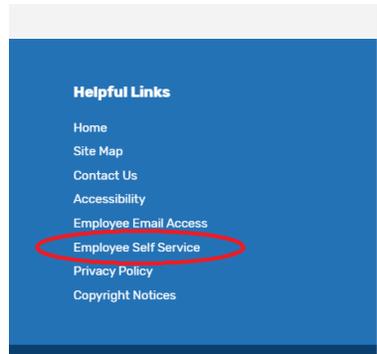


Accessing Document Self Service (DSS)

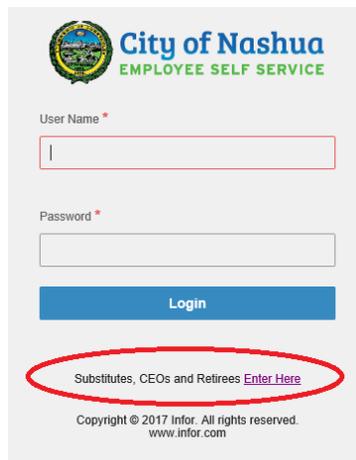
The following are instructions for accessing paystub and W2 information for those individuals who **do not** have a Windows (Active Directory) account or those who are no longer employed by an entity of the City of Nashua. If you do have a Windows account, **do not use** this document and contact your 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 text "Substitutes, CEOs and Retirees [Enter Here](#)" is circled in red. At the bottom, it says "Copyright © 2017 Infor. All rights reserved. www.infor.com".

You will come to the login page for DSS



City of Nashua Document Self-Service

Login credentials are needed to access Document Self-Service.

A screenshot of a login form titled "Login". It has fields for "Username" and "Password". Below the password field, it says "* Credentials are case sensitive". There is a "Login" button at the bottom.

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.

The screenshot shows a login form with the following elements:

- Header: Login
- Username:
- Password:
- Footnote: * Credentials are case sensitive
- Buttons: Login, Register User (circled in red), 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

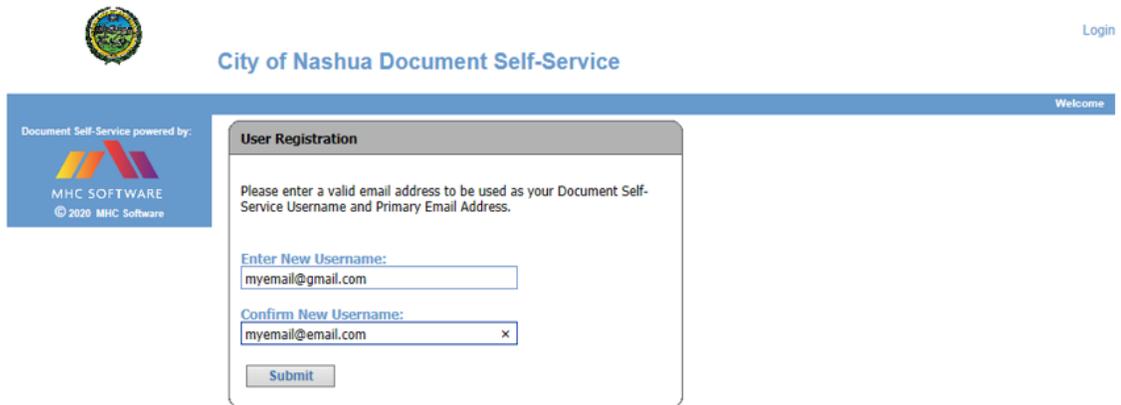
The screenshot shows the Credential Verification page with the following elements:

- Header: Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software
- Section: Credential Verification
- Text: Please enter your personal information for each field below and then click Submit.
- Fields: SSN: (format xxx-yy-zzzz), Last Name: (UPPER CASE), Nashua Employee Number:
- Security Code: A box displaying 'Jx5x' with a 'Generate new security code' link below it.
- Input: A text box containing 'ysc5x' with a close button 'x'.
- Button: 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' website. The page title is 'City of Nashua Document Self-Service' and there is a 'Login' link in the top right. A 'Welcome' message is visible in the top right corner. On the left, there is a logo for 'MHC SOFTWARE' with the text 'Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software'. 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 text 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 located at the bottom of the form.

