



## Employee Self Service Getting Started

### Q. How do I access Employee Self Service (ESS)?

A. Because ESS is web-based, it can be accessed from any device with internet access. You do not need a School or Town email.

From your computer or tablet, enter <https://secure.town.arlington.ma.us/mss> into a browser (e.g., Internet Explorer, Safari, Google, etc.). The Town's Human Resources website also contains an Employee Self Service button ([www.arlingtonma.gov/hr](http://www.arlingtonma.gov/hr)). The School home page contains a link to ESS in the Log in drop down ([www.arlington.k12.ma.us](http://www.arlington.k12.ma.us)).

### Q. How do I log into ESS?

A. From the ESS Home Page, click the Log in button. Your username is your employee number. Your employee number is located on the top left of your pay advice – see below. The initial password is the last 4 digits of your SSN. At the initial log in, you will be required to change your password. Passwords must be a minimum of 8 characters in length, contain at least 1 uppercase and 1 lowercase letter, 1 number, and 1 special character. Examples of acceptable passwords would be Pa\$!wd88 or mARy1980\$\$\$. If the password entered does not meet the criteria, an error message will display and you will need to select another password that meets the criteria.

**Town of Arlington Employee Self Service**

**Log in Instructions:**

Username = your employee number (located on the top left of your pay stub/advice)  
Initial password is the last 4 digits of your SSN.

The first time you log in you will be required to change the password

Passwords must be:

- a minimum of 8 characters in length and contain
- at least 1 uppercase letter and
- 1 lowercase letter and
- 1 number and
- 1 special character (e.g., \$, ! @)

You will also be asked to create a hint in case you forget your password.

Town of Arlington, Arlington, MA		
Emp No	Employee Name	
104323	THOMAS E BRADY	
Earnings	Rate	Days/Hrs.
REGULAR	21.9000	40.00

### Q. What if I forget my password?

A. At the log in screen, click on *Forgot your Password* to have your hint emailed to you. You have a maximum of 10 attempts to log in before your account is locked. Note: if you have not ever logged in, you cannot reset your password. You must use your employee id and last 4 digits of your ssn for the initial log in.

**Login**

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

**Login**

Enter your user name in the textbox below and click "Retrieve Hint". An email containing your password hint will be sent to you.

User name

[Back to login screen](#)

Note: you must have an email on file to retrieve the hint.

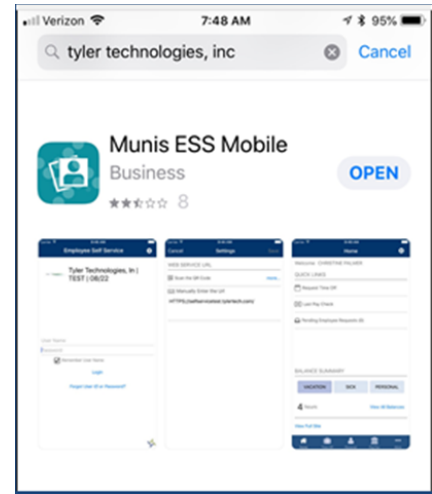
### Q. Where can I go for additional help?

A. Additional information and instructional videos can be found on the Town's website at [www.arlingtonma.gov/hr](http://www.arlingtonma.gov/hr). If after reviewing the information and videos you still have questions, School employees can contact Kelly Pigott at [kpigott@arlington.k12.ma.us](mailto:kpigott@arlington.k12.ma.us) or 781-316-3497; Town employees can contact Claire Roberts at [croberts@town.arlington.ma.us](mailto:croberts@town.arlington.ma.us) or 781-316-3122.

## ESS Mobile Instructions

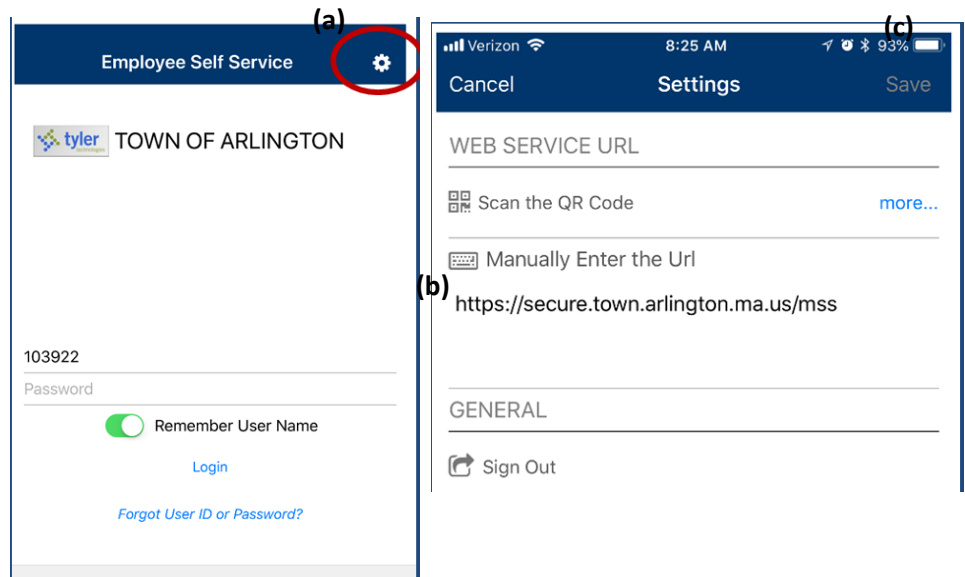
### Step 1

Search your App Store for Tyler Technologies, inc to download MUNIS ESS Mobile. For iPhone users, go to the App store on your phone. Android users will search for the Tyler Technologies app in google.play. Make sure your phone's operating system is up to date. ESS Mobile app will not work with some older operating systems.



### Step 2

Click on the gear (a) at the top right of the ESS mobile home screen, enter the URL <https://secure.town.arlington.ma.us/mss>, (b) and click on Save (c) at the top right of the Settings screen



### Step 3

Once the URL is saved, log in using your employee number and password.

### Mobile Screen Home Page

Click on any icons (e.g., Last Pay Check, Vacation, etc.) or use the navigation buttons at the bottom of the home screen to view other pages.

