

ESS Frequently Asked Questions

Q: What do I need to access ESS?

A: You will need your University network username and password to log into ESS, URL: <https://www.maynoothuniversity.ie/ess>. Only access ESS from a secure location. Do not access ESS in unknown or untrusted locations such as internet cafes. Always log out of your ESS session when you have finished your business.

Q: Can I access ESS at home?

A: Yes, log onto: <https://www.maynoothuniversity.ie/ess>

Q: Can I access ESS through a mobile device?

A: ESS is not supported over mobile devices; you should access it via a computer or laptop

Q: What web browsers can I use to access the system?

A: Staff can securely access ESS using any of the following browsers:

- Microsoft Internet Explorer v9, v10, V11
- Mozilla Firefox v32.0
- Google Chrome v38.0
- Mobile Safari IOS 8

Q: How can I change the ESS password, for example if I have forgotten it?

A: The password used to access ESS is your University network username and password. Please refer to the IT Services webpages which have information about your password and how to change it: <https://mypassword.maynoothuniversity.ie/>

Create a strong password and keep it safe, your data is only as secure as your password. Keep it complex and keep it safe. Never share your Maynooth University username or password with anyone.

Q: I am concerned that my ESS account may have been accessed by someone else, what should I do?

A: If you feel that someone knows your password, you should change it – follow the instructions provided by IT Services: <https://mypassword.maynoothuniversity.ie/>

Create a strong password and keep it safe, your data is only as secure as your password. Keep it complex and keep it safe. Never share your Maynooth University username or password with anyone.

Q: I have signed in to ESS but cannot see how to access payslips

A: Most users will see two menus when they open ESS: Employee Dashboard and My Profile. Select the 'Employee Dashboard' in the Dashboards drop-down menu to navigate to Pay, then click on the 'Display Pay Summary' to view your payslip.

Q: Can I save my payslip?

Yes, you can print to PDF writing software, if it is available on your computer, for example: Adobe Acrobat and save your payslip as a PDF document.

Q: What Personnel details can I update?

A: Under My Profile (Employee Detail) you can update the following:

- Next of Kin
- Contacts
- My Address Details
- Dependent Details

Q: I have recently married and have changed my surname; how do I change this record?

A: You cannot change your name using ESS. Please contact the Human Resources Office directly on Extn: 3866 or email: humanresources@mu.ie

Q: What is the Next of Kin information used for?

A: HR may need to use the Next of Kin information for pension benefits, therefore it is important that you keep this information up to date and accurate. You may enter additional specific instructions for HR in the Comments box provided.

Q: What is the best way to navigate around ESS?

A: At the top right hand of the ESS screen you will always see a navigation toolbar:

Q: I am having problems using ESS, who do I contact?

A: If your problem is regarding access to a particular menu or page, or about the way that ESS works, please contact HR at essqueries@mu.ie

A: If your problem relates to network connectivity, login or password issues, or an internet browser issue, then please contact the IT Service Desk <https://www.maynoothuniversity.ie/it-services/servicedesk>