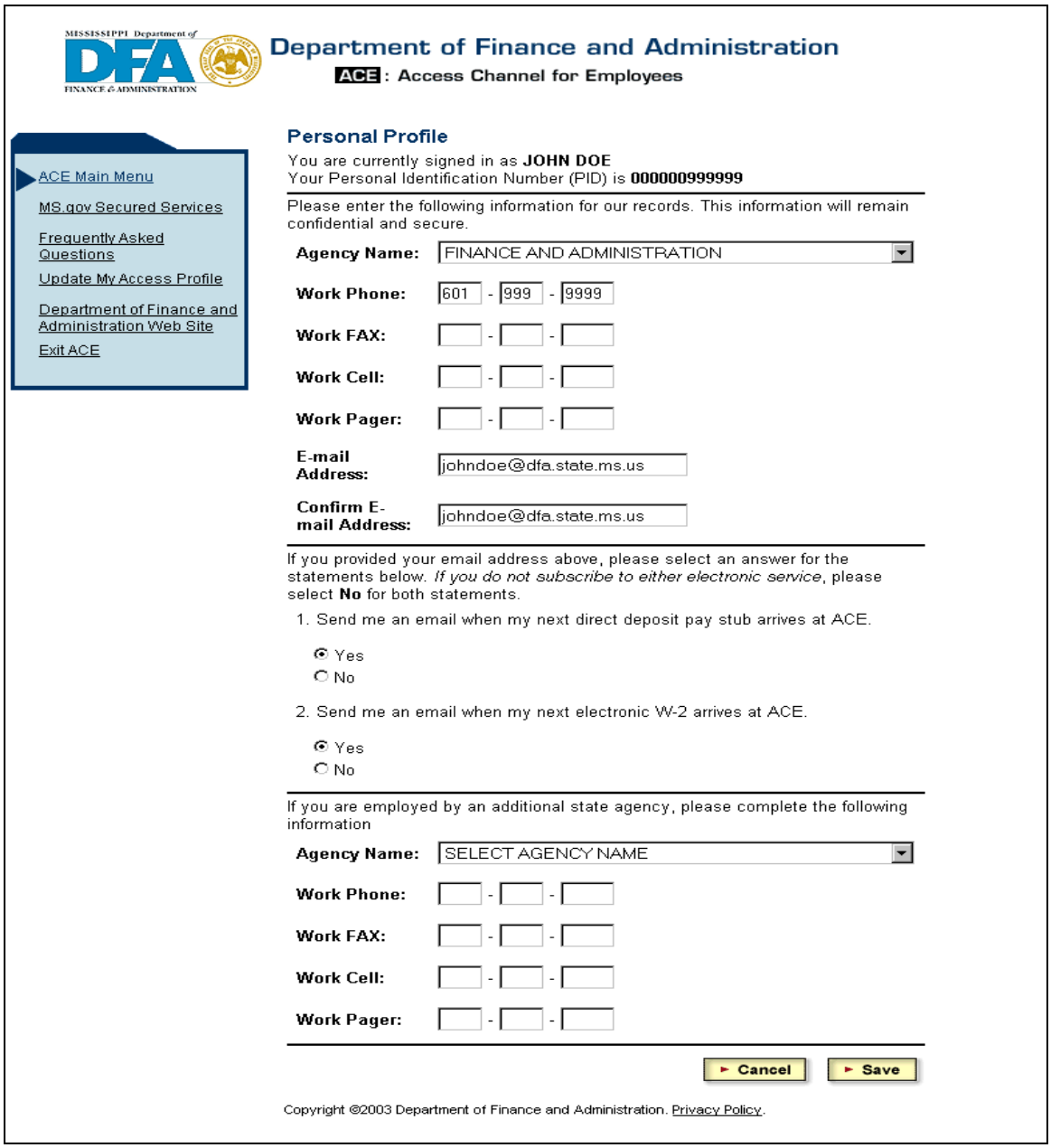
6. If the user cannot successfully load the Adobe Acrobat Reader to their machine, they will not be able to view their W-2.

7. The user then may select the 'View W-2' button and from there they will see the following screen which will list the years that W-2s are available for them to view.



8. In addition, the user may elect to 'receive an email notification' when the W-2 file is loaded for the year.

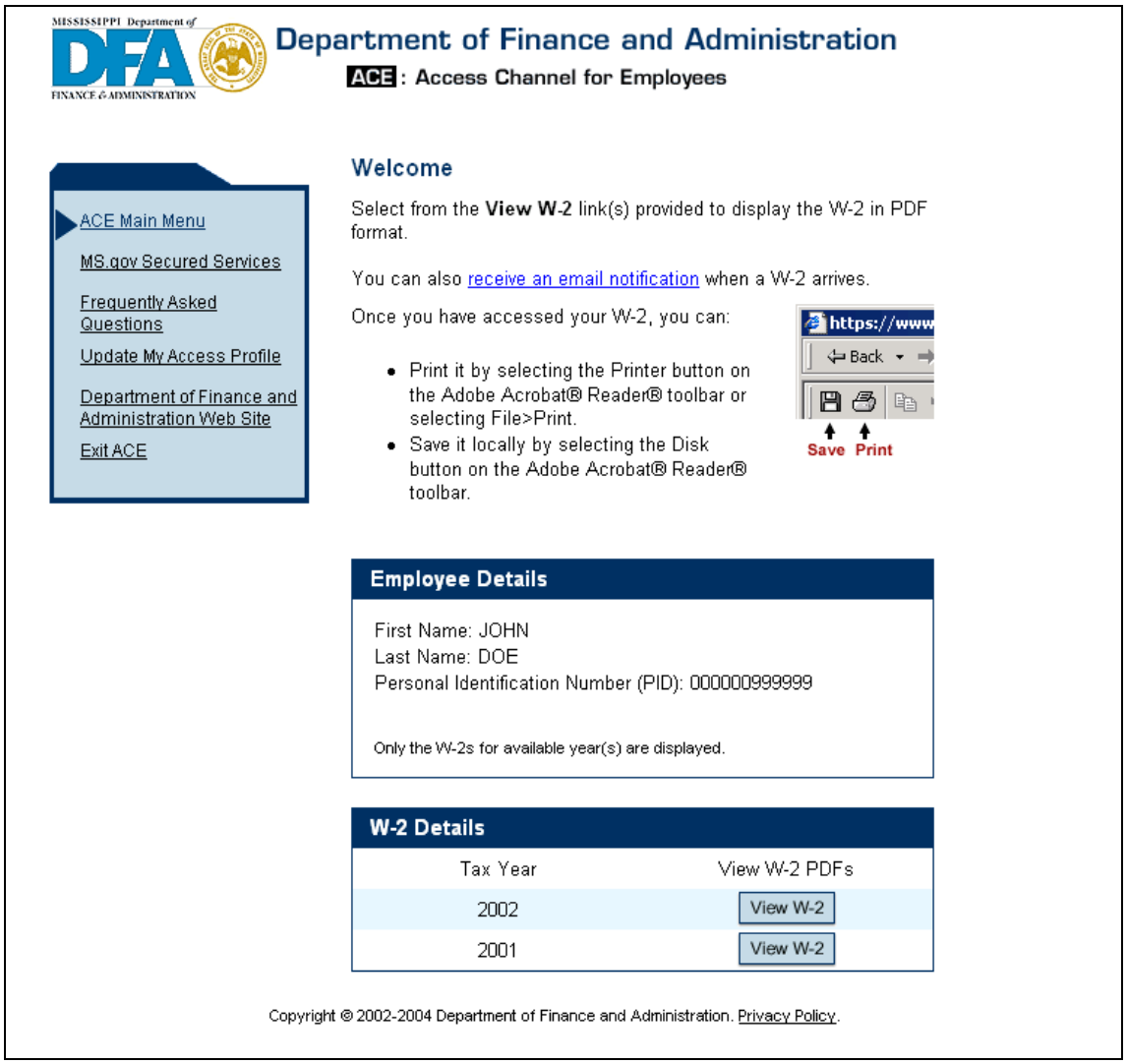
9. By selecting this option, the user will be directed to the Personal Profile page. The Personal Profile application provides the user with the ability to choose to receive an email notification when a W-2 and/or an electronic pay stub has arrived at ACE for that user.



