

Employee Self Service (ESS) FAQs

- [What types of information can be found on ESS, and how can I access my information?](#)
- [What is the client code for ESS?](#)
- [How can I be sure the ESS website is secure and no one else can see my personal information?](#)
- [What online services/information is available?](#)
- [What is my user identification for ESS?](#)
- [How can I access ESS from home?](#)
- [My user identification and password is not working what can I do?](#)

What types of information can be found on *ESS*, and how can I access my information?

With *ESS*'s Employee Self Service, employees gain secure access to their own employment, benefit, paycheck, and personal information. You have immediate, secure access to your information from any computer with an internet connection and internet explorer using your employee number and password. You can access *ESS* at <http://secotools.com/us/hr>. You have used this system as a new hire or during the annual open enrollment.

What is the company code for *ESS*?

The client code is Seco.

How can I be sure the *ESS* website is secure and no one else can see my personal information?

With *ESS*, you gain secure access to your own employment, benefit, paycheck, and personal information. By asking you to provide both user ID and password, the site provides two levels of security. However, you are responsible for your user ID and password, and must make sure not to share this information with anyone. If you believe someone has learned your password, please contact a Human Resource Representative who will be able to reset your password.

What online services and information is available?

The *ESS* system is your portal to all of the online human resources and benefit information websites. You can access *ESS* at <http://secotools.com/us/hr>, click on the link for the employee self-service website. There are two ways to access the carrier's websites:

1. The welcome page includes icons to our major benefit providers. Click on any of these links and you'll be taken to the carrier's website.
2. Also, by clicking on the "Benefit- Benefit Plan" links (located on the left side of the page), you will open a page with the hyperlinks to each of the plans. By clicking on these links, you will be taken to the carrier's website.

From these websites you'll be able to determine benefit eligibility, review coverage, access explanation of benefits (if applicable), download forms, look up providers, and view services. You may be required to register at the carriers' website.

What is my user identification for *ESS*?

Your user identification is your clock or employee number given at hire. The number must be five characters using following zeros. For example: if your clock/ employee number is 1234, enter 12340

I can't remember my password, what can I do?

Initial access to the *ESS* system required you to change your password. Human Resources will not be able to provide you with your changed password. However, Human

Resources can reset your password to the last six digits of your social security number. Please contact any Human Resource Representative.

How can I access *ESS* from home?

The website address is <http://secotools.com/us/hr>. Click on the “Employee Self Service Website.” Link.

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My user identification and password is not working what can I do?

Here are some simple things to check.

- Make sure your pop-up blocker is deactivated. If this doesn’t work, proceed to the next point.
- If you have a new computer or all of your settings have recently been changed, you’ll need to click the Change Security Settings hyperlink. Type your Employee Number (5 digits) and Client Code “Seco” in the corresponding fields and click on “Update Settings”. On this screen your “Employee #” will be pre-populated. To complete the process, type your password in the “Password” field and click login.