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

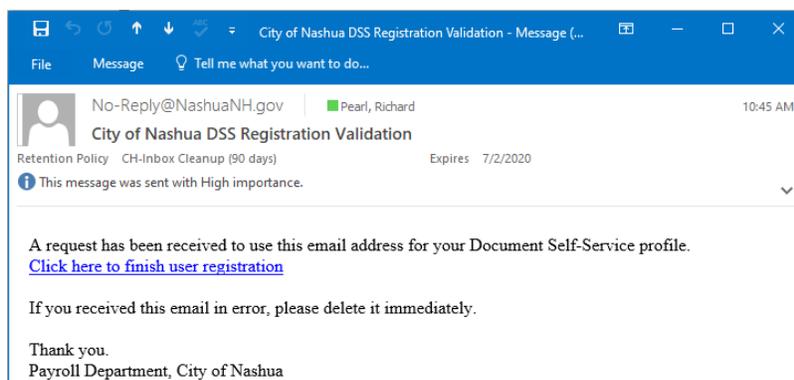


The screenshot shows the 'City of Nashua Document Self-Service' website. The page title is 'City of Nashua Document Self-Service' and there is a 'Login' link in the top right. A 'Welcome' message is visible in the top right corner. On the left, there is a logo for 'MHC SOFTWARE' with the text 'Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software'. The main content area is titled 'User Registration' and contains the following text: 'An email has been sent to: pearl@nashuanh.gov. Click on the link included in the email to continue.'

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

| FROM | SUBJECT | RECEIVED |
|-----------------------|--|-----------------------|
| 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.