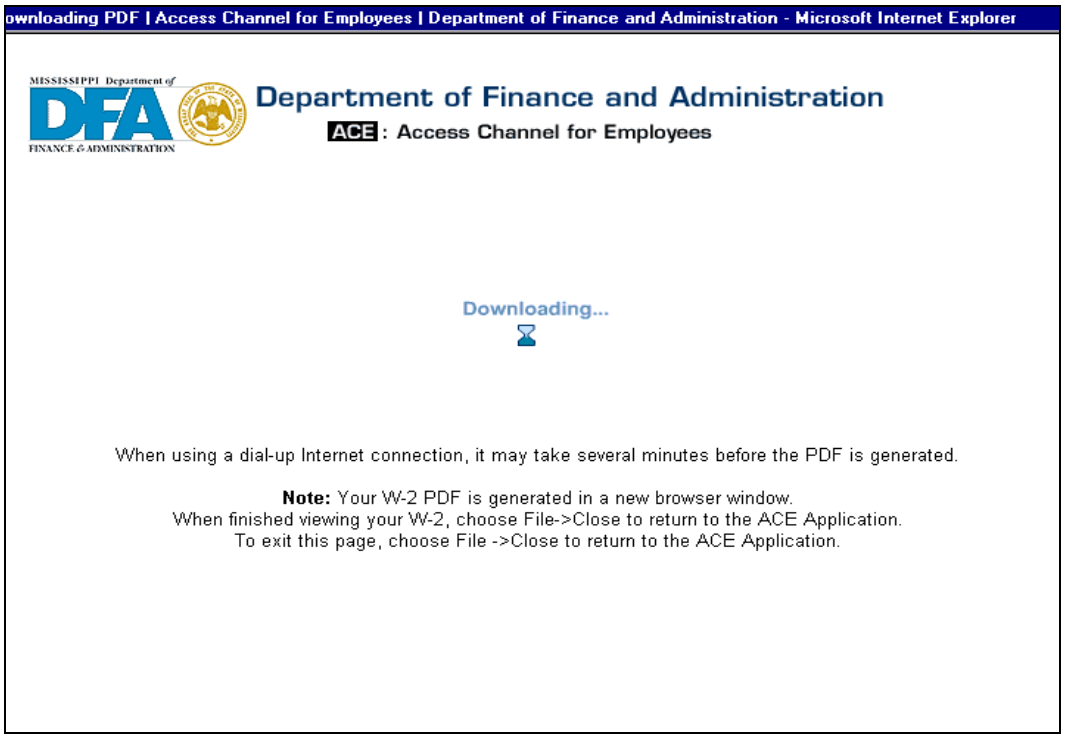
10. The user should complete the following information: select the agency name from the drop down box, enter the user's email address and confirm the user's email address. Then complete questions 1 and 2 for receiving mail notifications for electronic W-2s or electronic pay stubs.

11. The user may also complete any of the other information as 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 then need to select the 'Save' button, which will redirect them back to the W-2 page.
13. To view a W-2, the user will select the 'View W-2' button by the tax year.

