The PPSD Register

It is the mission of the Personnel and Payroll Services Division to provide accurate and timely payroll assistance through high-quality customer service.

Cal Employee Connect and Your Customers: Navigating Possible Hurdles in Helping Staff Register

The Cal Employee Connect (CEC) portal provides employees with instant access to their wages and earnings information, creating opportunities for self-service. In light of the challenges COVID-19 has created, the path to registration may not be as simple as it used to be.

With a large portion of state employees teleworking, accessing information needed to register in CEC – such as a recent warrant or direct deposit advice – becomes more challenging. State employees have reached out to the Personnel and Payroll Services Division (PPSD) for assistance with this issue and have been denied for security reasons. PPSD has advised employees to reach out to their human resources (HR) staff for assistance.

Below is a typical challenge employees and HR staff have encountered when trying to register without a paper statement.

Scenario—Employee does not have a warrant or direct deposit advice and needs help registering. Here is the information employees will need to register:

- Department name
- Agency Code
- Social Security Number
- Date of Birth
- Warrant Number
- Total Deductions

In most cases, the employee should be able to furnish all the information except the agency code, warrant number, and total deductions. Here are some tips for finding the warrant number and calculating total deductions using Payment History System (HIST) aka Payment Online Information System (POIS):

1. Agency Code: the first three digits of the position number are always the agency code
2. Warrant Number (or direct deposit number): this can be found on the section of the picture below labeled “2.”
3. Total Deductions: to calculate this, you will need to execute the formula (total Gross pay – total Net pay)
If the employee received Flex Cash or Coben Cash, you would need to navigate to the miscellaneous deductions screen and add the number back to the amount of the deduction you calculated above.

In this scenario, you would calculate the amount as follows:

- Gross pay = 5406.00
- Net pay = 3502.11
- Flex Cash amount: from the miscellaneous deductions screen find the Flex cash deduction amount. In this case, it is 140.00.
- Total Deductions for this employee are: (5406.00 – 3502.11) + 140 = 2043.89.

The CEC team hopes this guide helps you when an employee reaches out for assistance gathering information needed to register.

Please share your experiences, successes, and roadblocks with us so we may improve. You can provide feedback directly to the CEC team by emailing connectfeedback@sco.ca.gov. If you have questions or need assistance, you may reach us at connecthelp@sco.ca.gov.

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