

Employee Management Self Service Internet Portal

User Manual – PAYCHECKS

Frequently Asked Questions

Getting Started

Signing On:

To enter the Employee Management Self Service Internet Portal (EMSS), open up your browser, go to: http://www.canalbarge.com. Add to your bookmark.





Logging in the EMSS Internet Portal:

Enter your User Name and Password. This will be the same User Name and Password that you use to log on to complete your open enrollment. If you forget your password, you can contact us by e-mail at payroll@canalbarge.com to have your password reset.



Changing your password:

Please change your password on the home page

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**Please keep in mind that once your password has been changed, Canal does not have access to that. If you forget your password, you can contact us by e-mail at <u>payroll@canalbarge.com</u> to have your password reset.

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Click on Year to Date – Select the year you would like to view. A listing of your total pay for that year will appear for your review.	
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Frequently Asked Questions

1. What if I forget my password?

To have your password reset, you can email: <u>payroll@canalbarge.com</u>. Next, log in using the temporary password that you will receive. Once you have logged into the system, click the Password Change task on the menu option to change your password.

2. When I try to log in to the EMSS portal, the ID and password field turns yellow after I enter them and attempt to log in. What does this mean?

Either the user name and/or password were entered incorrectly. The user name and password are case sensitive.

3. Is my information secure?

Yes, outside of the Human Resources Department, only you can view your confidential information.

4. When I click the browser's Back or Refresh buttons, I get a blank page rather than the previous EMSS form.

You should **NOT** click the browser's Back or Refresh buttons when using the EMSS Internet Portal. These browser buttons do not necessarily go to a previous EMSS window, and may cause you to lose any changes you are trying to make in the system. Instead of clicking the browser's Back or Refresh buttons, click on the desired button on the bottom of the screen.

5. Can I print any of the information that is displayed?

Yes, however, please be aware that your information is confidential. Use the print icon on the page you wish to print.

6. If I am already a Lawson user, why do I need another Lawson login ID to access the EMSS system?

The EMSS login ID is tied to your employee number which allows you to view your private information and access the EMSS menu. If you already have a Lawson ID to run programs that are related to your job, it is not tied to an employee ID and does not access the EMSS menu.