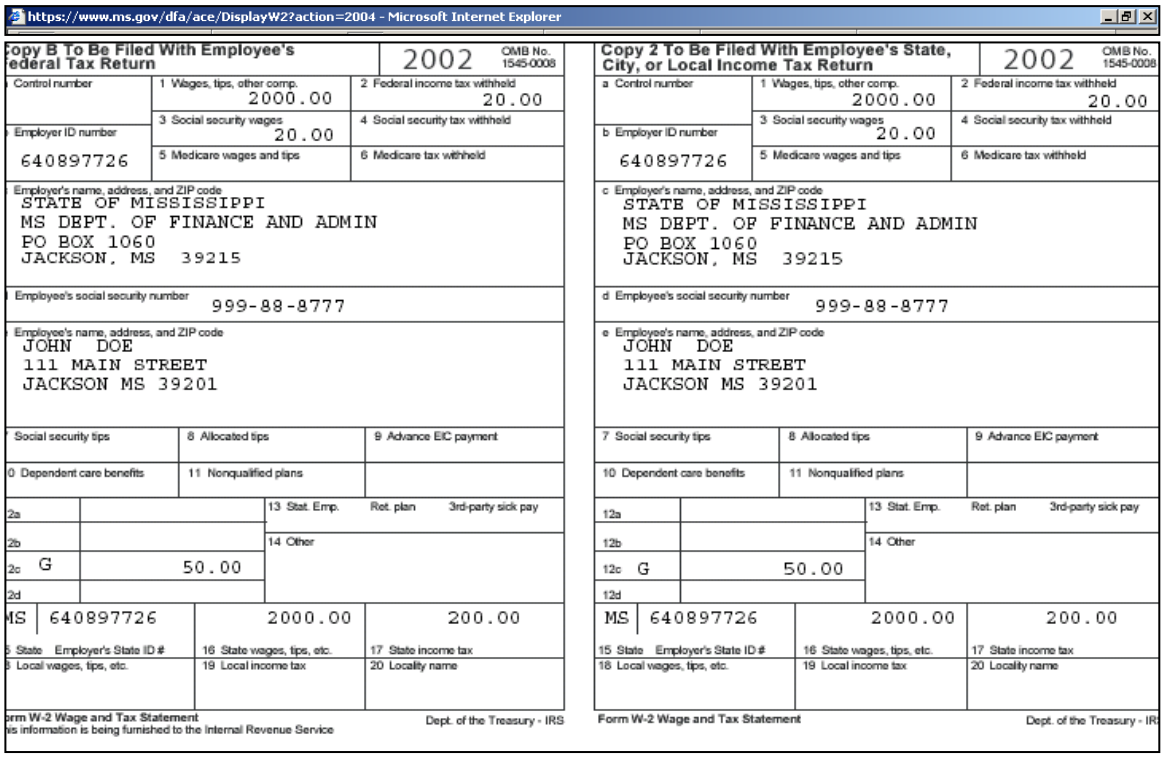


14. As the page is loading, the user will see the following message.



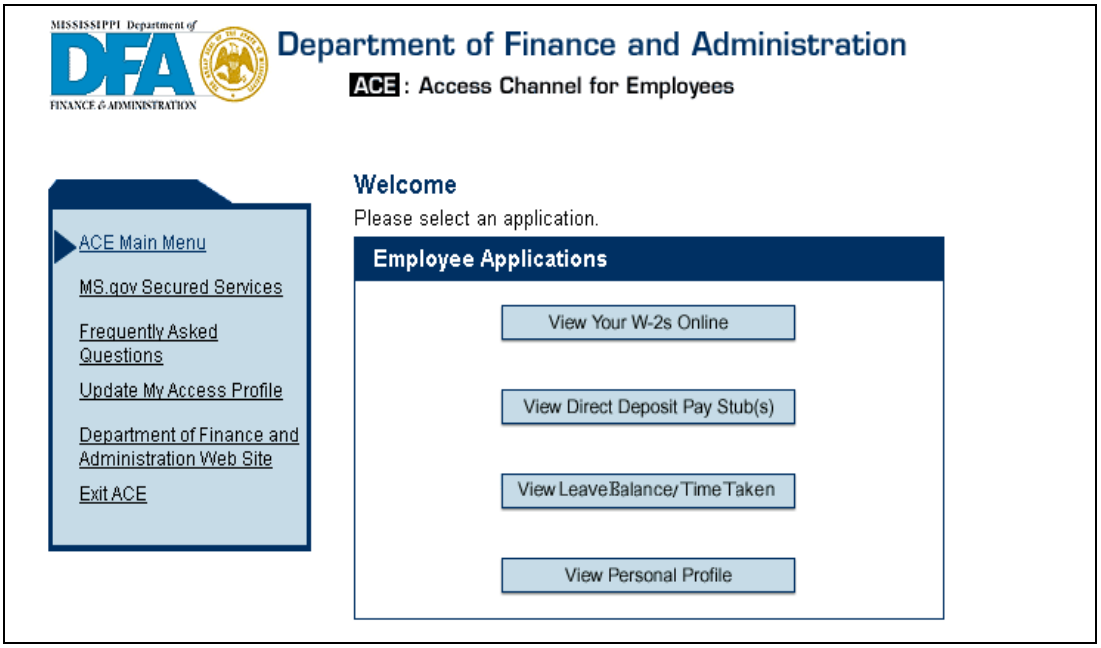
15. The user will then be presented with a separate page displaying the W-2 form for that the tax year.

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.

MISSISSIPPI Department of DFA FINANCE & ADMINISTRATION

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 Terms of Use (TOU) document.

- DFA presents your Pay Stub in PDF format. To view 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.

Check Acrobat® Reader®

- 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.

Get Acrobat® Reader®

Copyright © 2002-2004 Department of Finance and Administration. Privacy Policy.

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 which 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.

MISSISSIPPI Department of DFA FINANCE & ADMINISTRATION

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 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.
- Save it locally by selecting the Disk button on the Adobe Acrobat® Reader® toolbar.

Employee Details:

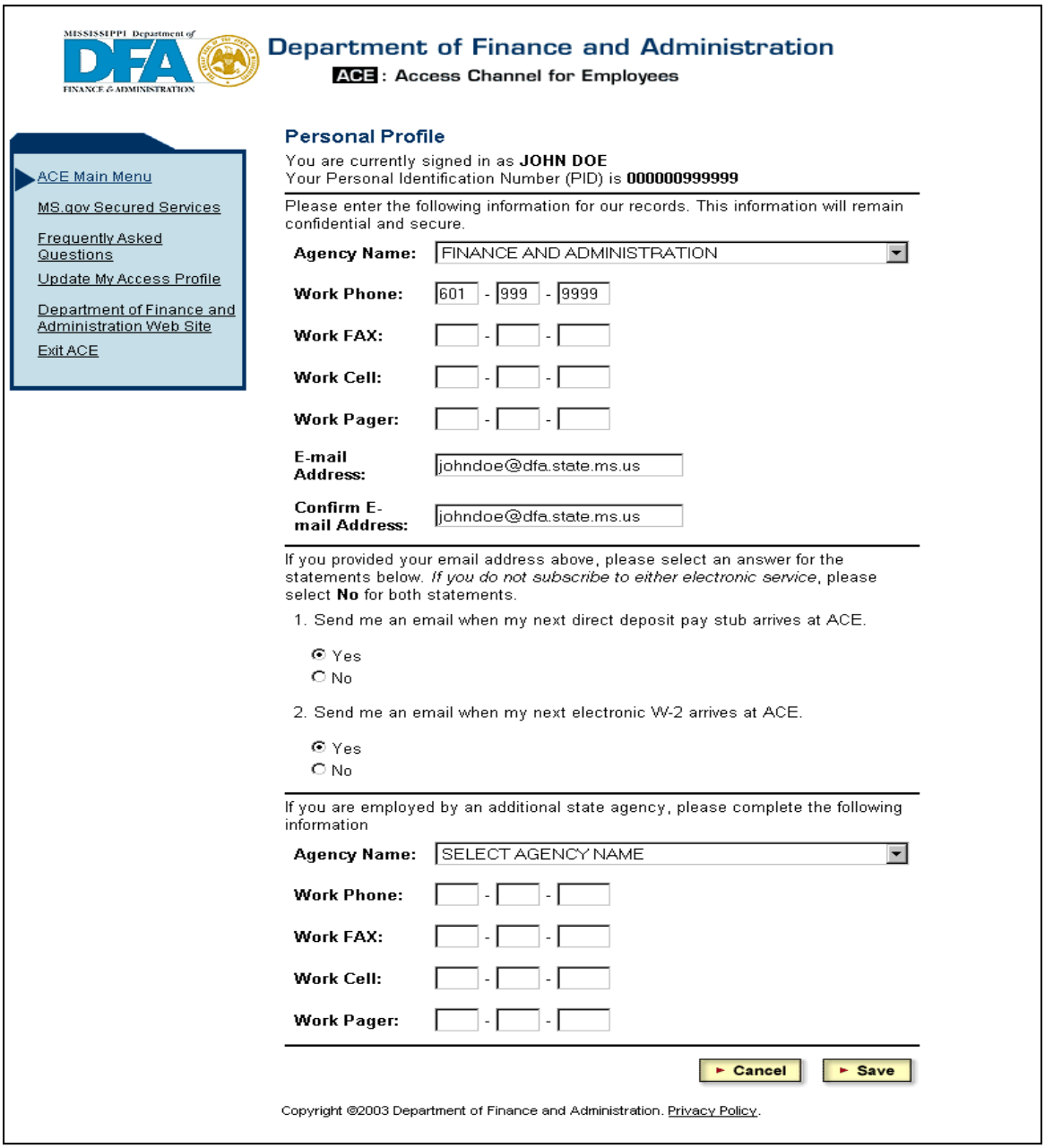
First Name: JOHN
Last Name: DOE
Personal Identification Number (PID): 000000999999

