State of Kansas

Employee Self-Service Troubleshooting

When attempting to retrieve a W2 form from the State of Kansas Employee Self-Service system, there are a number of issues a user may encounter based on their computer setup.

The list below represents the most common problems and potential solutions for each.

For any issues not addressed or resolved by this document, please contact the Kansas Service Desk at (785) 296-1900 or 1-866-999-3001.

Note:

The most common cause of any unusual behavior in the Employee Self-Service system is web browser incompatibility. The first step in solving any issue should be ensuring that you are using a compatible browser.

The Browser Compatibility Document linked on the Sign In page (also available on the State of Kansas Employee Self-Service Center as "FAQ for Employee Self-Service Supported Browsers"), contains a list of web browsers and versions with which the Self-Service system is compatible.

Using a browser/version not on this list may cause unpredictable results.

Sign-In/Employee ID Problem:

I don't know what my Employee ID is.

Solution:

A State of Kansas Employee ID will consist of a single capital letter followed by a ten digit number in the format X0000000000.

If you do not have an ID matching this description, you will need to contact your Human Resources department.

Page Won't Display Problem:

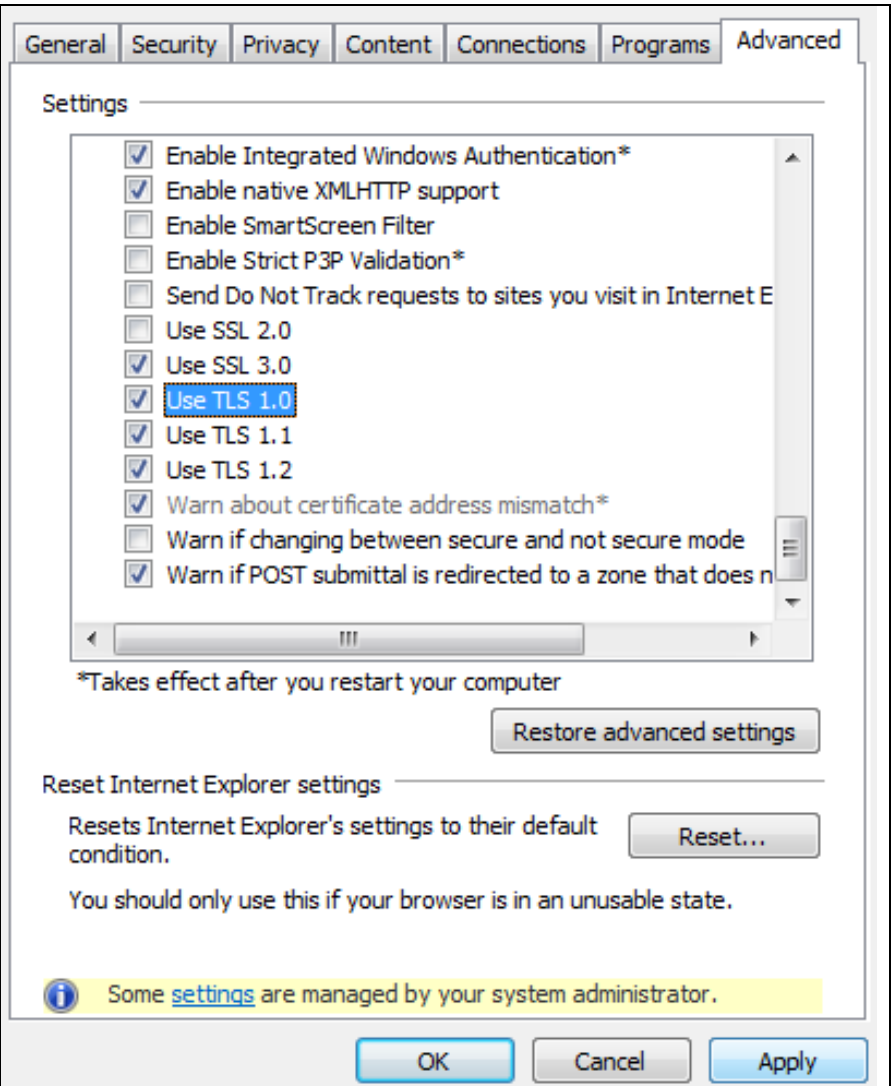|	
My internet connection is working, and I can access other webpages, but the Self-Service Sign-In page won't load.	This page can't be displayed (i) Server not found

Solutions:

First, ensure that you are reaching the correct URL by navigating to www.kansas.gov/employee/, then following the link on the right-hand side of the page to access Employee Self-Service.

