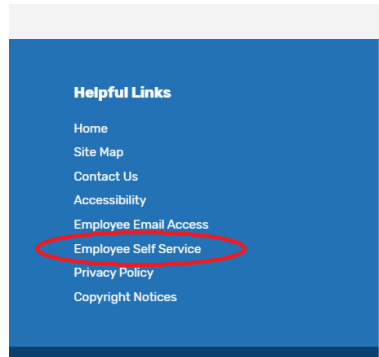


Accessing Document Self Service (DSS)

The following are instructions for accessing paystub and W2 information for those individuals who **do not** have a Windows (Active Directory) account or those who are no longer employed by an entity of the City of Nashua. If you do have a Windows account, **do not use** this document and contact your HR Department for the correct method.

Open up a web browser and navigate to the Employee Self Service login page:

From City's website <https://www.nashuanh.gov>
Select the "Employee Self Service" link located at the bottom of any page



Click the link under the blue Login button that reads "[Substitutes, CEOs, and Retirees Enter Here](#)"

A screenshot of the 'City of Nashua EMPLOYEE SELF SERVICE' login page. It features a 'User Name' field, a 'Password' field, and a blue 'Login' button. Below the button, the link 'Substitutes, CEOs and Retirees Enter Here' is circled in red. At the bottom, there is a copyright notice: 'Copyright © 2017 Infor. All rights reserved. www.infor.com'.

You will come to the login page for DSS

A screenshot of the 'City of Nashua Document Self-Service' login page. It features a blue header with the city logo and title. Below the header, a message states: 'Login credentials are needed to access Document Self-Service.' A 'Login' button is highlighted. Below the button, there is a 'Username' field, a 'Password' field, and a note: '* Credentials are case sensitive'. At the bottom, there is a 'Login' button. Below the screenshot, there is a note: 'FIRST time users must Register through the "Register User" link on THIS page.'

If you are a first time user, you must register:

To start the registration process ...

- 1) Click the [THIS page](#) link at the end of the line ... "FIRST time users must Register through the "Register User" link on [THIS page](#)."
- 2) Click the "[Register User](#)" link



City of Nashua Document Self-Service

Login credentials are needed to access Document Self-Service.

Login

Username:

Password:

* Credentials are case sensitive

Login

[Register User](#)

[Forgot your password?](#)

FIRST time users must Register through the "Register User" link on [THIS page](#).

- 3) Enter your Credential Verification data
 - SSN = Your Social Security Number in the format xxx-yy-zzzz (*this is only to verify your identity*)
 - Last Name = Last Name in **ALL CAPS**
 - Nashua Employee Number = Your City of Nashua Employee Number. **If you do not know your Employee Number, please contact your appropriate HR Department.**
 - Enter the displayed Security Code (code will change each time the page is accessed)

Click **Submit** button



City of Nashua Document Self-Service

Login

Document Self-Service powered by:

MHC SOFTWARE
© 2020 MHC Software

Credential Verification

Please enter your personal information for each field below and then click Submit.

SSN:

(xxx-yy-zzzz)

Last Name:

(UPPER CASE)

Nashua Employee Number:

ysc5x

[Generate new security code](#)