- 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	Frequency	
2003-04-14	T	View Pay Stub
2003-03-31	M	View Pay Stub
2003-02-28	M	View Pay Stub
2003-01-31	M	View Pay Stub

Copyright © 2002-2004 Department of Finance and Administration. Privacy Policy.



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.

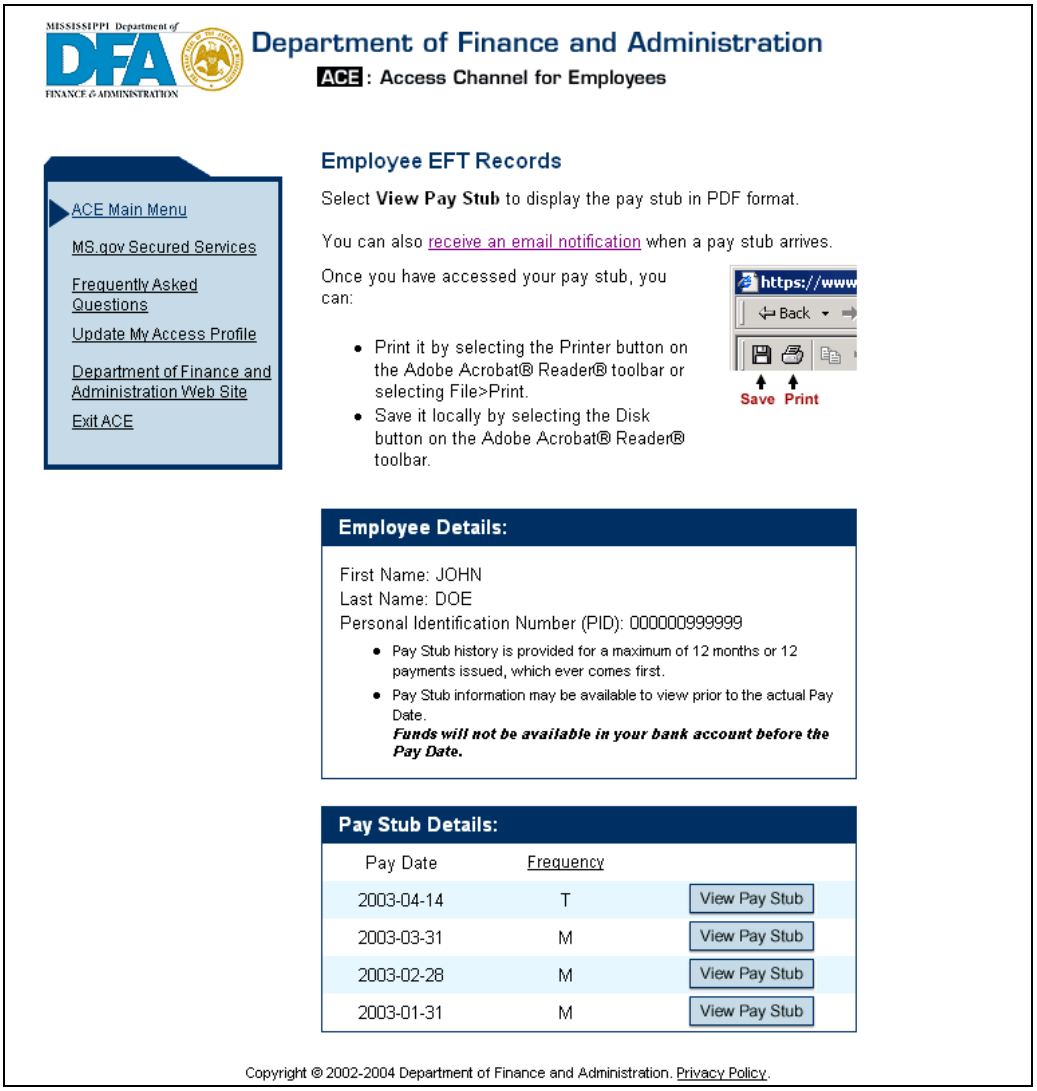
10. Enter the following information:

    - 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

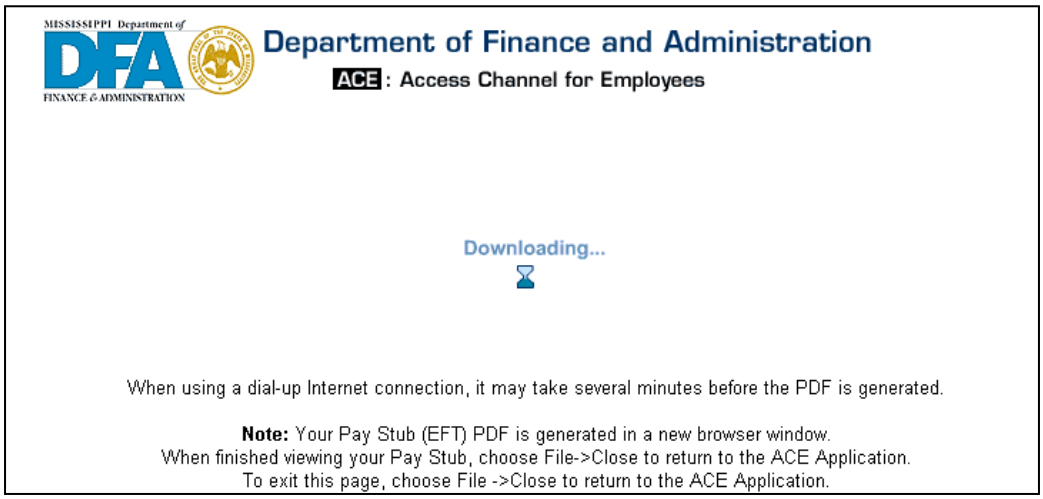
11. The user may also complete any of the other information as they wish.

