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.

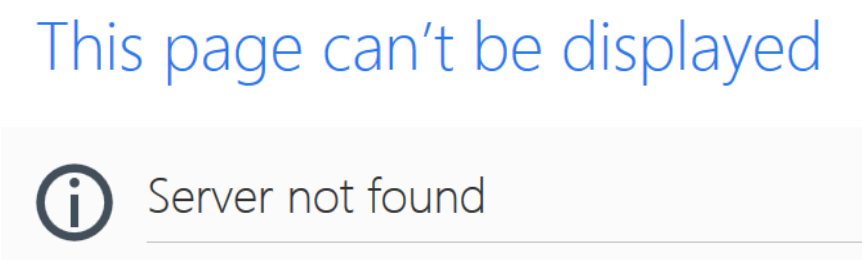
Solution:

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.



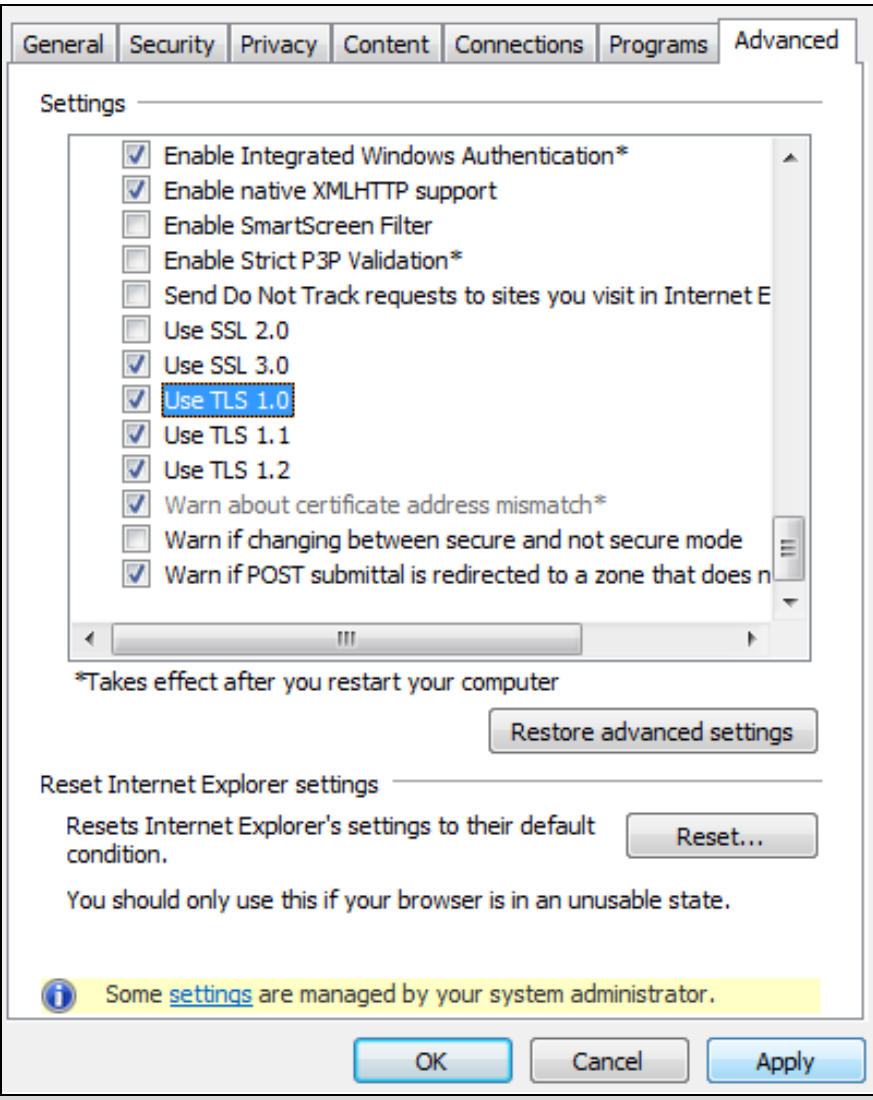
Solutions:

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.



