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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)

- PAYMENT DETAIL -										PAGE 001 OF 002			
[Redacted]										1	291	466-5393-014 01	CBID- R01S
PAY PERIOD	A/R OR WARRANT#	DATE	ORIGIS	CLEAR	LS/PP	TIME PAID	GROSS	NET	SUSP CODE				
0-03-20	08036813	040120				99	5406.00	3502.11					
C R P P A S G S	WWG- OT R S	SALARY	TIME	SALARY	BASE	TRANS	BATCH/PSD						
T L T S C D T P	FLSA CD G T	TOTAL	BASE	FULL	PAY		FILE#						
1 1 0 0 1 2	A 1	5406.00		5406.00	5406.00								

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.

MISCELLANEOUS DEDUCTIONS										PAGE 002 OF 002	
[Redacted]										CBID- R01S	
0-03-20	291-466-5393-014	PT	CT	AR/WARRANT#	DATE						
		0	1	08036813	040120						
DED ORG	AMOUNT	PP	TP	AGY-RU	ST SHR	ADM	PC	PL	DED ORG	IND	
354 089	124.34 *		FC		124.34	.00					
354 001	140.00 *		FC		140.00	.00					
356 002	.00 *		FF		2.19	.00					
475 001	.00		HV		8.27	.00	3				
360 165	55.00 *		FL		.00	.00			050 165 B		
HEALTH-OPT-OUT-IND											
349 001	1.00										
RATE											
075 011	300.00										
TOTAL DEDUCTION AMOUNT										340.34	

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.

This publication is intended for reference only. It does not supersede current applicable laws or regulations, and it is not intended for purposes of providing legal advice.

CONTACT US

(916) 372-7200

ppsdops@sco.ca.gov

Newsletter Suggestions
ppsdregister@sco.ca.gov

sco.ca.gov