1. How to Log In
   a. Go to the ETSU home page, [www.etsu.edu](http://www.etsu.edu) and click on “GoldLink”

   b. Select “Enter Secure Area”
Enter your User ID and PIN

ID begins with “E” and is **case sensitive** (example: E00001234).

If you do not have your User ID contact your Department’s Executive Aide.

Your PIN is **initially** your six (6) digit birthdate, *mmddyy*, e.g. 011273.
Once you are logged in, you will be prompted to Change your PIN to another 6-character alphanumerical pin.

Once you have changed your PIN, you will be required to establish a Security Question and Answer, which will enable you to enter GoldLink if you forget your PIN.

A frequently asked question is “Why do I keep getting a security question and answer box when I try to login to GoldLink?”

This is a feature of the GoldLink system. The security question is a common method of verifying one’s identity in the event that somebody forgets their PIN. The system allows you to change your PIN value if you can answer the question. It does not give you the forgotten PIN.

The questions you create should be simple and easy to remember. Examples:

- What is your mother’s maiden name?
- What is your father’s middle name?
- What is your favorite musical group?
- What television show did you watch frequently as a child?
- What was your first job?
- Who is your favorite author?

The answer should also be something easy to remember using one or two words, but that others will likely not know.

Note that the answer is case sensitive and must be entered exactly the way you created it. It is recommended that your security question be changed from time to time just as you would your password.
Once you have changed your PIN and established the Security Question and Answer, you will find yourself on the Main Menu.

This is the **Main Menu** for Employee Self-Service. All employees will have the “Personal Information” and “Employee” tabs. Some employees may have other tabs such as “Finance” or “Student”.

By selecting “Site Map” you can see the contents of the choices under “Main Menu”

End of Log-in procedures.
2. By selecting “Personal Information” on “Main Menu” you get the following choices:

2.a. Select “Change Security Question” to create a means of establishing your identity in the event you forget your PIN. If you use this feature, you will be required to Change you PIN before you can proceed.

2.b. Select “View Addresses and Phones” to see the current Campus Location, Campus Box and Mailing Address on file.
If you need to change any of this information, follow the instructions by completing the Address Change Form (link) and submit it to the Office of Human Resources, Room 307, Dossett Hall, Box 70564, FAX 423-439-8354.

2.c. Select “Name and Social Security Number Change Information” to get information on how to update your name in personnel and payroll records, and change your Social Security Number.
2.d. Select “Change your PIN” whenever you want to change your PIN. Your PIN must contain six (6) alphanumeric characters.

This completes your options under the “Personal Information” tab on the “Main Menu”.

To return to the “Main Menu” select “Menu”, then “Return to Menu”.
3. To go to the **Employee Tab**, click on the “Employee Tab”

Select “Employee”

By selecting “Employee” on “Main Menu” you get the following choices:

3.a. Select “Benefits and Deductions”.

These are your options in “Benefits and Deductions”.

Select “Retirement Plans” to see the your plans and their status.
For each plan, you may look at the History, Contributions or Deductions, and you may view the Vendor’s web site if available.

Select “History”

Click the “Back” button or “Retirement Plans” to return to “Retirement Plans”.
Select “Contributions or Deductions” for a given plan.

You can select a time frame for which you want to see the Contribution or Deduction history. Then click “Display”.

Only data in GoldLink is reflected, beginning January 1, 2006.

Click the “Back” button or “Retirement Plan” to return to “Retirement Plans”.

Select “Vendor Web Site” for a given plan.

Click the “Back” button from the Vendor Web Site to return to “Retirement Plans”.

Click “Return to Menu” to return to “Benefits and Deductions”, or

Click “Health Benefits” to go to the next option under “Benefits and Deductions”.  