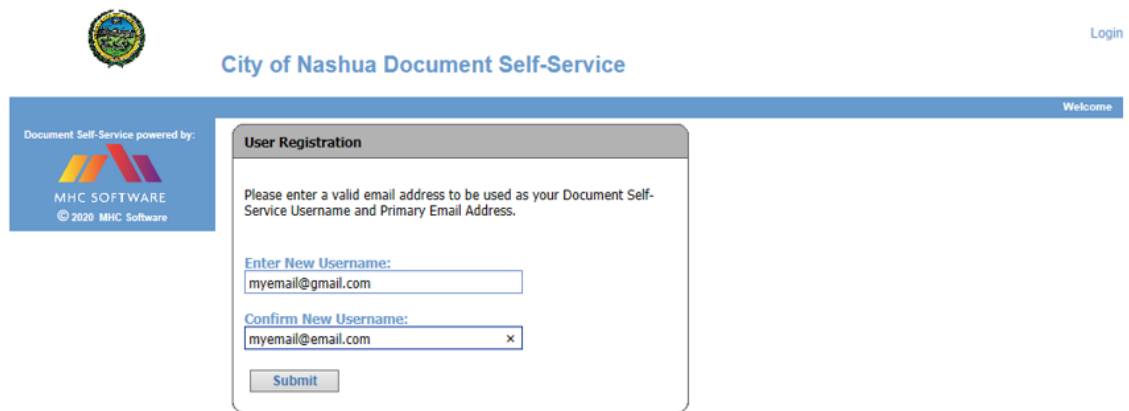
ysc5x

Submit

If the Credential Verification data is validated, the User Registration screen will open. If not, the system will indicate what needs to be corrected.

- 4) Enter a valid Email Address. The Email Address entered will be your username for future use.

Click **Submit** button



The screenshot shows the 'City of Nashua Document Self-Service' login page. On the left is the MHC Software logo. The main content area is titled 'User Registration' and contains the following text: 'Please enter a valid email address to be used as your Document Self-Service Username and Primary Email Address.' Below this are two input fields: 'Enter New Username:' with the value 'myemail@gmail.com' and 'Confirm New Username:' with the value 'myemail@email.com'. A 'Submit' button is at the bottom of the form. A 'Login' link is in the top right corner.

An email with a verification link will be sent to the email address you entered.

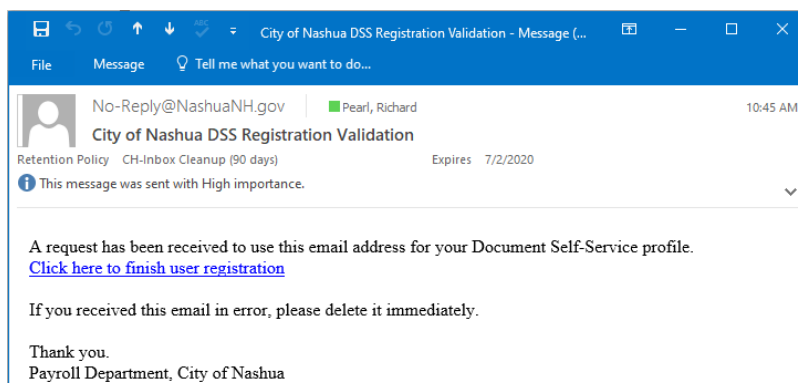


The screenshot shows the same 'City of Nashua Document Self-Service' login page. The 'User Registration' box now displays a confirmation message: 'An email has been sent to: pearlr@nashuanh.gov. Click on the link included in the email to continue.' The 'Submit' button is no longer visible. The 'Login' link remains in the top right corner.

- 5) Check your email inbox for the email shown below

FROM	SUBJECT	RECEIVED
Date: Today		
No-Reply@NashuaNH.gov	City of Nashua DSS Registration Validation	Fri 4/3/2020 10:45 AM

- 6) Open the email and click on the [Click here to finish user registration](#) link.