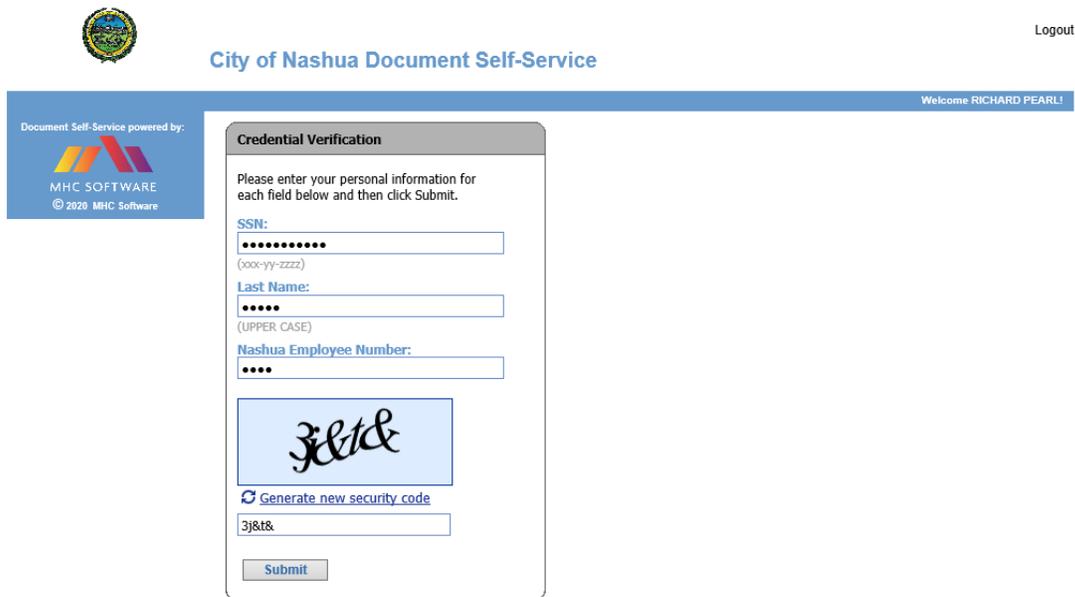


The Credential Verification screen will open for a 2nd time

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



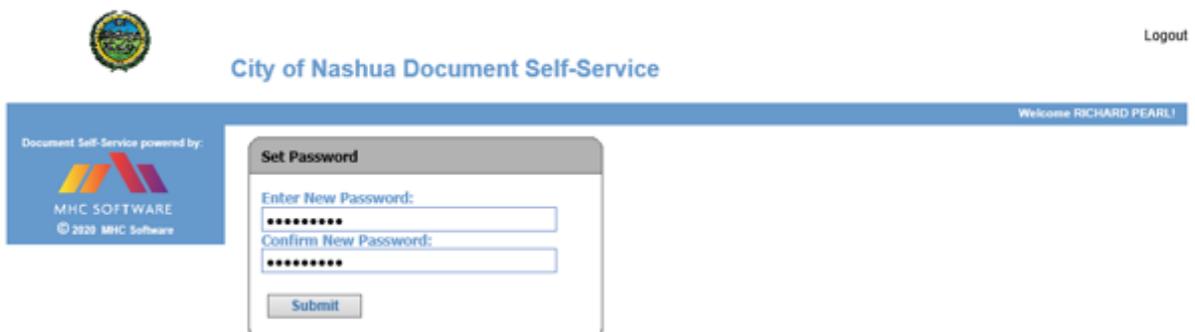
The screenshot shows the 'City of Nashua Document Self-Service' interface. At the top left is the city seal. The title 'City of Nashua Document Self-Service' is centered. On the right, there is a 'Logout' link. Below the title bar, a blue banner reads 'Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software'. On the right side of the banner, it says 'Welcome RICHARD PEARL!'. The main content area is titled 'Credential Verification' and contains the following elements:

- A heading: 'Please enter your personal information for each field below and then click Submit.'
- A label 'SSN:' followed by a text input field containing seven dots and a placeholder '(xxx-yy-zzzz)' below it.
- A label 'Last Name:' followed by a text input field containing five dots and a placeholder '(UPPER CASE)' below it.
- A label 'Nashua Employee Number:' followed by a text input field containing four dots.
- A blue box containing a handwritten security code '3j&t&'.
- A link 'Generate new security code' with a refresh icon.
- A text input field containing the security code '3j&t&'.
- A 'Submit' button at the bottom.

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



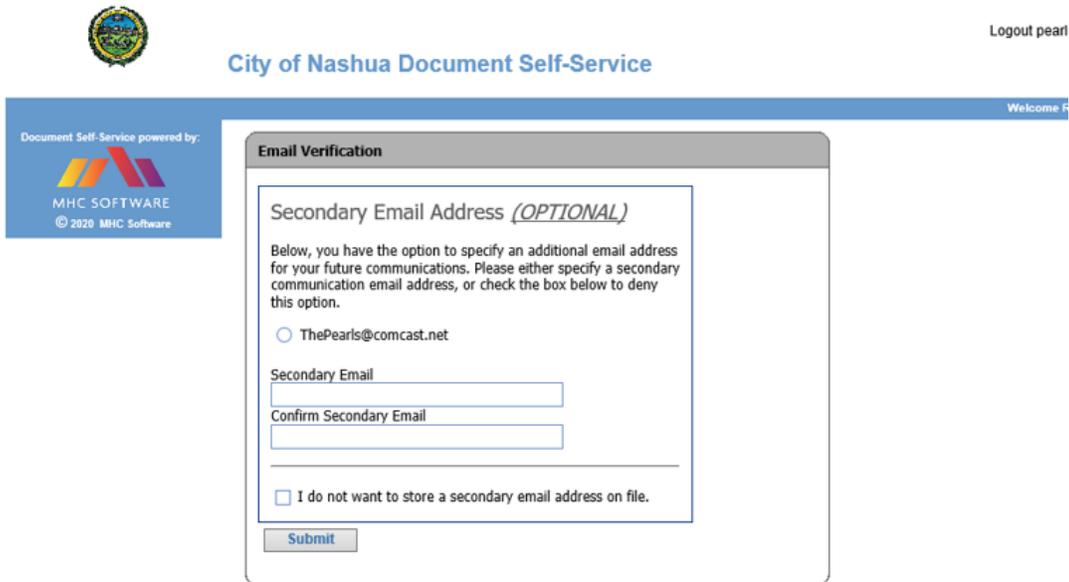
The screenshot shows the 'City of Nashua Document Self-Service' interface. At the top left is the city seal. The title 'City of Nashua Document Self-Service' is centered. On the right, there is a 'Logout' link. Below the title bar, a blue banner reads 'Document Self-Service powered by: MHC SOFTWARE © 2020 MHC Software'. On the right side of the banner, it says 'Welcome RICHARD PEARL!'. The main content area is titled 'Set Password' and contains the following elements:

- A label 'Enter New Password:' followed by a text input field containing seven dots.
- A label 'Confirm New Password:' followed by a text input field containing seven dots.
- A 'Submit' button at the bottom.