If the page fails to load following this path, TLS protocols may need to be enabled in your browser.

In Internet Explorer, this is accomplished by accessing Internet Options, through the Tools menu, then scrolling to the bottom of the checklist presented in the Advanced tab.

After checking all three "Use TLS" boxes, be sure to click Apply.

| General | Security | Privacy | Content | Connections | Programs | Advanced |

Settings

- ☑ Enable Integrated Windows Authentication*
- ☑ Enable native XMLHTTP support
- ☐ Enable SmartScreen Filter
- ☐ Enable Strict P3P Validation*
- ☐ Send Do Not Track requests to sites you visit in Internet E
- ☐ Use SSL 2.0
- ☑ Use SSL 3.0
- ☑ Use TLS 1.0
- ☑ Use TLS 1.1
- ☑ Use TLS 1.2
- ☑ Warn about certificate address mismatch*
- ☐ Warn if changing between secure and not secure mode
- ☑ Warn if POST submittal is redirected to a zone that does n

*Takes effect after you restart your computer

[Restore advanced settings]

Reset Internet Explorer settings

Resets Internet Explorer's settings to their default condition.

[Reset...]

You should only use this if your browser is in an unusable state.

ⓘ Some settings are managed by your system administrator.
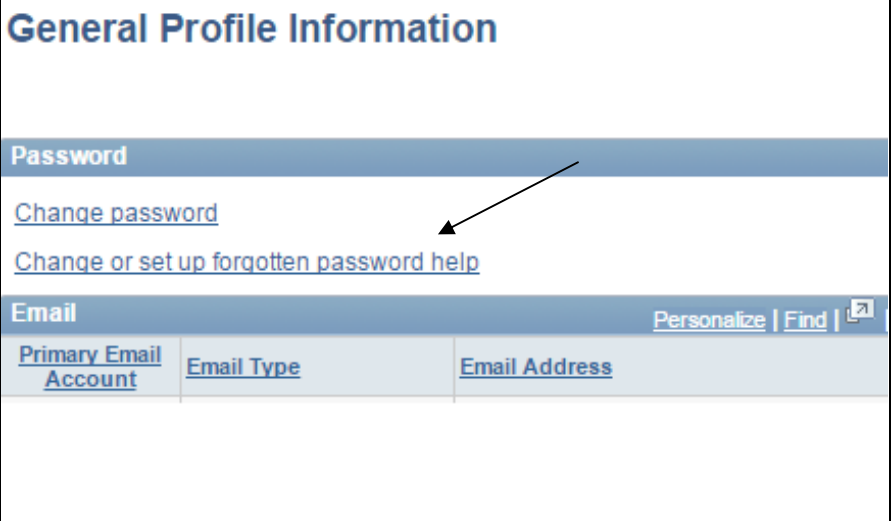
[OK] [Cancel] [Apply]

Security Question Problem:

Every time I try to do anything in Self-Service, the system says I need to set up a security question, and redirects me to the General Profile Information page.

Solution:

A security question can be created by selecting "Change or set up forgotten password help" on the General Profile Information page.

Setting up this hint question may be required before you can access the other areas of Employee Self-Service.

General Profile Information

Password

Change password

Change or set up forgotten password help

Email   Personalize | Find |

Primary Email Account	Email Type	Email Address

Consenting/Viewing W-2 Problem:

I keep granting consent to view my W-2 forms, but it just keeps bringing me back to the consent page.

Solution:

Consent to view your W-2 forms electronically must be granted, via the W-2/W-2c Consent page, before you can access the W-2 forms.

Once you have granted consent, and your Current Status is "Consent received" click on the View W-2/W-2c Forms link in the left-hand menu to access the links to view your W-2/W-2C forms.

