

First Time User

In many cases, agencies send a hard-copy notification to a new or returning employee welcoming them to State of Ohio employment. This letter generally imparts information such as hire date, location, and salary. A new enhancement will supplement this welcome letter by generating an email notification to new hires and rehires that Self Service is available to them. This email will be generated the day after an effective-dated row is picked up through batch processing; **for example**, John Smith begins employment on a Monday; if the job data entry is completed proactively, the email will be generated two days later on Wednesday. The user will be given their EMPLID and directed to call the OAKS Helpdesk (see below for an example of content) for assistance in logging in for the first time.

Subject: OAKS: ePay User Information

Dear (name of state employee),

Welcome to employment with the State of Ohio. Below is information you need to review your payroll earnings information through the Ohio Administrative Knowledge System (OAKS) ePay. ePay is accessible anywhere you have access to the Internet. In order to access ePay you will need your Employee ID (EMPLID) and a temporary password provided by the OAKS Help Desk staff. Please keep this information in a secure location as it will be required to access ePay for the first time.

THIS IS YOUR EMPLOYEE ID (USER ID): (insert EMPLID)

Upon receipt of this email, please contact the OAKS Help Desk by phone at 614-644-6625 or 1-888-OhioOAKS (1-888-644-6625). The helpdesk staff will authenticate your information by the first and last name, employee id, birth date and last four digits of your social security number. In compliance with State of Ohio IT Policy No. ITP-B-3, the OAKS Help Desk will then assist you in creating a new password during your initial sign-on.

Please note that OAKS requires a "strong password." This means that your password must:

- 1) Be at least 8 characters in length;
- 2) Contain at least one numeral (0-9); and
- 3) Contain at least one special character (! # \$ % & () * + - , / : ; < = > ? _).

You must sign back in to the system in order to view your pay stub information. The first pay stub will not be available for review until after you have completed one pay period of service. Please contact your agency human resources office if you have any questions regarding your pay stub.

Please also note that you will be required to reset your password every 90 days. When resetting your password, you cannot use any of your previous 10 passwords.

If you forget your password or need other assistance with ePay, contact the OAKS Help Desk at 614-644-6625 or 1-888-OhioOAKS. Help Desk hours of operation are 7 a.m. to 5 p.m. Monday - Friday.
