

Trouble Shooting Steps using Employee Self-Service (ESS)

PC Requirements

- Windows XP or Windows 7 (**Windows 8 is not supported**)
- Internet Explorer version 6, 7 or 8 (or IE 9 with "Compatibility View"). IE 10 or higher is not supported.
- To use Internet Explorer 9 please use the instructions, which begin on the next page.
- Turn off pop-up blocker in your Internet Explorer session

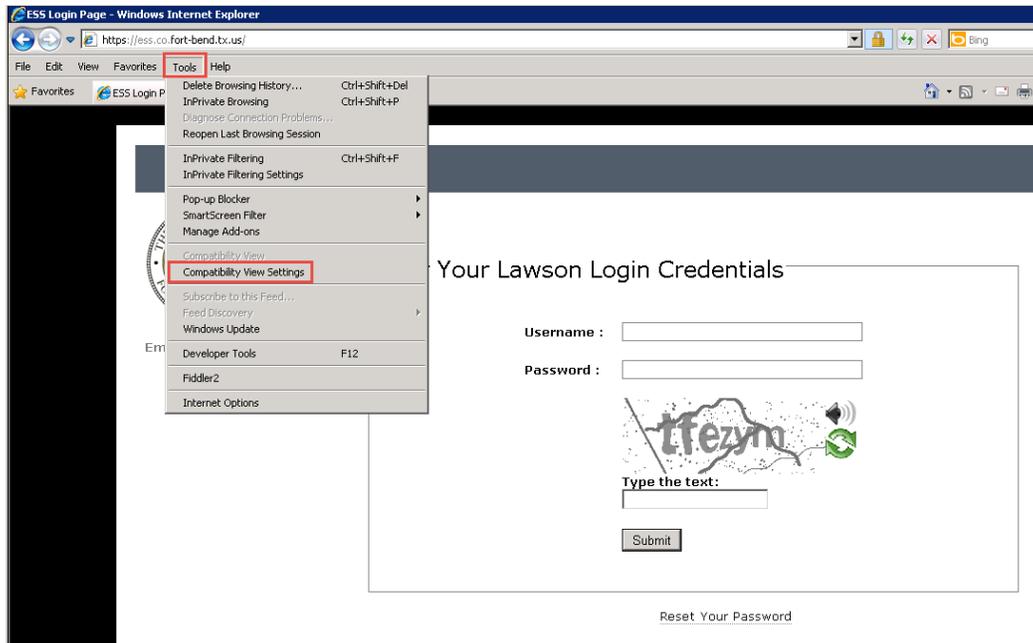
If you're able to login to ESS and having trouble viewing certain parts of the webpage (*miscellaneous words with underscores*) please follow the below instructions. Below is an example of this issue.

The content could look slightly different depending on the link chosen. In this example, we clicked on Benefits Enrollment.

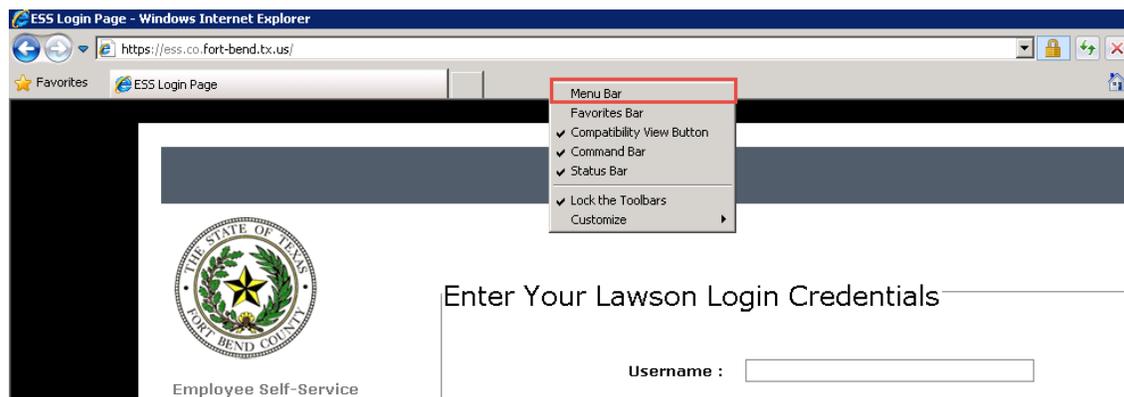
The screenshot shows the ESS website interface. At the top, there is a dark grey navigation bar with "HOME" and "LOGOUT" links. Below this is a sidebar with several menu categories: "Benefits" (with sub-items: Benefits Enrollment, Beneficiary, Current Benefits, New Hire Enrollment), "Employment" (with sub-item: Work Phone & Email), "Life Events" (with sub-items: Birth, Divorce, Marriage, Move), "Payroll" (with sub-items: Direct Deposit, Pay Checks, Pay Rate History, Tax Withholding (W-4), Year to Date), "Personal Information" (with sub-items: Dependents, Emergency, Leave Balances), and "Training" (with sub-items: Registration by Course, Scheduled Training, Training History). The main content area is titled "BEN_ENROLL" and has a "WELCOME" header. A red rectangular box highlights a section of the page containing several bulletin links: "FBCBEN_BULLETIN_0", "FBCBEN_BULLETIN_0_1", "FBCBEN_BULLETIN_1", "FBCBEN_BULLETIN_2", "FBCBEN_BULLETIN_2_1", "FBCBEN_BULLETIN_2_2", "FBCBEN_BULLETIN_3", "FBCBEN_BULLETIN_3_1", "FBCBEN_BULLETIN_3_1_1", "FBCBEN_BULLETIN_3_1_2", "FBCBEN_BULLETIN_3_2", "FBCBEN_BULLETIN_4", "FBCBEN_BULLETIN_4_1", "FBCBEN_BULLETIN_4_2", "FBCBEN_BULLETIN_4_3", "FBCBEN_BULLETIN_4_4", "FBCBEN_BULLETIN_4_5", "FBCBEN_BULLETIN_5", "FBCBEN_BULLETIN_5_1", "FBCBEN_BULLETIN_5_2", "FBCBEN_BULLETIN_5_1", "FBCBEN_BULLETIN_5_3", "FBCBEN_BULLETIN_6", and "FBCBEN_BULLETIN_7", "FBCBEN_BULLETIN_7_1". A "CONTINUE" button is located at the bottom right of the red box.