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

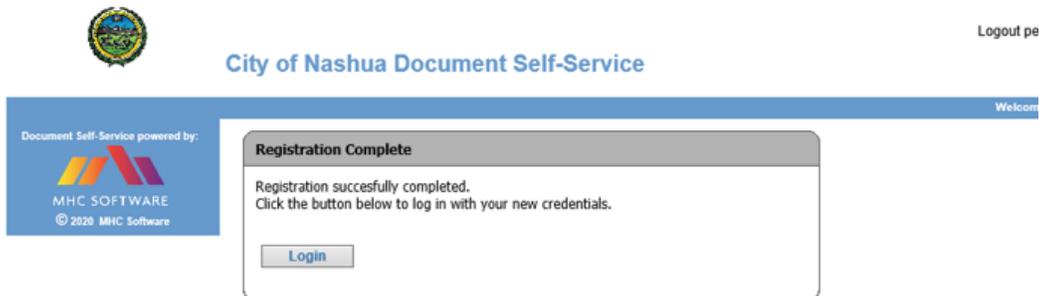
- 9) Enter a Secondary Email Address or check the box indicating you do not want a Secondary Email Address

Click **Submit** button



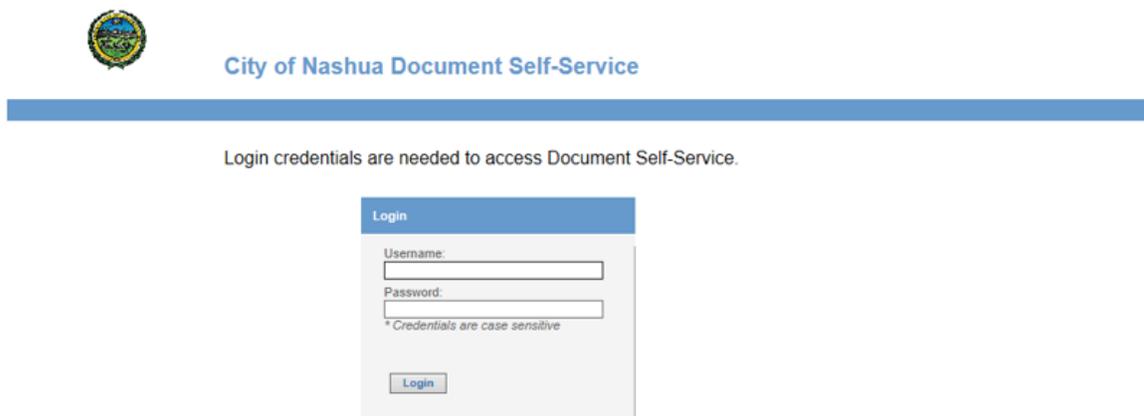
The screenshot shows the 'City of Nashua Document Self-Service' interface. At the top left is the city seal. The title 'City of Nashua Document Self-Service' is centered. On the right, there is a 'Logout pearl' link. A blue banner at the top contains the MHC SOFTWARE logo and '© 2020 MHC Software'. The main content area is titled 'Email Verification'. It contains a section for 'Secondary Email Address (OPTIONAL)'. The text reads: '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 input fields: '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. At the top left is the city seal. The title 'City of Nashua Document Self-Service' is centered. On the right, there is a 'Logout pe' link. A blue banner at the top contains the MHC SOFTWARE logo and '© 2020 MHC Software'. The main content area is titled 'Registration Complete'. The text reads: 'Registration succesfully completed. Click the button below to log in with your new credentials.' Below this text is 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 page. At the top left is the city seal. The title 'City of Nashua Document Self-Service' is centered. Below the title is a blue horizontal bar. Underneath the bar, the text reads: 'Login credentials are needed to access Document Self-Service.' Below this text is a 'Login' form. The form has a blue header with the word 'Login'. It contains two input fields: 'Username:' and 'Password:'. Below the password field is a note: '* Credentials are case sensitive'. At the bottom of the form is a 'Login' button.