12. Click the 'Save' button. The user will be redirected to the Employee EFT Records page.

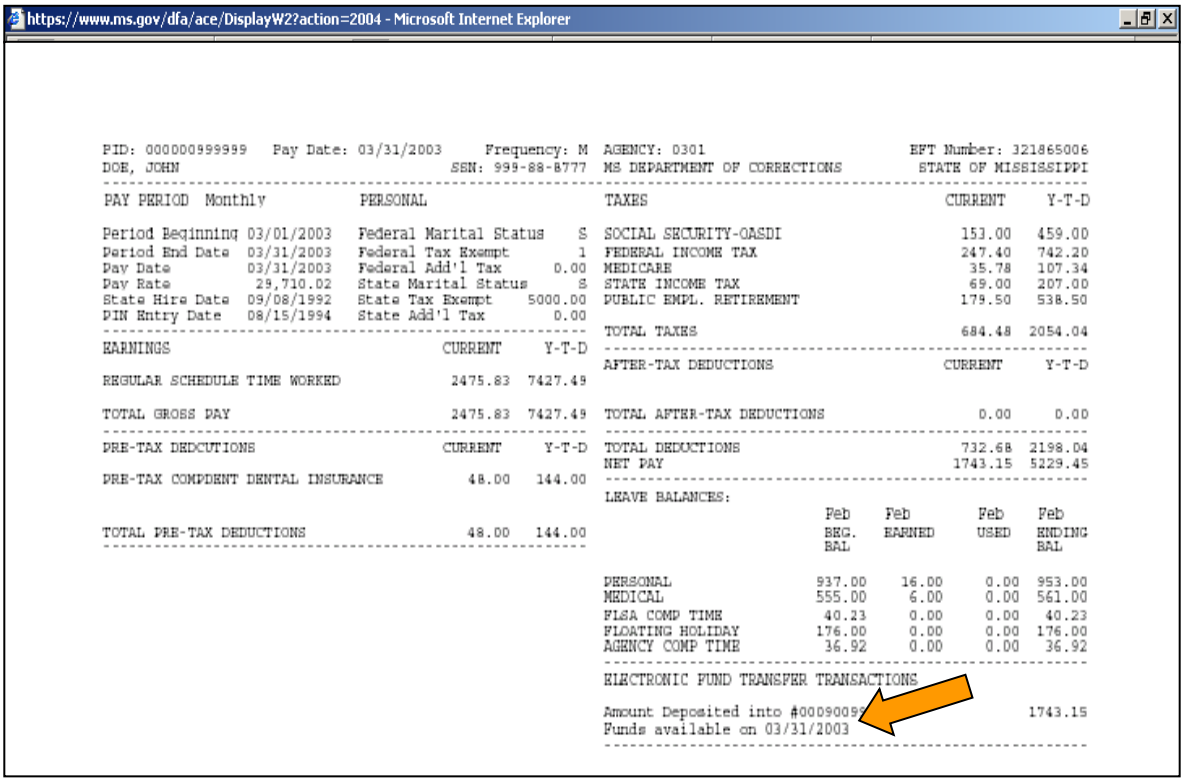
13. By selecting the 'View Pay Stub' button by the pay date, the user will then be presented with a separate page depicting the pay stub form for that pay date. Please be aware of the information contained in the Employee Details box below which states that the "*Funds will not be available in your bank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



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



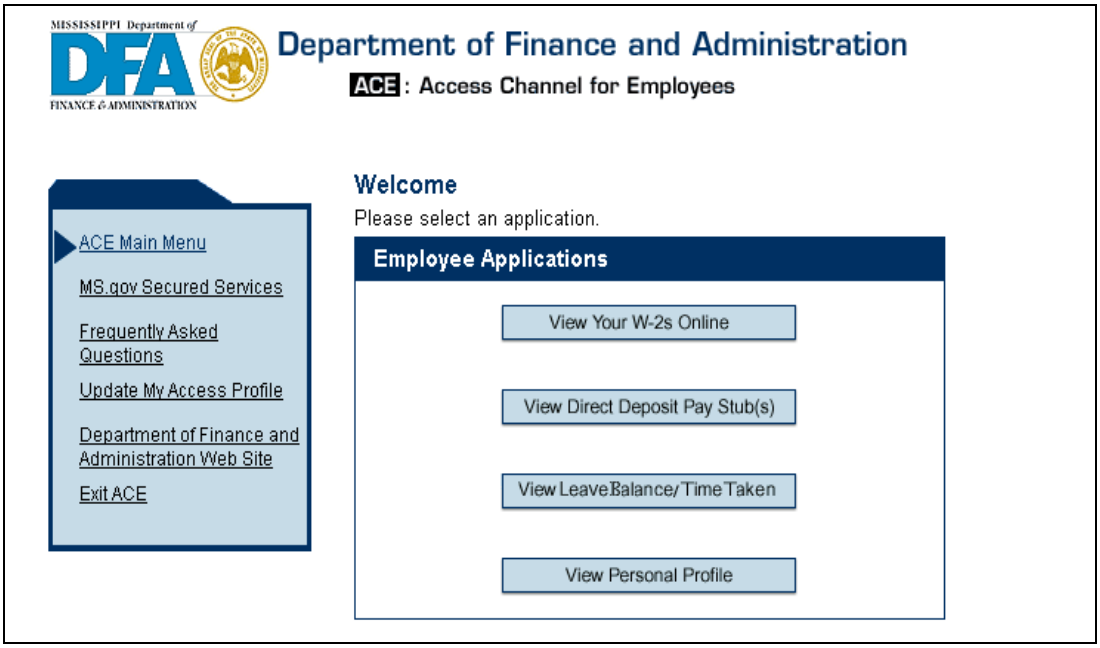
15. The user will then be presented with a separate page depicting the pay stub for that pay date. The Pay Date is the day the funds will be available for the employee in their bank account.