This particular issue may occur when using **Internet Explorer version 9 (IE9)**. Follow the below procedure to resolve this issue.

1. Open the ESS website <https://ess.co.fort-bend.tx.us/>
You MUST be on this website to continue.
2. Please click on “Tools” > “Compatibility View Settings” from the menu bar.



Note: If you're NOT able to see the Tools menu option, please right click on the top menu and select the option “Menu bar” (*It should place a checkmark on it*).



- You should now see the **fort-bend.tx.us** in the “Add this website” header from the Compatibility View Settings window. Please click on the “Add” button and click on “close”.



- You should now be able to see the information. *(This particular example is with Benefits enrollment)*

HOME
LOGOUT

Benefits

- Benefits Enrollment
- Beneficiary
- Current Benefits
- New Hire Enrollment

Employment

- Work Phone & Email

Life Events

- Birth
- Divorce
- Marriage
- Move

Payroll

- Direct Deposit
- Pay Checks
- Pay Rate History
- Tax Withholding (W-4)
- Year to Date

Personal Information

- Dependents
- Emergency
- Leave Balances

Training

- Registration by Course
- Scheduled Training
- Training History

Benefit Enrollment

Welcome

Please read vital information below before continuing to process

Annual Enrollment.

Annual Enrollment for the 2014 Benefit Year starts November 4 and ends November 15, 2013

To make benefit elections/waiver(s), it is essential to process annual enrollment through Lawson Employee Self Service for calendar year 2014. **If the enrollment process is not completed by November 15, 2013, you will not have benefits for the 2014 plan year. No exceptions can be made!** [Retain a printout of your enrollment as confirmation of elections.](#)

New plan participants (employee and dependent) will need to satisfy a Late Entrant Waiting Period and submit all required documentation for a **March 1, 2014 effective date. **All documents must be received by Risk Management no later than 5:00 p.m. on Friday, November 22, 2013. No exceptions can be made!** Risk Management’s office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. A list of required documents may be accessed through Employee Connect, by choosing Departments, Risk Management, Benefits, or the FBC internet, under Risk Management, Benefit Plan. **Late entrants will not be added without eligibility approval.****

Before you enroll, please note the following:

- Understand your benefit options, premiums (the amount deducted from your paycheck), co-pays and deductibles.
- Preview the network providers and hospitals, etc. by clicking on Employee Connect, Risk Management, Links tab, or the FBC internet, under Risk Management
- Your current benefits will be displayed during the benefits enrollment.
- For a full description of benefits, the Plan Document may be viewed on Employee Connect or the FBC internet, under Risk Management.
- In the event any benefit summary contained herein differs from the official text of the Plan, the official text shall prevail.

Prior to processing benefit elections under the Benefits Enrollment tab, for any dependent not currently enrolled, enter dependent data in Lawson Employee Self Service under the Personal Information tab, then Dependents tab. This does not guarantee eligibility for benefits. You may not enroll Mother, Father, Sister or Brother.

Designate or update your beneficiary(ies) for Group Term Life/Accidental Death & Dismemberment (GTL/AD&D) in Lawson Employee Self Service by selecting the Beneficiary tab and completing the beneficiary request. The GTL/AD&D is a benefit provided by Fort Bend County.

By clicking on the 'Continue' button you have confirmed that you have read the information above and understand that ANY REQUIRED DOCUMENTS MUST BE RECEIVED IN RISK MANAGEMENT NO LATER THAN 5:00 P.M. ON FRIDAY, NOVEMBER 22, 2013 in order to complete benefit enrollment. NO EXCEPTIONS CAN BE MADE!

- If you’re still unable to view the information, please close out ALL the Internet Explorer sessions opened and retry.