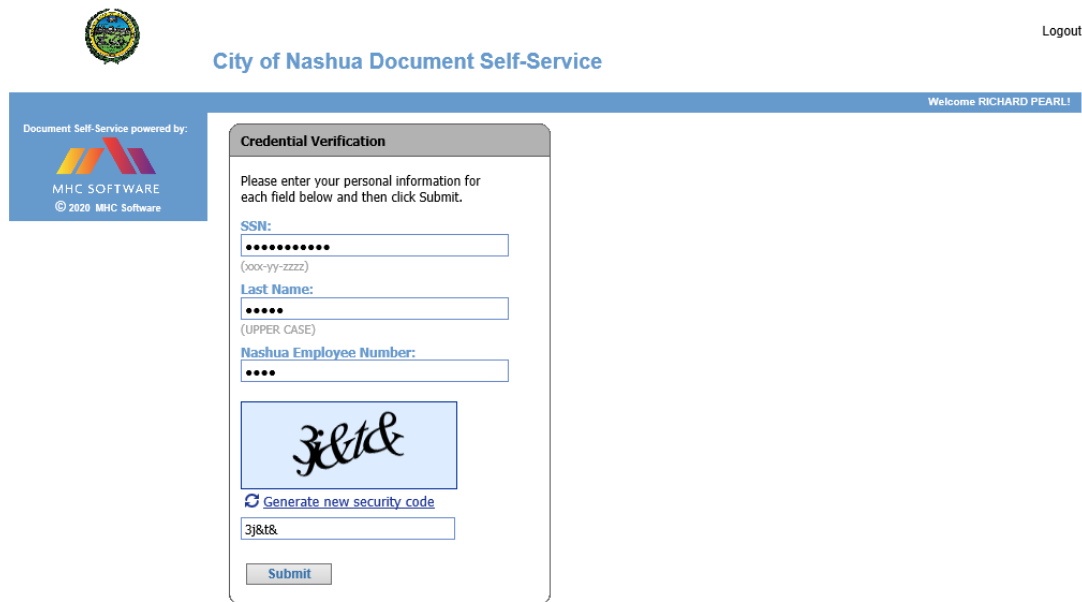


The Credential Verification screen will open for a 2nd time

7) Re-Enter your Credential Verification data

- SSN = Your Social Security Number in the format xxx-yy-zzzz (*this is only to verify your identity*)
 - Last Name = Last Name in ALL CAPS
 - Nashua Employee Number = Your City of Nashua Employee Number
-
- Enter the displayed Security Code (code will change each time the page is accessed)

Click **Submit** button

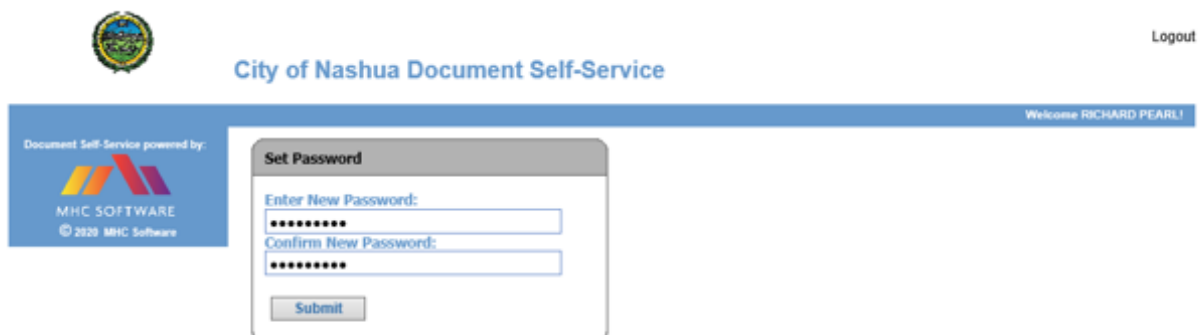


The screenshot shows the 'City of Nashua Document Self-Service' interface. At the top left is the city seal. To its right is the title 'City of Nashua Document Self-Service'. Further right is a 'Logout' link. Below the title is a blue banner with the MHC SOFTWARE logo and '© 2020 MHC Software'. On the right side of the banner, it says 'Welcome RICHARD PEARL!'. The main content area is titled 'Credential Verification'. It contains the instruction: 'Please enter your personal information for each field below and then click Submit.' There are three input fields: 'SSN:' with a placeholder '(xxx-yy-zzzz)', 'Last Name:' with a placeholder '(UPPER CASE)', and 'Nashua Employee Number:' with a placeholder '****'. Below these is a security code display showing '3j&t&' with a refresh icon and the text 'Generate new security code'. At the bottom of the form is a 'Submit' button.

8) Create a password.