W-2/W-2c Consent
View W-2/W-2c Forms

...Check the box next to the statement 'Check her forms.' and click submit. This withdrawal of con

As a result of withdrawing consent, you will be u forms will be mailed in accordance with IRS dea Information'. If your mailing address is not corre information.

If you have any questions, please contact your H

Your Current Status: Consent received.

☐ Check here to withdraw your consent to re

[Submit]

Viewing W-2 Problem:

I completed the W-2 consent process, but when I click on the Year End Form link to view my W-2 form, nothing happens.

View W-2/W-2c Forms

Review your available W-2 and W-2c forms below. Select the year end form that you would like to review.
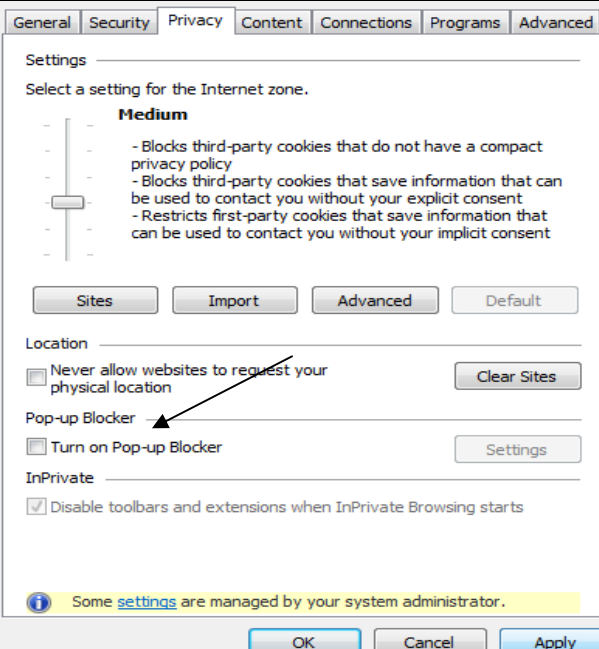
View a Different Tax Year

Select Year End Form

Tax Year	W-2 Reporting Company	Tax Form ID	Issue Date	Year End Form	Filing Instructions
2015		W-2	01/21/2016	Year End Form	Filing Instructions

Solution:

Your web browser's Pop-up Blocker can prevent your W-2 form from opening, and may need to be disabled.

In Internet Explorer, this is accomplished by accessing Internet Options, through the Tools menu, and un-checking the "Turn on Pop-up Blocker" box near the bottom of the Privacy tab.

Be sure to click Apply.

General | Security | Privacy | Content | Connections | Programs | Advanced

Settings

Select a setting for the Internet zone.

Medium

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

[Sites] [Import] [Advanced] [Default]

Location

☐ Never allow websites to request your physical location   [Clear Sites]

Pop-up Blocker

☐ Turn on Pop-up Blocker   [Settings]

InPrivate

☑ Disable toolbars and extensions when InPrivate Browsing starts

ⓘ Some settings are managed by your system administrator.

[OK] [Cancel] [Apply]

E-Mail Address Problem:

Every time I try to do anything in Self-Service, the system says I need to change my e-mail address.

Solution:

Your e-mail address can be changed by selecting "Update My Profile" from the menu, to access the General Profile Information page. Replace the listed e-mail address with your own, then click Save.

Note:

The e-mail address on the General Profile Information page may be different from the one displayed under the "View Personal Information" link.

The latter is maintained by your Human Resources department for internal business purposes, and has no effect on your access to W-2/W-2c Forms.

Update My Profile
View Personal Information
View Training Summary
Request Training Enrollment
View Training Request Status
View Leave Balances
View Paycheck
Total Compensation Statement
Update W-4 Federal Tax Data
Update K-4 State Tax Data
Request W-2 Reissue
Update My Time Sheet
W-2/W-2c Consent
View W-2/W-2c Forms

General Profile Information
Employee Name

Employee Self Service

Password

Change password

Change or set up forgotten password help

Email		Personalize | Find |
Primary Email Account	Email Type	Email Address
☑	Business	type new email address here and save

🖫 Save

ORACLE

Main Menu

Update My Profile
Change your password or email address and set up or change your secre

View Personal Information
View your name, address, phone number, marital status, birthdate and or