<table>
<thead>
<tr>
<th>Year Month</th>
<th>Personal Deduction</th>
<th>Employer Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 January</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>February</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>March</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>April</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>May</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>June</td>
<td>.00</td>
<td>317.50</td>
</tr>
<tr>
<td>July</td>
<td>.00</td>
<td>.00</td>
</tr>
<tr>
<td>August</td>
<td>.00</td>
<td>.00</td>
</tr>
<tr>
<td>September</td>
<td>.00</td>
<td>.00</td>
</tr>
<tr>
<td>October</td>
<td>.00</td>
<td>.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>.00</td>
<td>1,905.00</td>
</tr>
</tbody>
</table>
Select “Health Benefits”.

You can look at History, Contributions or Deductions, or Vendor Web Site for each Benefit.

Click “Health Benefits” to return to the list of Health Benefits.

Click “Contributions or Deductions”
Health Benefits Contributions or Deductions

Choose new dates to change the date range and select Display.

**Basic Life Insurance - Single**

**History Start Date:** January 2006  
**History End Date:** October 2006

<table>
<thead>
<tr>
<th>Year/Month</th>
<th>Personal Deduction</th>
<th>Employer Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 January</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>February</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>March</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>April</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>May</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>June</td>
<td>2.79</td>
<td>5.58</td>
</tr>
<tr>
<td>July</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>August</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>September</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>October</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**TOTAL**  
16.74  
33.48

From: January  
To: October  
Display

Click “Health Benefits” to return to the list of Health Benefits.

You may click “Vendor Web Site” if available.

Click “Return to Menu” to return to “Benefits and Deductions”, or

Click “Miscellaneous” to go to the next option under “Benefits and Deductions”.

For each type of Miscellaneous Benefit or Deduction you can view the History, Contributions or Deductions and Vendor Web Sites if available.
### Miscellaneous

#### BUFG Debit Card
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Oct 01, 2005
- **End Date:**
- **Employee Deduction:** 20.00

#### Community Health Charities
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jan 01, 2006
- **End Date:** Dec 31, 2006
- **Employee Amount:** 6.51
- **Employee Goal:** 78.12

#### Community Shares
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jan 01, 2006
- **End Date:** Dec 31, 2006
- **Employee Amount:** 6.51
- **Employee Goal:** 78.12

#### FICA Medicare
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jul 01, 2005
- **End Date:**

#### FICA Social Security
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jul 01, 2005
- **End Date:**

#### Hartford Long Term Disability Insurance
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jul 01, 2005
- **End Date:**
- **Filing Status:** Level Three
- **Annual Salary:** 35,099.76

#### Parking Decal
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Terminated
- **Start Date:** Oct 01, 2005
- **End Date:** Sep 30, 2006
- **Employee Amount:** 4.17

#### United Way Johnson City Area
- **Benefit or Deduction as of date:** Oct 10, 2006
- **Status of Benefit or Deduction:** Active
- **Start Date:** Jan 01, 2006
- **End Date:** Dec 31, 2006
- **Employee Amount:** 6.51
- **Employee Goal:** 78.12
Select “History”.

Select the “Back” button or “Miscellaneous” to return to the Miscellaneous listing.

Select “Contributions or Deductions”.

You can select a time frame for which you want to see the Contribution or Deduction history. Then click “Display”.

Only data in GoldLink is reflected, beginning January 1, 2006.

Select the “Back” button or “Miscellaneous” to return to the Miscellaneous listing.
You may select a Vendor Web Site if available.

Click “Return to Menu” to return to “Benefits and Deductions”, or
Click “Beneficiaries and Dependents” at the bottom to go to the next option under “Benefits and Deductions”.

Select “Beneficiaries and Dependents”.

Select “Return to Menu” to return to the “Benefits and Deductions” menu, or
Select “Benefit Statement” to go to the next menu item.

Select “Benefit Statement”
Click on “Select” to view the Current (only choice at this time) Benefit Summary.