- Minimum Length = 8 characters
- Must include at least 1 number
- Must include at least 1 upper case character
- Must include at least 1 lower case character
- Must include at least 1 special character

Click **Submit** button

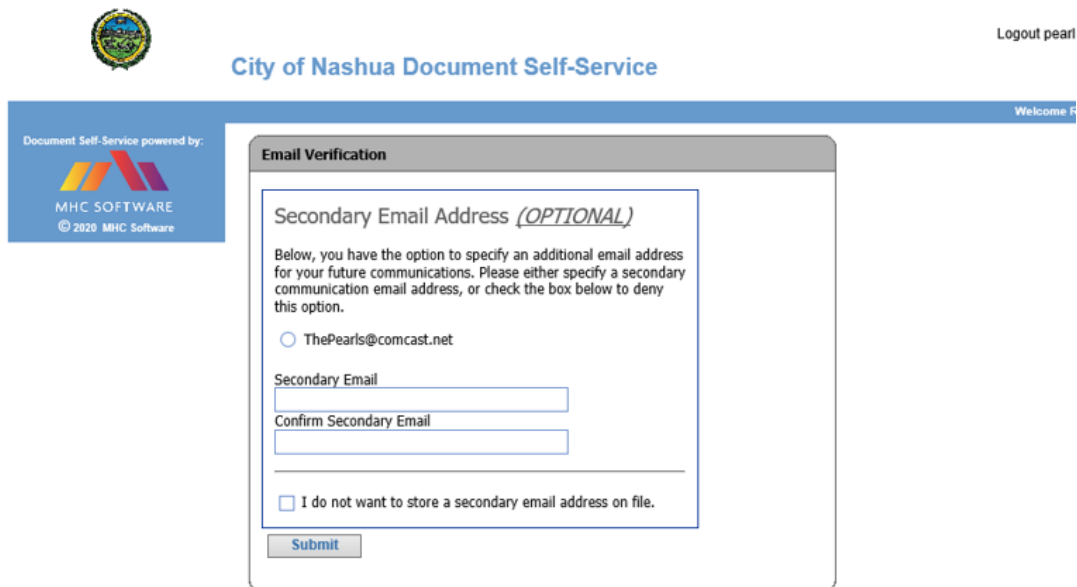


The screenshot shows the 'City of Nashua Document Self-Service' interface for setting a password. At the top left is the city seal. To its right is the title 'City of Nashua Document Self-Service'. Further right is a 'Logout' link. Below the title is a blue banner with the MHC SOFTWARE logo and '© 2020 MHC Software'. On the right side of the banner, it says 'Welcome RICHARD PEARL!'. The main content area is titled 'Set Password'. It contains two input fields: 'Enter New Password:' and 'Confirm New Password:', both with placeholder '*****'. At the bottom of the form is a 'Submit' button.

You have the option to add a Secondary Email Address for communications.

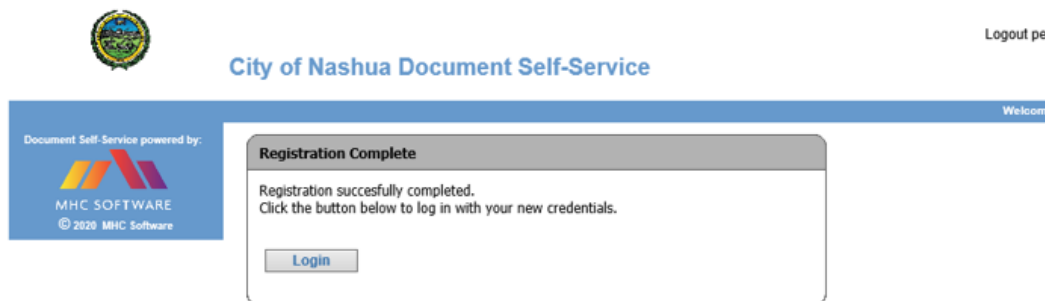
- 9) Enter a Secondary Email Address or check the box indicating you do not want a Secondary Email Address