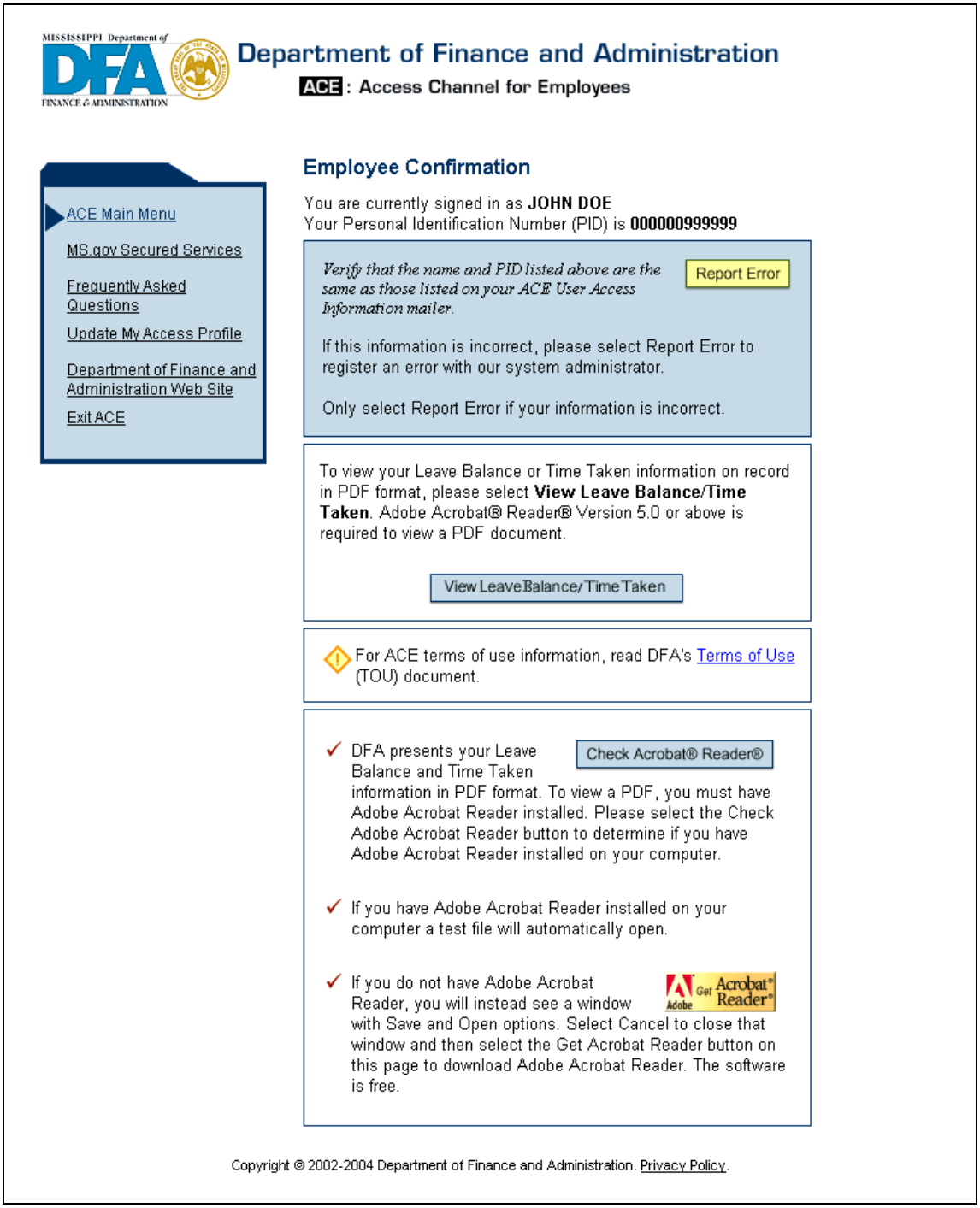
16. The user can select the 'X' in the top right hand corner of the Adobe Acrobat screen to close this page once it is no longer needed.

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:

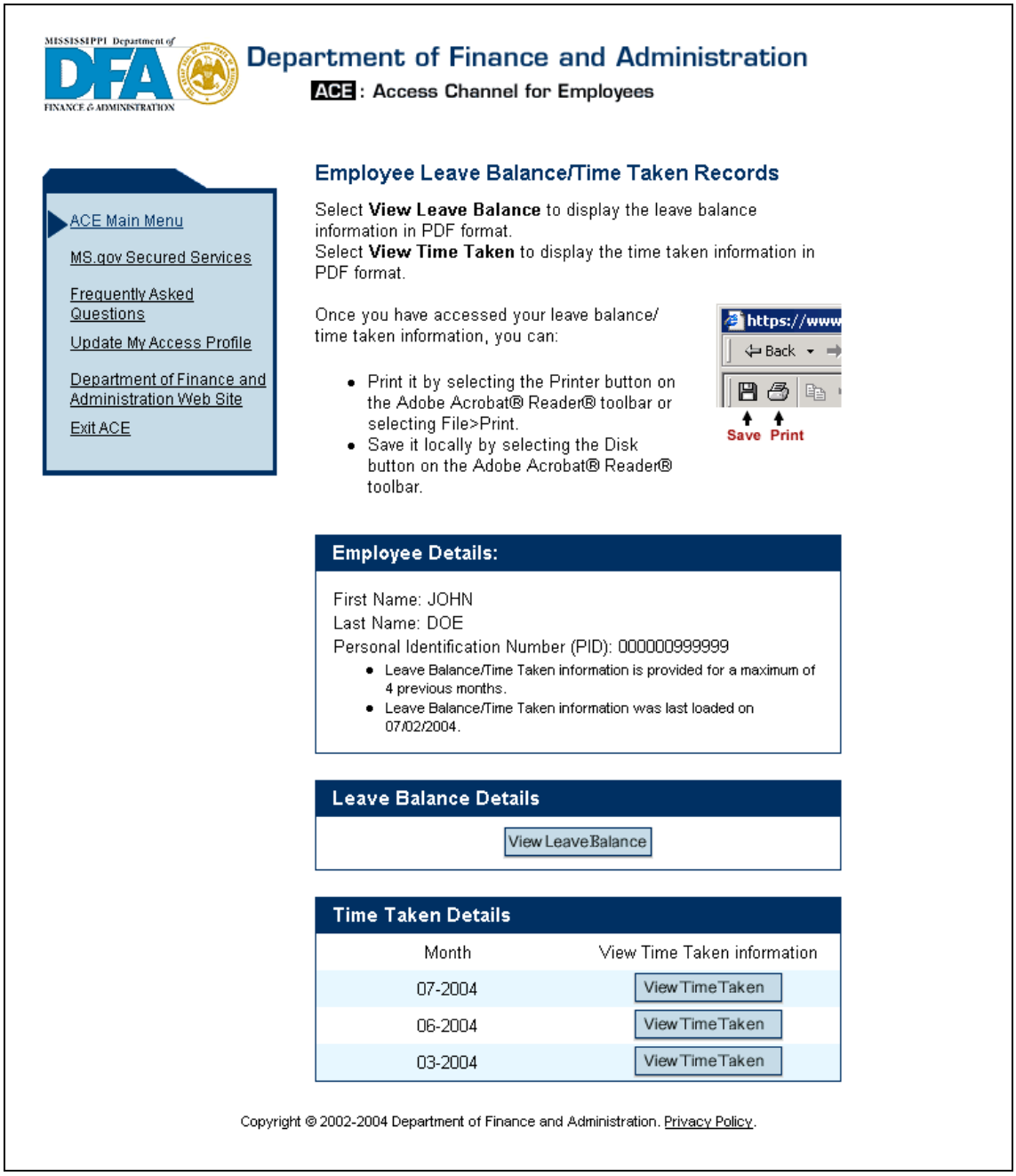


2. At that point, the user needs to select the 'Check Acrobat® Reader®' to determine if the user's machine has Adobe Acrobat Reader installed on their machine.

3. 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.

