Escape Employee Portal
<u>Frequently Asked Questions</u>

Q. Why do Employees have to use my Dry Creek email address as my user email address?
A. In order to authenticate/validate the user account, the information has to be available in Escape. In most cases, employees do not have their personal email account listed in Escape.

Q. Why do Substitutes use their personal email address as my user email address?
A. In order to authenticate/validate the user account, the information has to be available in Escape. Since substitutes are not issued Dry Creek email accounts, they have to use their personal email accounts as the user ID.

Q. Can I change my address via the portal?
A. Not at this time. Please continue to complete the Personal Change Form and forward to Human Resources. The Personal Change form is available on HR's intranet page.

Q. Why can't I see my emergency contact information?
A. This information is not currently being stored in Escape. Please continue to provide updated information to Human Resources.

Q. Can I estimate my net pay?
A. Yes, under "My Payroll", "Payroll Calculator", you can estimate changes to taxes, retirement, or other pre-tax items. This may not be an exact amount, but an estimate.

Q. Can I change my taxes electronically?
A. Yes, please complete the appropriate tax tab in "My Payroll", "Tax/Deduction Setup Change Requests" you want changed. All required lines will be highlighted with a red asterisks. To sign the form, choose the electronically sign option. This will bring up the electronic 'submit W-4 or DE-4 tab' at the bottom of the screen. Click submit tab.

- Federal taxes: To change federal taxes, choose the federal tax withholding change under tax/deduction setup change request.
- State taxes: To change your state taxes, choose the state tax withholding change under tax/deduction setup change request.

Q. Do I have to change my taxes electronically?
A. No, you can use the link to W-4 tab and/or the DE-4 tab to print out and send the change to the payroll department.

Q. What is the difference between single and married allowances on the State DE4 form?
A. Choose Single if you want your taxes to be taken at the higher single exemption rate.
A. Choose Married to have your taxes be taken at the married rate.

Q. Can I see my leave balances?
A. Under the "My Activity" tab choose the option "My Benefits" then the "Leave Balances & Activity" tab. This will allow you to view your leave balances. See below question for more information.

Q. What does "Pending" mean in the "Leave Balances & Activity" tab?
A. The payroll department posts absences weekly. Leave that has been taken, but not yet approved in Escape, will show pending status. After the 20th of each month, any pending Leave that has been approved in Escape will be moved to the used column.

Q. My health and welfare benefits show plan codes. How do I decipher them?
A. Please see attached HW code sheet. The codes are broken out by bargaining unit.

Q. Can I see a list of my dependents covered under the health plans?
A. No, this may be available in the future.

Q. Can I view my payroll information after I terminate with the District?
A. No, only current active employees can use the portal.