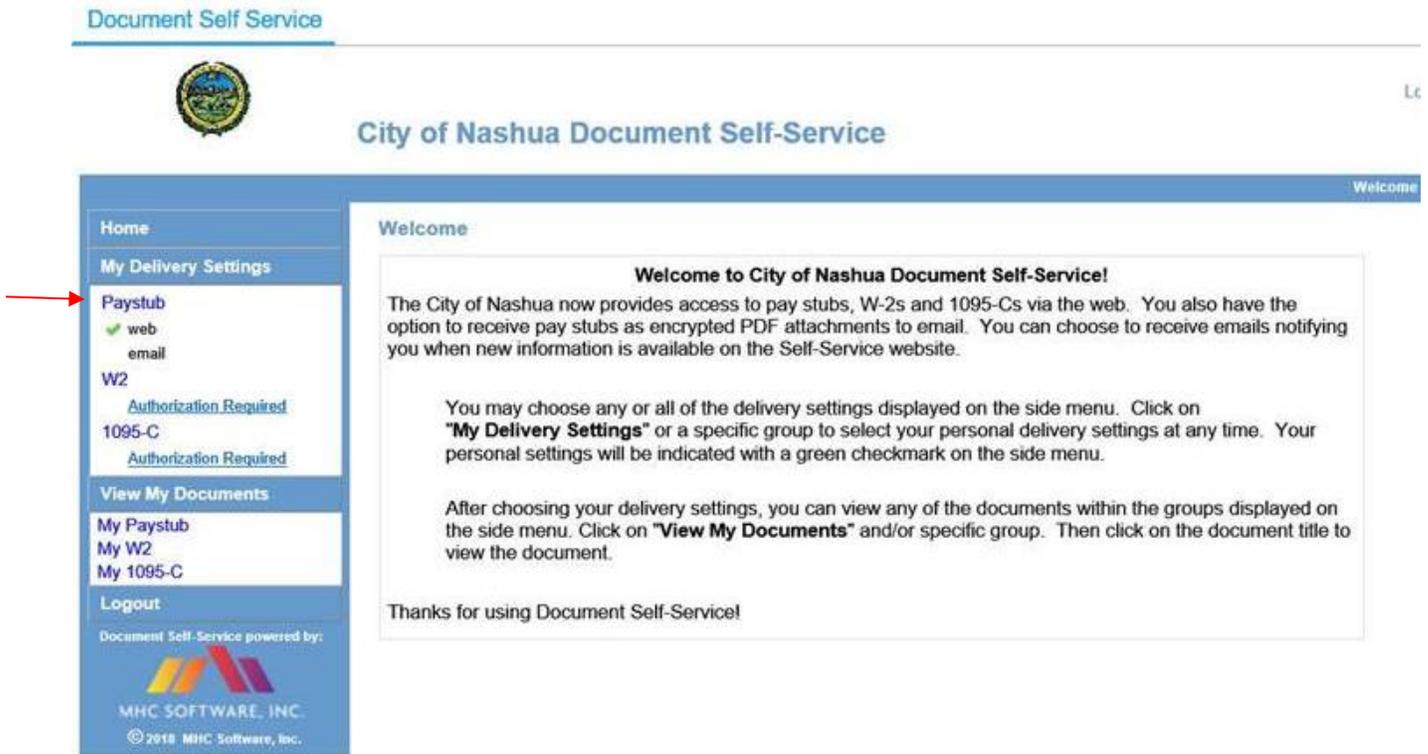
FIRST time users must Register through the "Register User" link on [THIS page](#).