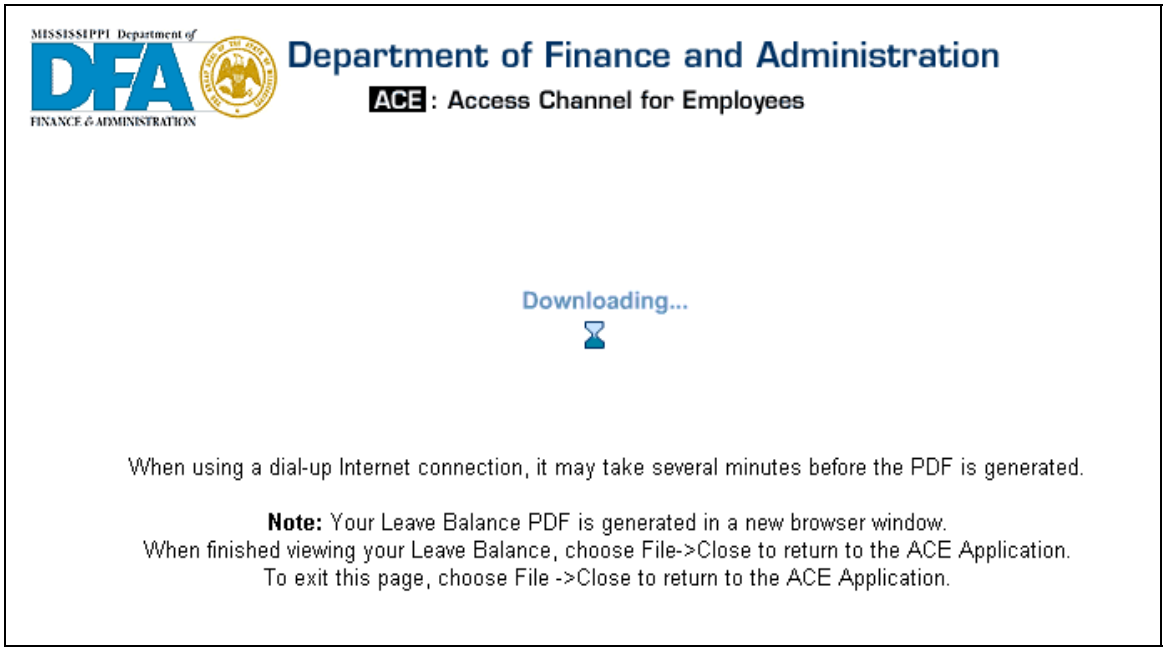
5. The user then may select the 'View Leave Balance/Time Taken' button, and from there they will see the following screen that will allow them to access their Leave Balance or Time Taken Details.



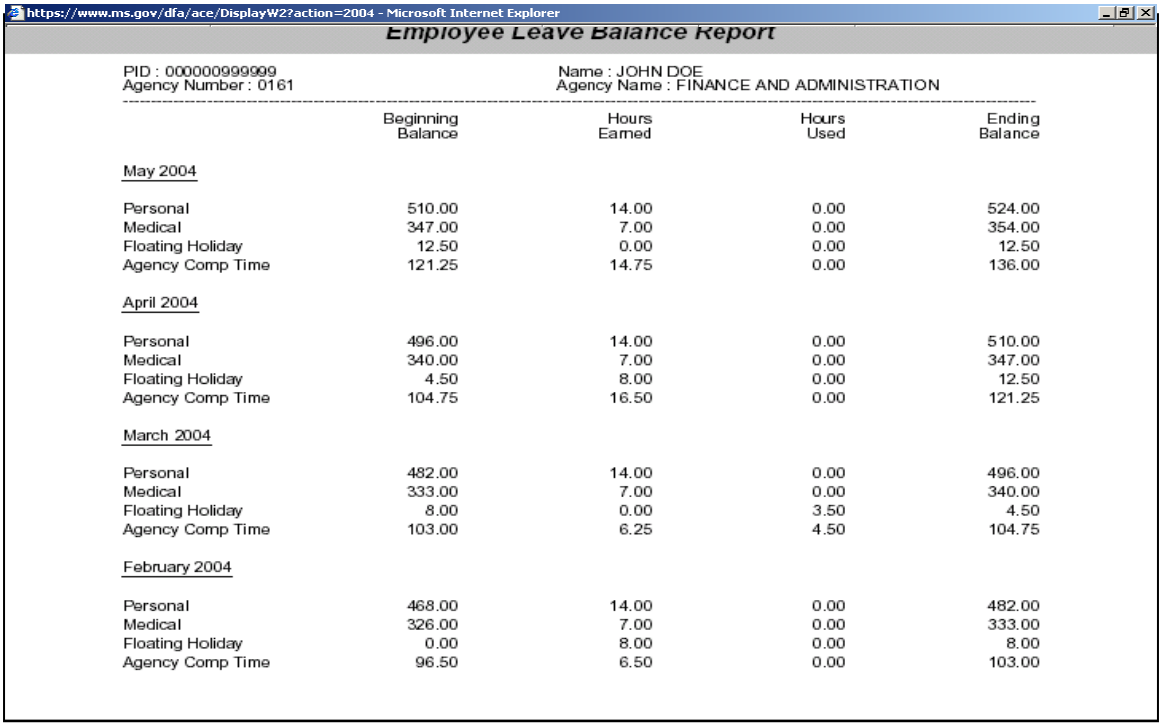
6. By selecting the 'View Leave Balance' button, the user will then be presented with a separate page depicting the leave balance information.

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.



https://www.ms.gov/dfa/ace/DisplayW2?action=2004 - Microsoft Internet Explorer

Employee Leave Balance Report

PID : 000000999999 Name : JOHN DOE
Agency Number : 0161 Agency Name : FINANCE AND ADMINISTRATION