Click **Submit** button



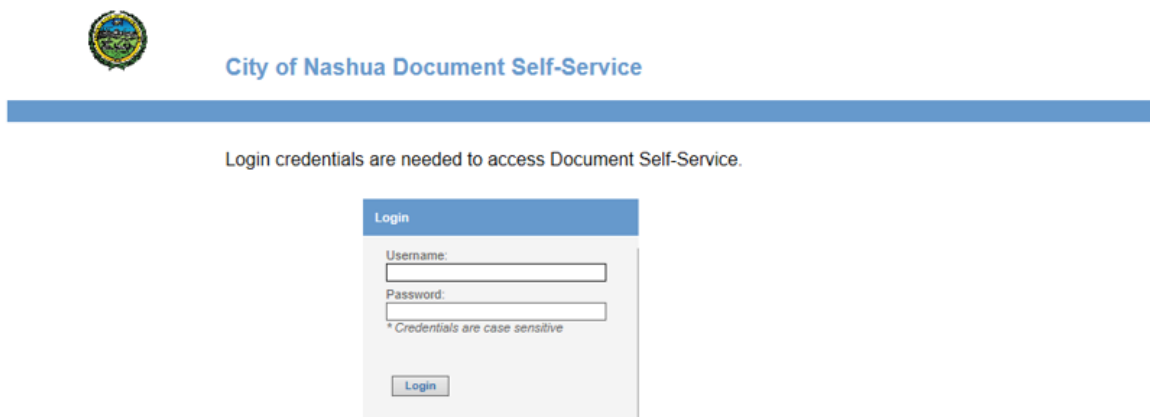
The screenshot shows the 'City of Nashua Document Self-Service' interface. At the top left is the City of Nashua seal. To its right is the title 'City of Nashua Document Self-Service'. In the top right corner, there is a 'Logout pearl' link. Below the title bar, on the left, is a logo for 'Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software'. The main content area is titled 'Email Verification'. It contains a section for 'Secondary Email Address (OPTIONAL)'. Below this title, a message states: 'Below, you have the option to specify an additional email address for your future communications. Please either specify a secondary communication email address, or check the box below to deny this option.' There is a radio button next to 'ThePearls@comcast.net'. Below this are two text input fields labeled 'Secondary Email' and 'Confirm Secondary Email'. At the bottom of this section is a checkbox labeled 'I do not want to store a secondary email address on file.' and a 'Submit' button.

You have successfully registered in Document Self Service. Click the **Login** button.



The screenshot shows the 'City of Nashua Document Self-Service' interface after successful registration. It features the same header and side logo as the previous screen. The main content area is titled 'Registration Complete'. It contains a message: 'Registration successfully completed. Click the button below to log in with your new credentials.' and a 'Login' button.

Enter your Email Address/User Name and Password to log into the Document Self Service system.



The screenshot shows the 'City of Nashua Document Self-Service' login screen. It features the same header and side logo. Below the title bar, a message states: 'Login credentials are needed to access Document Self-Service.' The main content area is titled 'Login'. It contains two text input fields labeled 'Username:' and 'Password:'. Below the password field is a note: '* Credentials are case sensitive'. At the bottom of the login box is a 'Login' button.