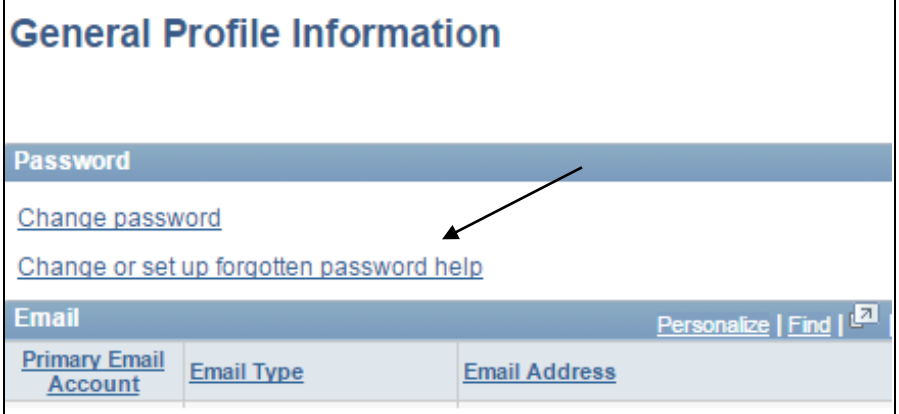
Security Question Problem:

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.



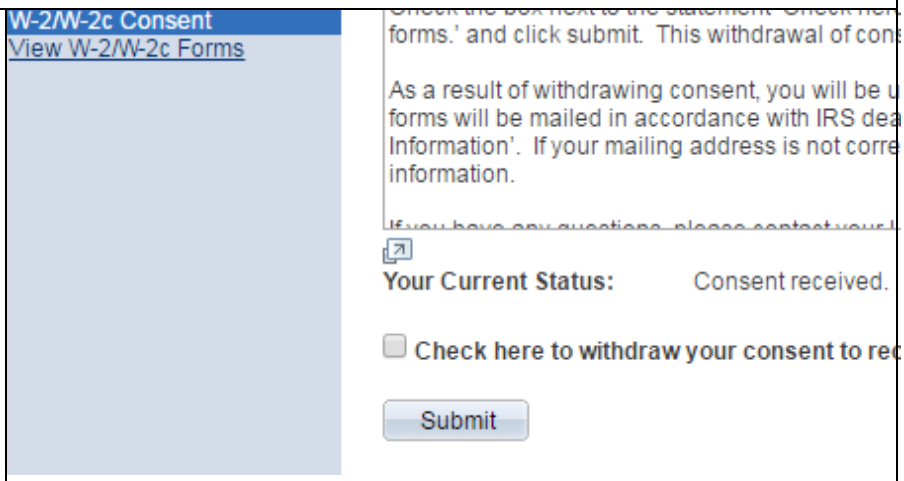
Consenting/Viewing W-2 Problem:

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

Solution:

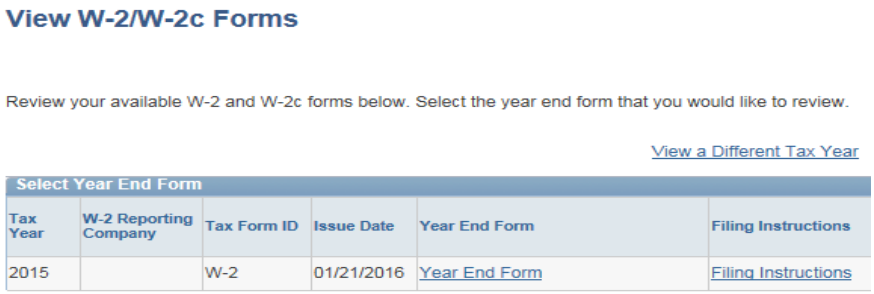
Consent to view your W-2 forms electronically must be granted, via the W-2/W-2c Consent page, before you can access the W-2 forms.

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.



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.