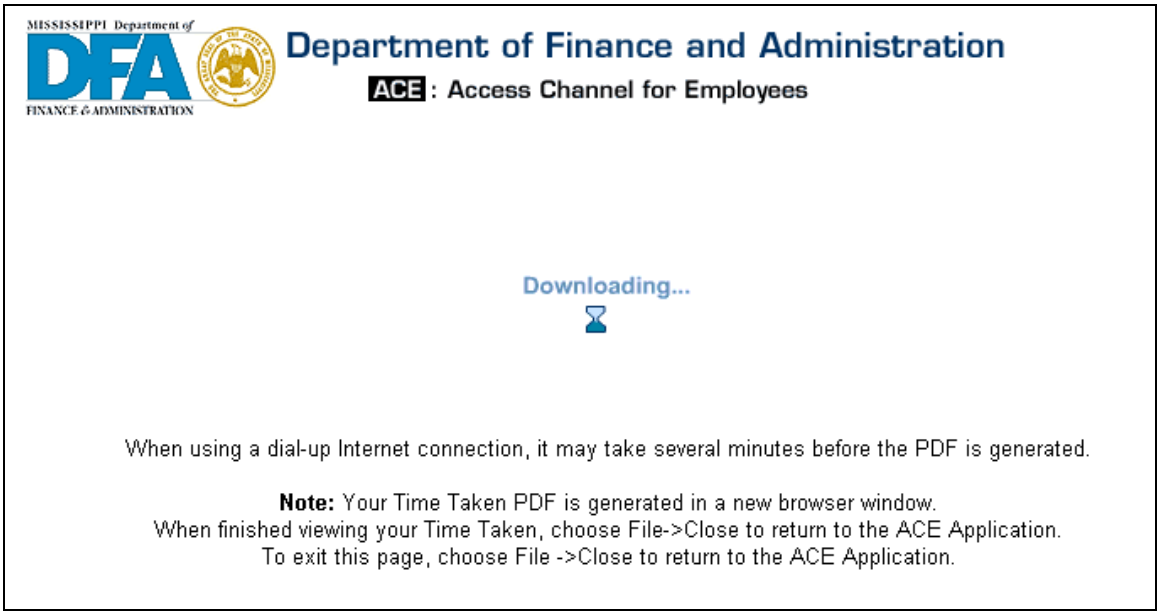
	Beginning Balance	Hours Earned	Hours Used	Ending Balance
May 2004				
Personal	510.00	14.00	0.00	524.00
Medical	347.00	7.00	0.00	354.00
Floating Holiday	12.50	0.00	0.00	12.50
Agency Comp Time	121.25	14.75	0.00	136.00
April 2004				
Personal	496.00	14.00	0.00	510.00
Medical	340.00	7.00	0.00	347.00
Floating Holiday	4.50	8.00	0.00	12.50
Agency Comp Time	104.75	16.50	0.00	121.25
March 2004				
Personal	482.00	14.00	0.00	496.00
Medical	333.00	7.00	0.00	340.00
Floating Holiday	8.00	0.00	3.50	4.50
Agency Comp Time	103.00	6.25	4.50	104.75
February 2004				
Personal	468.00	14.00	0.00	482.00
Medical	326.00	7.00	0.00	333.00
Floating Holiday	0.00	8.00	0.00	8.00
Agency Comp Time	96.50	6.50	0.00	103.00

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.

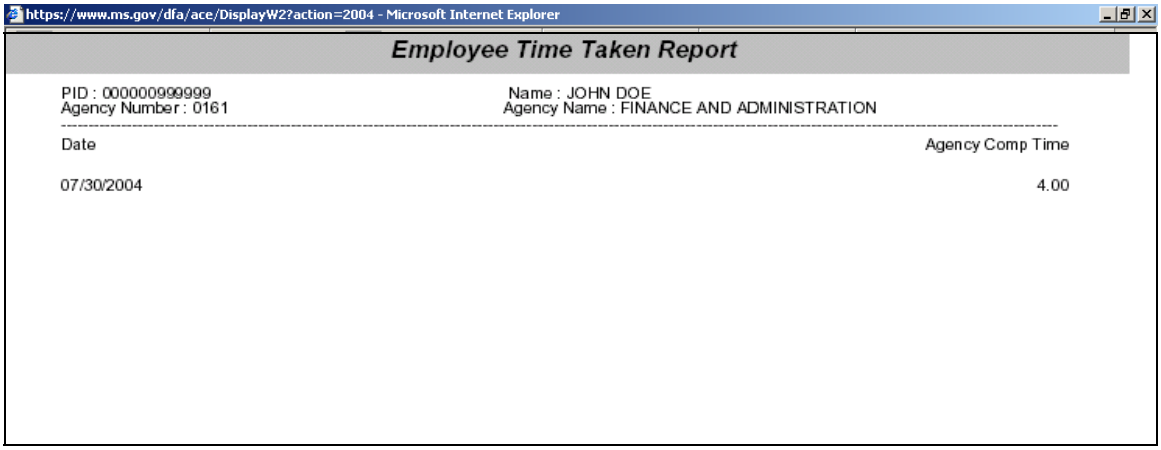
12. Time Taken is provided in ACE for a maximum of four months. The user will be able to access 4 months of time taken information as available in SPAHRS. The last date Time Taken information was loaded to ACE will be provided on the Employee Leave Balance/Time Taken Records page in the Employee Details 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.



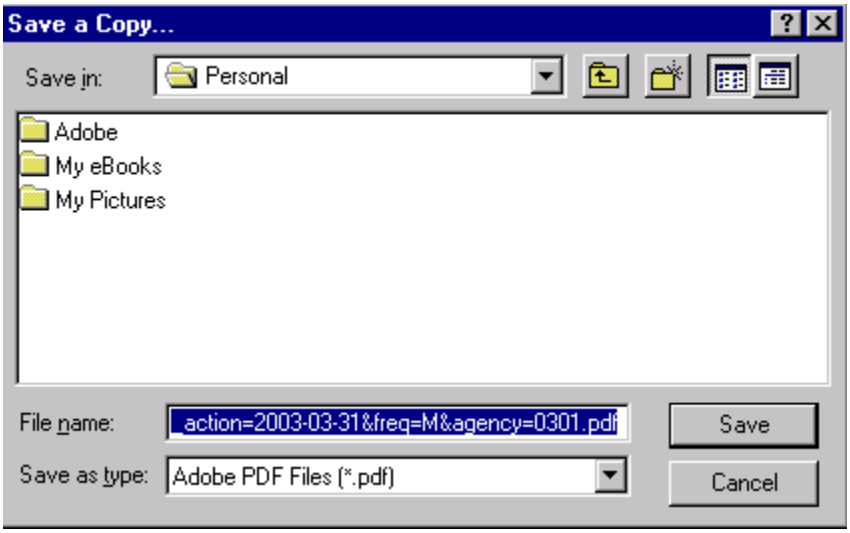
16. If the user has more than seven types of time taken, the time taken categories across the top of the report will be abbreviated and a legend providing the full description of the time taken will appear at the bottom.

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:

1. Select the 'Save' button.

2. The user will then be prompted to 'Save a copy'.

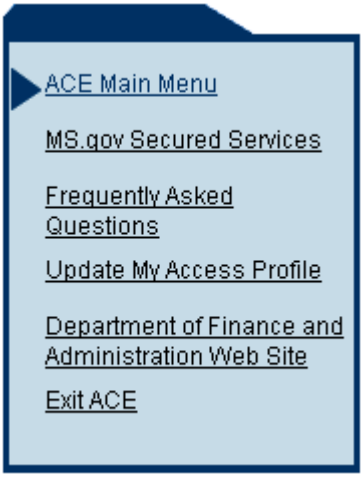


3. At this time, the user can rename the file to be more descriptive, *i.e.,* Pay Stub March 2003.

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.


ACE Main Menu
MS.gov Secured Services
Frequently Asked Questions
Update My Access Profile
Department of Finance and Administration Web Site
Exit ACE