

# Employee HR Portal

## Account Set Up

- From WORK or from HOME, go to: <https://esuite.urbandale.org>
- Click on “Activate Your Account”. Complete the required fields; click “Continue”.

### Employee Login

Employees may log into the Human Resources portal using the form below.

Username

Password

Remember me next time.

**Need a login?**  
I am an employee, but do not have a username and password.  
[Activate Your Account](#)

**Forgot password?**  
If you forgot your password you can reset it using the link below.  
[Reset Password](#)

### Activate Your Account

Complete the form below to begin the account activation process.

#### Verify Your Identity

LAST NAME

SSN  -  -

CONFIRM SSN  -  -

\*Note: your social security number is required to tie your account to the City’s payroll system. This will be the only time you enter your SSN.

- You will be directed to a confirmation page, stating your account has been created. You will need to set a username and password to continue.

### Activate Your Account

Complete the form below to begin the account activation process.

#### Create Your Account

USERNAME

PASSWORD

CONFIRM PASSWORD

- When you have completed all steps, you will be directed back to the “Log In” screen
- Once you are logged in, you will have access to a variety of information, including:

### Employee Portal

#### Accrual Information

A glance at your accrued overtime, vacation and personal time.

#### Benefits

A summary of your current and historical benefits.

#### Contacts/Dependents

Manage your personal contacts for emergencies and other purposes.

#### Deductions

A summary of your current and historical deductions.

#### Direct Deposits

Manage your direct deposit distributions.

#### Personal Information

Manage your personal information such as address, contact information, etc.

#### Positions and Pay Rates

View your current positions and pay rates.

#### Taxes

View a summary of your current tax withholdings.

#### Paychecks

View your recent and previous paychecks.

#### Print W-2 Forms

Print your W-2 Forms.

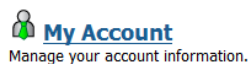
#### Print 1095-C Forms

Print your 1095-C Forms.

#### Print 1099-R Forms

Print your 1099-R Forms.

- Go to “My Account” at the bottom of the HR Portal Home Page to change your username or password.



# Employee HR Portal

## Frequently Asked Questions

### How do I reset my Username and Password for the HR Portal if I can't remember them?

- **To Reset Username:**
  - Email [esuite@urbandale.org](mailto:esuite@urbandale.org) to request to reset your HR Portal username
- **To Reset Password:**
  - Click on the "Reset Password" Link on the HR Portal login page
  - Complete all fields on the "Reset Password" Screen
  - Click "Continue"
  - Click on "Click to login" to return to the HR Portal login page

### Why doesn't supplemental pay appear on Pay Rate History?

- Pay Rate History shows the current base hourly rate of pay only (no historical data).

### I'm having issues when making changes to Contacts/Dependents?

- If your contact or dependent does not already have an address associated with their name in New World Systems, you will get a run time error when trying to make any changes. If this happens, email [esuite@urbandale.org](mailto:esuite@urbandale.org) and we will help you resolve the issue. This is not something that can be resolved within the Employee HR portal.

### How is Longevity calculated on the PAY RATE page?

- Longevity is shown as an hourly rate, not an annual rate as your base pay is shown. Because Longevity is entered into New World Systems as an annual rate, eSuite (Employee HR Portal) only shows this amount as a per hour figure and recalculates on the pay rate page based on a 26 pay cycle amount.

### How is pay calculated on the PAY RATE page?

- Your total Pay Rate is your salary + any longevity (if applicable) to get to the total amount listed.

### How will I know changes I submitted where processed?

- You will receive a confirmation email from New World Systems letting you know your change was approved or denied and the reason for denial. In order to get these confirmation notices, you will need to enter a primary email on the "Personal Information" page. If you do not enter an email, you will not receive notice of the status of your request. If you are not getting confirmation emails, please check your spam filters.

### Can I make changes to my State or Federal Tax withholding/status in the Employee HR Portal?

- No – changes to tax withholding/status require completion of either the State of Iowa or Federal tax form(s). Forms may be found online at: <http://www.urbandale.org/416/Family-Event-Information>
- Submit the completed and signed forms to HR/Payroll for processing.

Questions? Email [esuite@urbandale.org](mailto:esuite@urbandale.org)