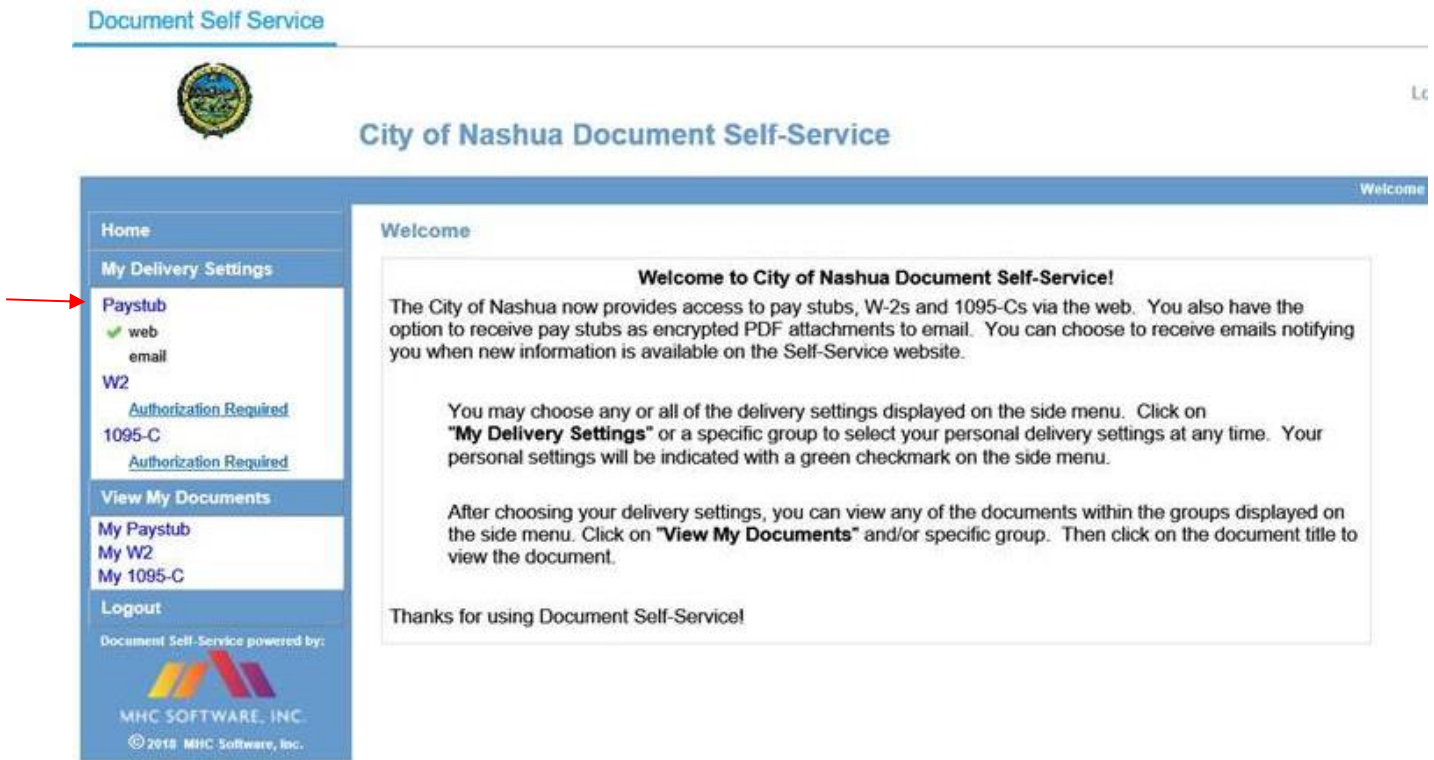
FIRST time users must Register through the "Register User" link on [THIS page](#).

Receive an email with your next pay stub

If you are currently employed by any entity of the City of Nashua, you can have your pay stub automatically emailed to you. This will come as an encrypted PDF file, so only you will be able to open it.

Navigate to the DSS page as described on page 1 of this document. On the DSS page, enter your User name (email address) and password and then click the **Login** button.

Once logged in, click on **Paystub** in the left column



Set "Email Delivery" option to **Yes**.

Set a password that you will use to open up the attached encrypted PDF documents.

Click the **Submit** button.



City of Nashua Document Self-Service

Home

My Delivery Settings

Paystub

web

email

W2

Authorization Required

1095c

Authorization Required

View My Documents

My Paystub

My W2

My 1095c

Logout

Document Self-Service powered by:

MHC SOFTWARE, INC.

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My Delivery Settings

Paystub W2 1095c

Please choose your delivery options for your Paystub documents.

You will receive emails at your primary email address:

as well as your secondary email address:

Web Delivery

Yes No

☒ ☐ Deliver my Paystub document(s) via web access.

If you would like to receive a copy of your pay stubs through Self-Service, select 'Yes' to opt-in for web delivery. A green check mark in the left menu will indicate your acceptance. An Email confirmation will be sent to the Email address on file through Self-Service. You will also receive an Email notification each time new pay stubs are published.

Email Delivery

Yes No

☒ ☐ Deliver my Paystub document(s) via email.

If you would like to receive copies of your pay stub as encrypted PDF attachments to an Email, select 'Yes' to opt-in for email delivery. A green check in the left menu will indicate your acceptance. An Email confirmation will be sent to the Email address on file through Self-Service. You will also receive an Email notification each time a new pay stub is emailed to you.