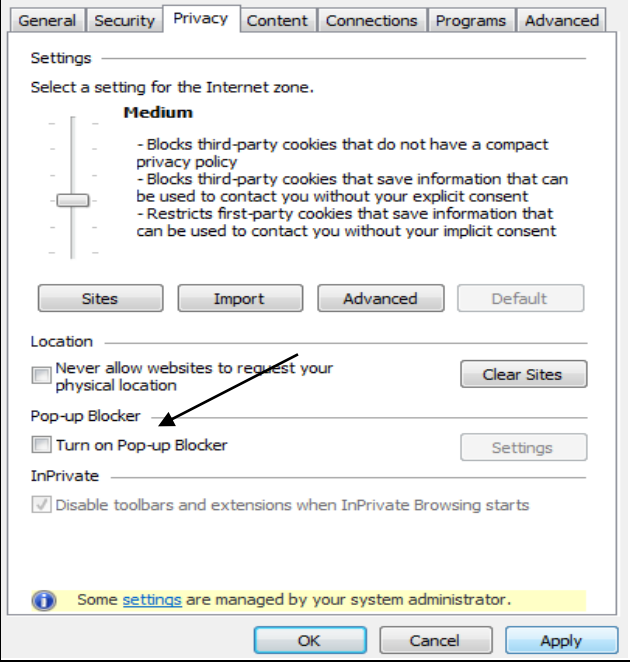


Solution:

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.

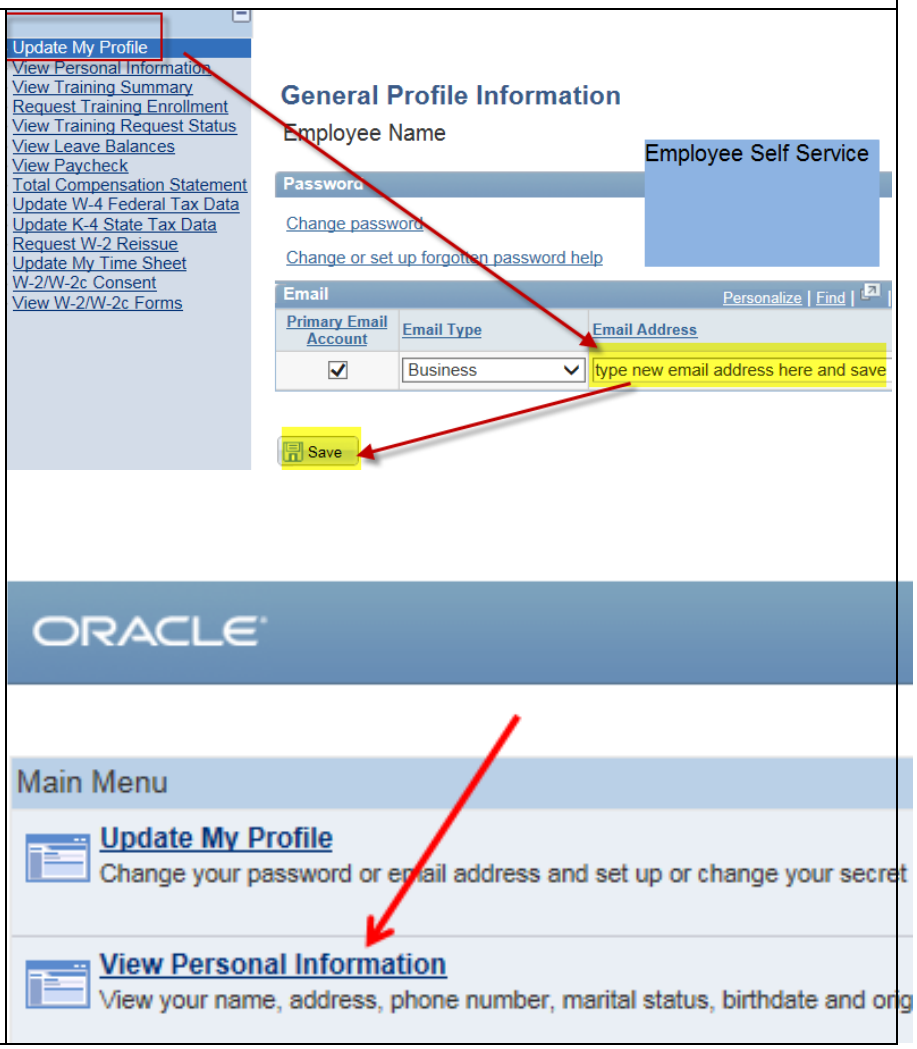


E-Mail Address Problem:

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.