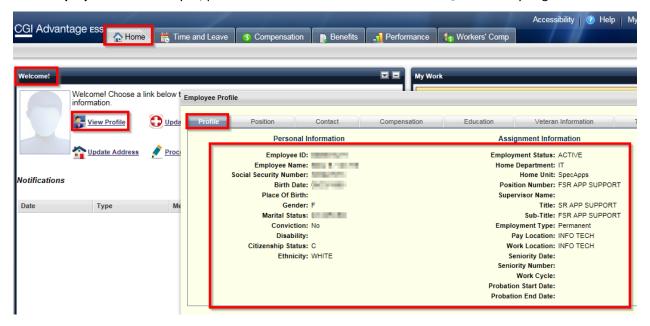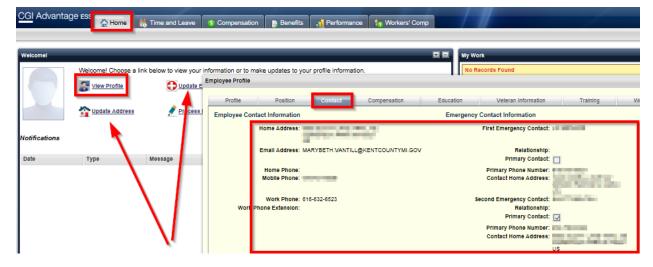# Help! Who do I call?

Employee Self Service

ESS General HR tab

If you have questions or there is an error regarding the **information in your Profile**, please contact: HR at hrbenefits@kentcountymi.gov or ext 7440.

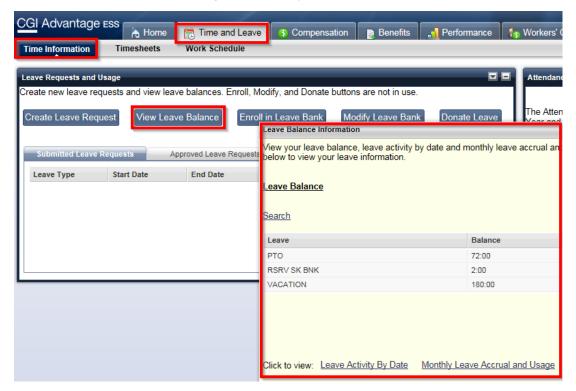If the **Employee Name** is not you, please contact IT at x6600 or itservicedesk@kentcountymi.gov

If the information is incorrect on the **Contact tab of your Profile,** you can change that information using the **Update Address** and **Update Emergency Contact** links.
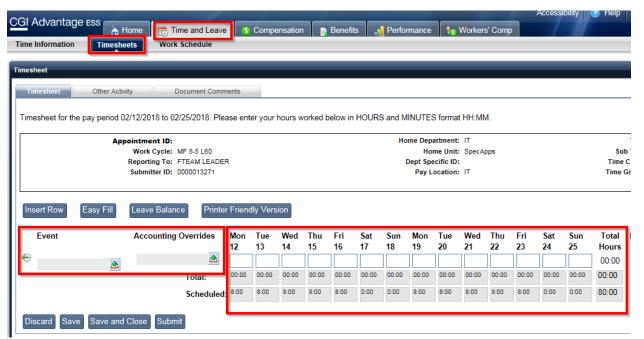
ESS Time and Leave

If you have a question about **Leave Balance Accruals**, contact: HR at hrbenefits@kentcountymi.gov or ext 7440

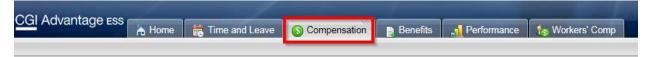If it is about **Leave Balances** or **Usage**, contact: Payroll at ext 7710 or 7712.

If you have questions about **Timesheets**, including but not limited to: Event Types, Accounting Overrides, Leave types, recording extended leaves, Worker's Comp, etc. Contact: Payroll at ext 7710 or 7712.

If you have questions about anything under ESS **Compensation**, contact: Payroll at ext 7710 or 7712.

If you have questions about anything under ESS **Benefits**, contact: HR at hrbenefits@kentcountymi.gov or ext 7440

Manager Self Service

MSS Direct Reports: If you have questions about your MSS Direct Reports listing, contact: HR at hrbenefits@kentcountymi.gov or ext 7440. You will need to complete a Change of Status form to add/subtract direct reports.

Issues with **MSS Alternate Approver** (Out of Office Entry) or rerouting of employee timesheets; contact IT at x6600 or itservicedesk@kentcountymi.gov

Everything else…

If you have problems with the a360 application, can't log in, need an account reset, having trouble with your browser, etc. please call IT at ext 6600, email itservicedesk@kentcountymi.gov or visit our help page at http://accesskent.com/a360/.