When you receive your pay stub via Email, you will need to enter the password you have chosen in order to open it.

A PDF password will be required to open your email attachment. You are only able to set this PDF password once. Please take note of it.

PDF Password:

Confirm PDF Password:

* required information

Submit Cancel

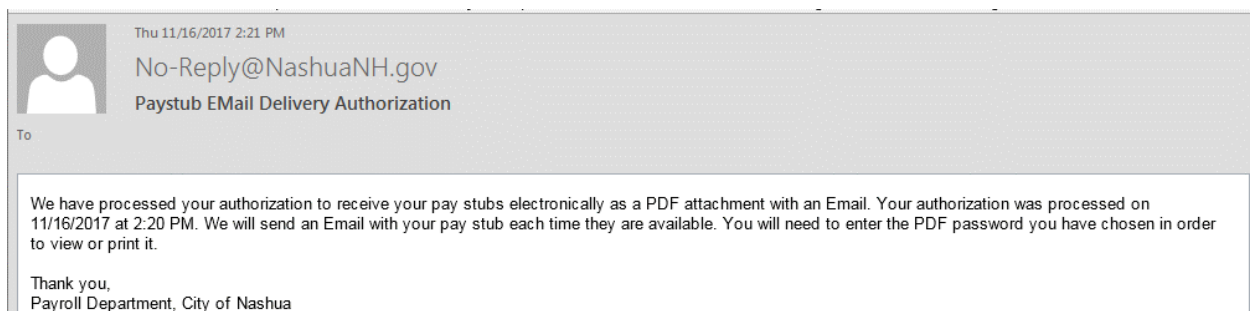
Open the sample document.

If you can't, download a PDF viewer like Adobe® Acrobat.

Close the sample document.

Click the confirmation in Document Self Service.

You should then receive an email confirmation with your authorization.

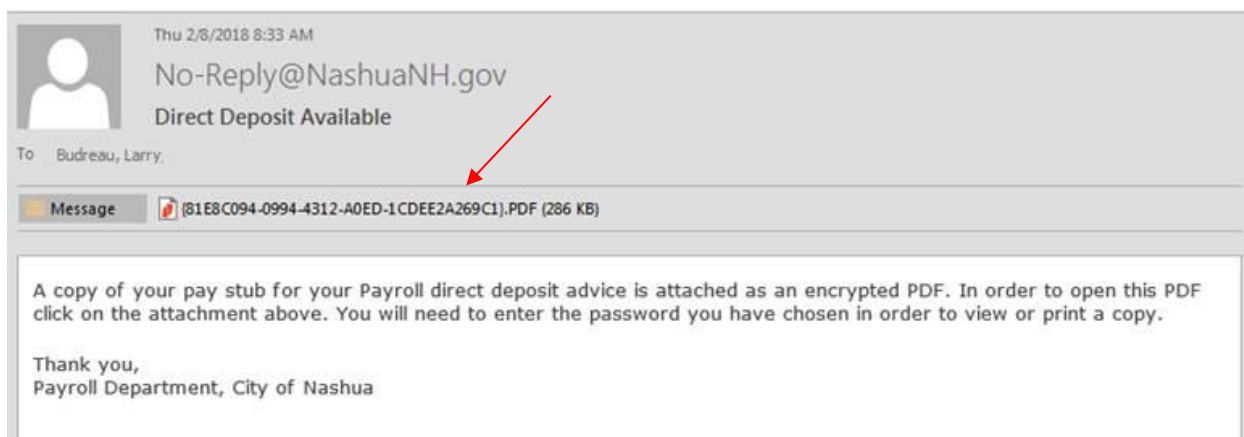


Log out of DSS. Click the logout link in the upper right corner of the window.

Once this is setup, you will not have to go back into DSS to view future pay stubs as they will be emailed to you automatically.

Payroll publishes pay stubs on Thursday mornings.

Go to your email inbox and look for an email from No-Reply@NashuaNH.gov



To open the attachment, click on the attachment and enter the PDF password you created during signup. This is an exact copy of your official pay stub.