Benefit Summary

Statement for John C. Smith as of Oct 31, 2006
Current Date is Oct 31, 2006

Personal Data
Department: Human Resources
Benefit Category: Full Time Administrative/Prof
Date of Birth: Dec 06, 1946
Original Hire Date: Sep 01, 2004
Current Hire Date: Sep 01, 2004
Adjusted Service Date: Sep 01, 2004

401k/403b/457 and ORP/TCRS

401(k) Plan
Contribution Amount: $40.00

Optional Retirement Program - TIAA CREF
Plan: ORP TIAA 10% Retirement
Employer Percent: 10.0000%
Low Range of YTD: $1.00
High Range of YTD: $34,220.00

Other Benefits

BUCS Debit Card
Employee Deduction: $20.00

Community Health Charities
Employee Amount: $6.51
Employee Goal: $78.12

Community Shares
Employee Amount: $6.51
Employee Goal: $78.12

FICA Medicare

FICA Social Security

Hartford Long Term Disability Insurance
Annual Salary: $38,095.76

United Way Johnson City Area
Employee Amount: $6.51
Employee Goal: $78.12

Return to Top

Select New Date
This completes the “Benefits and Deductions” portion of the “Employee” menu.

Select “Return to Menu” to return to the “Employee” menu.

3. b. Select “Pay Information” to move to the next menu item.

Select “Direct Deposit Allocation” to move to the first topic under “Pay Information”.

Select “Earning History” to move to the next topic under “Pay Information”.

17
Select the date range you wish to view, then select “Display”

**Earnings History Criteria**

- Choose a date range and then select Display.
- From Date: January 2006
- To Date: October 2006

**Earnings History**

Select Earnings Type to access additional information.

<table>
<thead>
<tr>
<th>Earnings Type</th>
<th>Total Gross Pay</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Monthly Pay</td>
<td>17,369.57</td>
<td>885.60</td>
</tr>
<tr>
<td>Holiday Pay</td>
<td>505.16</td>
<td>30.60</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>683.13</td>
<td>45.20</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>211.02</td>
<td>10.60</td>
</tr>
</tbody>
</table>

RELEASE: 7.3

If you select the highlighted categories below, they will be displayed by month for the period you selected:

Regular Monthly Pay
Holiday Pay
Annual Leave
Sick Leave
Etc.
Select “Earnings History” to return to that page, or “Return to Menu” to return to the “Pay Information” menu.
Select “Earnings History” to return to that page, or “Return to Menu” to return to the “Pay Information” menu.

### Earnings Detail

#### Annual Leave

<table>
<thead>
<tr>
<th>Year Month</th>
<th>Gross Pay Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 January</td>
<td>146.54 7.50</td>
</tr>
<tr>
<td>February</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>March</td>
<td>214.92 11.00</td>
</tr>
<tr>
<td>April</td>
<td>361.46 18.50</td>
</tr>
<tr>
<td>May</td>
<td>02.06 4.20</td>
</tr>
<tr>
<td>June</td>
<td>75.15 4.00</td>
</tr>
<tr>
<td>July</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>August</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>September</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>October</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>883.13 45.20</td>
</tr>
</tbody>
</table>

From Date:  January 2006
To Date:  October 2006

Select “Earnings History” to return to that page, or “Return to Menu” to return to the “Pay Information” menu.

### Earnings Detail

#### Sick Leave

<table>
<thead>
<tr>
<th>Year Month</th>
<th>Gross Pay Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 January</td>
<td>75.15 4.00</td>
</tr>
<tr>
<td>February</td>
<td>58.62 3.00</td>
</tr>
<tr>
<td>March</td>
<td>15.63 0.80</td>
</tr>
<tr>
<td>April</td>
<td>29.31 1.50</td>
</tr>
<tr>
<td>May</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>June</td>
<td>29.31 1.50</td>
</tr>
<tr>
<td>July</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>August</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>September</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>October</td>
<td>0.00 0.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>211.02 10.80</td>
</tr>
</tbody>
</table>

From Date:  January 2006
To Date:  October 2006

Select “Earnings History” to return to that page, or “Return to Menu” to return to the “Pay Information” menu.
Select “Earnings History” to return to that page, or “Return to Menu” to return to the “Pay Information” menu.

Select “Pay Stub” to move to the next topic under “Pay Information”.

