Frequently Asked Questions

What can I do in Employee Self-Service (ESS)?

- The table to the right identifies all actions that can be taken in ESS.

When can I access ESS?

- ESS is available 24/7. Brief maintenance windows may occur evenings starting at 8:30 PM and on Sundays.

How do I access ESS?

- From a City office, please use the Intranet website: http://cityshare.nycnet/ess
- From outside of a City office, please use the Internet website: www.nyc.gov/ess

Your User ID is your 7 digit Employee ID/PMS Reference # provided by your agency or found on your pay stub.

Your Initial Password consists of the last 2 digits of your SSN, the first 3 letters of your birth month (must be upper case), your birth day including the leading zero, and your birth year (i.e. the password for an employee with an SSN of XXX-XX-XX99 and a birth date of January 01, 1910 would be 99JAN011910).

Trouble Logging in? Please click the “Get Help Using Self-Service” link on the ESS log-in page, or contact NYCAPS Central at employeesupport@dcas.nyc.gov

Enroll in Electronic Pay Stubs.

NYCAPS encourages employees to “go green” with paperless pay stub. To enroll, visit ESS or contact your Payroll Officer for assistance.