SELF SERVICE BANNER (SSB) – ESERVICES / VCU SELF SERVICE

Introduction

Self Service Banner (SSB) – eServices/VCU Self Service - is a password-protected system that allows you to view and, in some cases, update your personal and employee VCU information. VCU Self Service is available virtually 24 hours a day (except for server updates). The system is best viewed using Internet Explorer 5 or later on a PC, or the latest version of Safari or Firefox on a Mac.

If you cannot access or log into VCU Self Service, contact the VCU Help Desk at helpIT@vcu.edu or 804-828-2227.

Start here!

1. Go to the **myVCU Portal** at https://portal.vcu.edu/group/myvcu/home.
2. Enter your eID [email Username, (e.g. "jajones")] and your eID Password. If you have questions or problems logging in, contact the VCU Help Desk at helpIT@vcu.edu or 804-828-2227.
3. Click on **eServices/VCU Self Service**.

Personal Information Tab

Employees will be able to view their email, address, and phone number records in Banner and update emergency contact and permanent address records.

Note: To update your VCU email address, campus/work address, and phone number information in VCU Self Service, and other personal attributes not in the system, complete a new Personal Data Form (PDF) at www.hr.vcu.edu/pdf_docs/PDF.doc.

Instructions on how to change name and social security number information are provided online but cannot be completed in VCU Self Service.

Click on any **View…** menu item to **view** those attributes.

To Update Addresses and Phones

1. Click on the "**Personal Information**" tab.
2. Click on "**Update Addresses and Phones**."

   Note: You may only update Emergency Contacts and Permanent (home) address types.
3. Click on the "**Current**" link of the desired address to update the information for that address type.
4. Enter necessary information.

   Note: You may add multiple phone numbers for each address type.
5. Click "**Submit**." The current information will be displayed.
6. Click "**Return to Menu**" or the Personal Information tab to return to the menu.

To Update Emergency Contact information

1. Click on the "**Personal Information**" tab.
2. Click on "**Update Emergency Contacts**."
3. Click the name of the contact to update the information or "**New Contact**" link to add a new contact.
4. Enter necessary information.
5. Click "**Submit Changes**." The current information will be displayed.
6. Click "**Return to Menu**" or the Personal Information tab to return to the menu.

Employee Tab Information

Note: Some effective and start dates are listed as July 1, 2005 in Banner. This is just a load date required by the system and can be ignored.

Benefits and Deductions

1. Click on the "**Employee**" tab.
2. Click on "**Benefits and Deductions**."
3. Click on desired information links. Note that all premium amounts are listed in dollar amounts, and the amounts may show more than two numerals after the decimal point (for example: 100.0000 equals $100).
4. **Retirement Plans** - For VRS, ORP and VaLORS, the screen will display the employer contribution in percentages - NOT in dollars.
5. **Miscellaneous** - This category displays FICA, Federal, Medicare, State Tax, and VSDP information, and other optional deductions.

   Cash Match and **VSDP** - As applicable, these categories list the employer contributions as percentages (for example: 100.0000 equals 100%).

   Taxes - Employees can adjust their Federal tax withholdings, within allowable limits, as follows:

   a. Click the "**Update**" link at the bottom of Federal tax information.
   b. Enter information and click "**Submit Changes**."
   c. Click "**Miscellaneous**" link at bottom to return to menu.

   Note: State tax exemptions must be changed (within allowable limits) by paper form at www.hr.vcu.edu/about/forms.html#payroll.

   Benefit Statement - This category displays current benefits.

   NOTE to Personnel Administrators (PAs) Only: PAs can view other employee statements they have security access to, by clicking on the "**Employee's Statement**" radio button and entering the vID(s) of the desired employee(s).
6. Click "**Return to Menu**" in upper right corner when completed.

Pay Information

Final pay amount will be listed once the payroll process has been completed. You can view your pay stub approximately 48 hours before the pay date.

1. Click on the "**Employee**" tab.
2. Click on "**Pay Information**."
3. Click on "**Pay Stub**" or other desired information links.
4. Click "**Return to Menu**" in upper right corner when completed.

Tax Forms

1. Click on "**Employee**" tab.
2. Click on "**Tax Forms**," then on "**Federal Tax Authorization**" to view and update your federal tax exemption filing information.
    a. Click "**Update**."
    b. Enter information.

    Note: Do NOT change the "Active" Status! To change status, complete a new paper form at www.hr.vcu.edu/about/forms.html#payroll.

    c. Click "**Submit Changes**."
3. Click "**Return to Menu**" in upper right corner when completed.

Jobs Summary

1. Click on "**Employee**" tab.
2. Click on "**Jobs Summary**" to view information about your job history with VCU.
3. Click "**Return to Menu**" in upper right corner when completed.

Leave Balances

1. Click on "**Employee**" tab.
2. Click on "**Leave Balances**."
    a. Eligible leave categories and their accrued balances will be displayed.
    b. Click "**Type of Leave**" to see any additional breakdown information for that leave type.

    Note: "Wage 1500-Hour Tracking" is a leave type for all employees but only shows a balance if the employee has an hourly job.
3. Click "**Return to Menu**" in upper right corner when completed.