Pay Stub Year: 2006 is the only year available at this time.

Select “Display”

Select a month you would like to view.
Select “Pay Stubs” to view another month, or “Return to Menu” to get back to the “Pay Information” menu.

Select “Deductions History” to view the next topic under “Pay Information”.

```
<table>
<thead>
<tr>
<th>Pay Stub Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay Stub Date:</td>
</tr>
<tr>
<td>Gross Amount:</td>
</tr>
<tr>
<td>Total Personal Deductions:</td>
</tr>
<tr>
<td>Net: Amount:</td>
</tr>
<tr>
<td>Total: Employer Contributions:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check or Direct Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>21601</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>Sick Leave</td>
</tr>
<tr>
<td>Annual Leave</td>
</tr>
<tr>
<td>Regular Monthly Pay</td>
</tr>
<tr>
<td>Longevity Professional Review</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Benefits or Deductions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>401(k) Plan</td>
</tr>
<tr>
<td>BUCS Debit Card</td>
</tr>
<tr>
<td>Community Health Charities</td>
</tr>
<tr>
<td>Community Shares</td>
</tr>
<tr>
<td>FICA Medicare</td>
</tr>
<tr>
<td>FICA Social Security</td>
</tr>
<tr>
<td>Federal Income Tax</td>
</tr>
<tr>
<td>Hartford Long Term Disability Insurance</td>
</tr>
<tr>
<td>Optional Retirement Program - TIAA CREF</td>
</tr>
<tr>
<td>Optional Special Accident Insurance - Family</td>
</tr>
<tr>
<td>Parking Decal</td>
</tr>
<tr>
<td>United Way Johnson City Area</td>
</tr>
</tbody>
</table>
```
Select a date range to view. Information in GoldLink is only available beginning January, 2006.

Select “Display”.

Select a “Deduction Type” to view “Contributions and Deductions” in that category for the display period.
Select “Deduction Summary” to return to the Deductions list to view another type of deduction.

Select “Deduction Summary” to return to the Deductions list to view another type of deduction.
Select “Deduction Summary” to return to the Deductions list.

This completes the “Pay Information” portion of the “Employee” tab.

Select “Return to Menu” to return to the “Pay Information” menu.

Select “Return to Menu” again to return to the “Employee” tab menu.
3.c. Select “Federal Income Tax Information”

Click on “W4 Tax Exemptions or Allowances”.

Click “History” to see W4 History.
Click the “Back” button or “W4 Tax Exemptions and Allowances” to return to W4 Tax Exemptions and Allowances.

Click on “Contributions or Deductions” to see the W4 Contributions or Deductions.

Click on “W4 Tax Exemptions and Allowances” or the “Back” button to return to the previous page. You may click on “Vendor Web Site” to see the IRS site. From the IRS site, click the “Back” button to return to GoldLink. This completes the “Tax Forms” portion of the “Employee” tab.
Click "Return to Menu" twice or click the "Employee" tab to get back to the "Employee" menu.

3.d. **Click on “Jobs Summary”** to see a summary of your ETSU jobs beginning July 1, 2005.

![Jobs Summary](image)

Click on a “Job Title” to see Job Detail of Changes for that job.

![Job Detail](image)

This completes the “Jobs Summary” portion of the “Employee” tab.

Click “Return to Menu” or click the “Employee” tab to return to the “Employee” menu.

3.e. **Click “Leave Balances”**.

![Leave Balances](image)

Click “Annual Leave” to see Leave Detail for the current Fiscal Year.
If there is no leave detail available, click “Previous Year”.

Click “Leave Balances” to return to the menu of balances to choose from.

Click “Sick Leave”, and if there is no leave detail, click “Previous Year”.

29
Click “Leave Balances” to return to the menu of balances to choose from.

Click “Worked Holiday”, and if there is no leave detail, click “Previous Year”.

This ends the Employee Self Service options.

**Click “Exit” to leave.**

Close the browser or you may return to the Homepage to enter the secure area again. “**THE END**”