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



The screenshot shows the 'City of Nashua Document Self-Service' interface. On the left, a navigation menu includes 'Home', 'My Delivery Settings', 'Paystub', 'W2', '1095-C', 'View My Documents', 'My Paystub', 'My W2', 'My 1095-C', and 'Logout'. A red arrow points to the 'Paystub' option, which has a green checkmark and the word 'web' next to it. Below 'Paystub' are links for 'W2' and '1095-C', both marked 'Authorization Required'. The main content area features a 'Welcome' message: 'Welcome to City of Nashua Document Self-Service! The City of Nashua now provides access to pay stubs, W-2s and 1095-Cs via the web. You also have the option to receive pay stubs as encrypted PDF attachments to email. You can choose to receive emails notifying you when new information is available on the Self-Service website. You may choose any or all of the delivery settings displayed on the side menu. Click on "My Delivery Settings" or a specific group to select your personal delivery settings at any time. Your personal settings will be indicated with a green checkmark on the side menu. After choosing your delivery settings, you can view any of the documents within the groups displayed on the side menu. Click on "View My Documents" and/or specific group. Then click on the document title to view the document. Thanks for using Document Self-Service!

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.

© 2018 MHC Software, Inc.

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:

Yes No **Web Delivery**

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.

Yes No **Email Delivery**

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

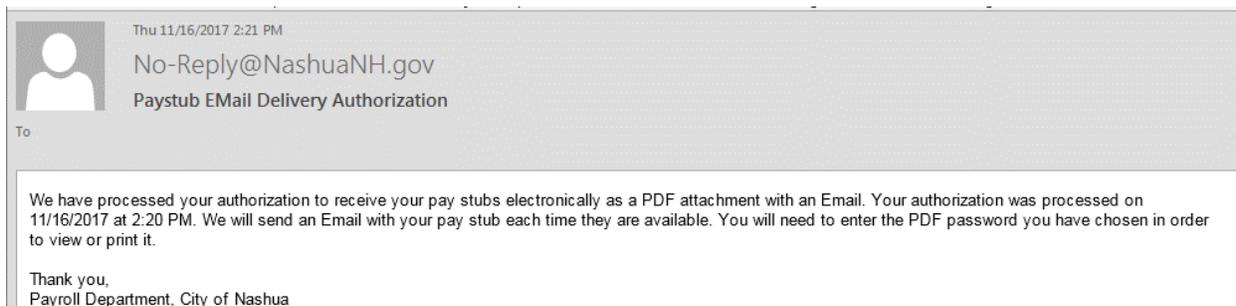
Open the sample document.

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.

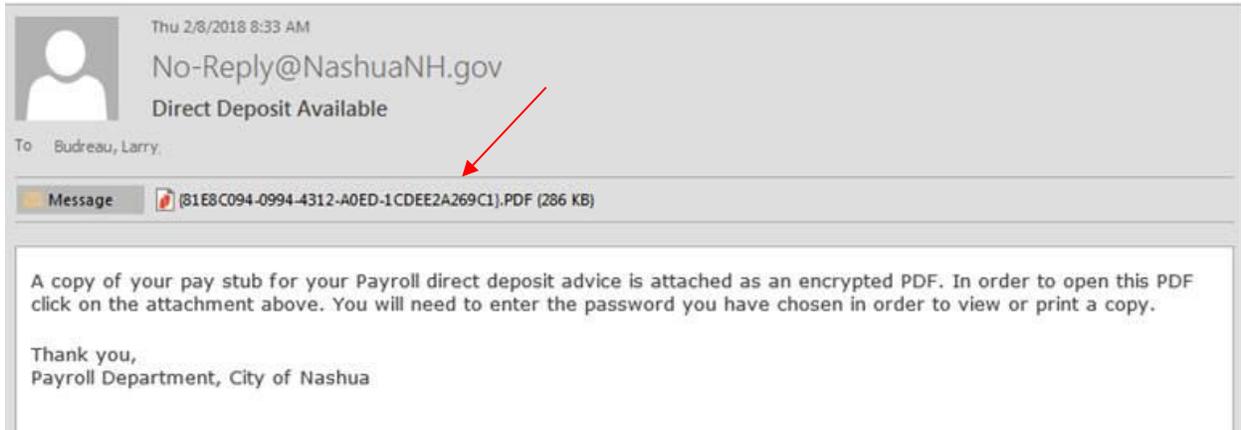


Log out of DSS. Click the logout link in the upper right corner of the window.

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.