

## SELF SERVICE BANNER (SSB)

### Introduction

Self Service Banner (SSB) is a password-protected system that allows you to view and, in some cases, update your personal and employee VCU information. SSB is available virtually 24 hours a day (except for server updates). SSB is best viewed using [Internet Explorer](#) 5 or later on a PC, or the latest version of Safari or Firefox on a Mac.

If you cannot access or log into SSB, contact the VCU Help Desk at [help@vcu.edu](mailto:help@vcu.edu) or 804-828-2227.

*Note:* SSB replaced the Employee Self Service (ESS) system on July 3, 2006. For more information about this change, go to [www.hr.vcu.edu/forms/ESS\\_Crosswalk.pdf](http://www.hr.vcu.edu/forms/ESS_Crosswalk.pdf).

### Start here!

1. Go to the **myVCU Portal** at <https://portal.vcu.edu/group/myvcu/home>.
2. Enter your eID [email Username, (e.g. "jajones")] and your eID Password. If you have questions or problems logging in, contact the VCU Help Desk at [help@vcu.edu](mailto:help@vcu.edu) or 804-828-2227.
3. Click on **eServices/VCU Self Service**.

### Personal Information Tab

Employees will be able to view their email, address, and phone number records in Banner and update Emergency Contact and Permanent Address type records.

*Note:* To update your VCU email address, Campus/Work address, and phone number information in SSB, and other personal attributes not in SSB, complete a new Personal Data Form (PDF) at [www.hr.vcu.edu/forms/PDF.pdf](http://www.hr.vcu.edu/forms/PDF.pdf).

Instructions on how to change name and social security number information are provided but cannot be completed in SSB.

**Click** on any **View...** menu item to **view** those attributes.

### To Update Addresses and Phones

1. Click on the **"Personal Information"** tab.
2. Click on **"Update Addresses and Phones."**  
*Note:* You may only update Emergency Contacts and Permanent (home) address types.
3. Click on the **"Current"** link of the desired address to update the information for that address type.
4. Enter necessary information.  
*Note:* You may add multiple phone numbers for each address type.
5. Click **"Submit."** The current information will be displayed.
6. Click **"Return to Menu"** or the Personal Information tab to return to the menu.

### **To Update Emergency Contact information**

1. Access SSB (instructions [above](#)).
2. Click on the “**Personal Information**” tab.
3. Click on “**Update Emergency Contacts.**”
4. Click the name of the contact to update the information or “**New Contact**” link to add a new contact.
5. Enter necessary information.
6. Click “**Submit Changes.**” The current information will be displayed.
7. Click “**Return to Menu**” or the Personal Information tab to return to the menu.

## **Employee Tab Information**

*Note:* Some effective and start dates are listed as July 1, 2005 in Banner. This is just a load date required by the system and can be ignored.

### **Benefits and Deductions**

1. Click on the “**Employee**” tab.
2. Click on “**Benefits and Deductions.**”
3. Click on desired information links. Note that all premium amounts are listed in dollar amounts, and the amounts may show more than two numerals after the decimal point (for example: 100.0000 equals \$100).
4. **Retirement Plans** - For VRS, ORP and VaLORS, the screen will display the employer contribution in percentages - NOT in dollars.
5. **Miscellaneous** - This category displays FICA, Federal, Medicare, State Tax, and VSDP information, and other optional deductions.

**Cash Match** and **VSDP** - As applicable, these categories list the employer contributions as percentages (for example: 100.0000 equals 100%).

**Taxes** - Employees can adjust their Federal tax withholdings, within allowable limits, as follows:

- a. Click the “**Update**” link at the bottom of Federal tax information.
- b. Enter information and click “**Submit Changes.**”
- c. Click “**Miscellaneous**” link at bottom to return to menu.

*Note:* State tax exemptions must be changed (within allowable limits) by paper form at [www.hr.vcu.edu/forms/](http://www.hr.vcu.edu/forms/).

**Benefit Statement** - This category displays current benefits.

*NOTE to Personnel Administrators (PAs) Only:* PAs can view other employee statements they have security access to, by clicking on the “**Employee’s Statement**” radio button and entering the vID(s) of the desired employee(s).

6. Click “**Return to Menu**” in upper right corner when completed.

### ***Pay Information***

Final pay amount will be listed once the payroll process has been completed. You can view your pay stub approximately 48 hours before the pay date.

1. Click on the "**Employee**" tab.
2. Click on "**Pay Information.**"
3. Click on "**Pay Stub**" or other desired information links.
4. Click "**Return to Menu**" in upper right corner when completed.

### ***Tax Forms***

1. Click on "**Employee**" tab.
2. Click on "**Tax Forms,**" then on "**Federal Tax Authorization**" to view and update your federal tax exemption filing information.
  - a. Click "**Update.**"
  - b. Enter information.

*Note:* Do NOT change the "Active" Status! To change status, complete a new paper form at [www.hr.vcu.edu/forms/](http://www.hr.vcu.edu/forms/).
  - c. Click "**Submit Changes.**"
3. Click "**Return to Menu**" in upper right corner when completed.

### ***Jobs Summary***

1. Click on "**Employee**" tab.
2. Click on "**Jobs Summary**" to view information about your job history with VCU.
3. Click "**Return to Menu**" in upper right corner when completed.

### ***Leave Balances***

1. Click on "**Employee**" tab.
2. Click on "**Leave Balances.**"
  - a. Eligible leave categories and their accrued balances will be displayed.
  - b. Click "**Type of Leave**" to see any additional breakdown information for that leave type.

*Note:* "Wage 1500 Hour Tracking" is a leave type for all employees but only shows a balance if the employee has an hourly job.
3. Click "**Return to Menu**" in upper right corner when completed.