

Oracle FAQs



PARTNERS IN EDUCATION



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GENERAL INFORMATION

Q What link do I use to access Oracle?

A You **cannot** access Oracle using Oracle.com. Accessing Oracle requires a specific URL. Use this link to access Oracle. <https://einj.fa.us6.oraclecloud.com>

Q What browser should I use for Oracle?

A Edge and Firefox are the two browsers that work best with Oracle. If you use another browser like Safari, you can still access Oracle, however, you may not be able to make or see all options available to you. Meaning, if using Safari, you might not be able to edit a specific section of Oracle.

Q What is my user ID and password?

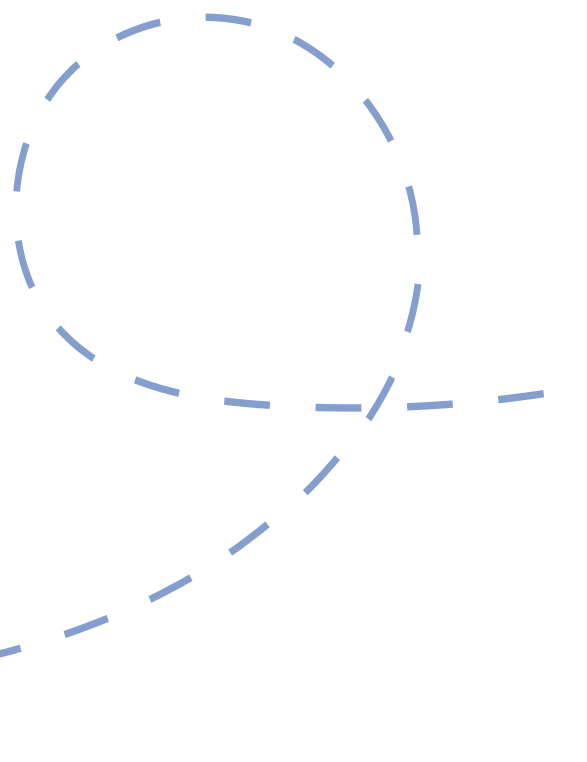
A You will use your **school district email address as your user ID**. The first time you log into Oracle, **you will reset your password**. Then use that reset password going forward.

Q How do I know if I can update my information in Oracle?

A If you see an **Edit** button or the **pencil icon**, that information can be updated. If you don't see an Edit button or pencil icon, you cannot make the change on your own. You will need to reach out to your school administrator to have it corrected.

Q How do I go back to the main dashboard in Oracle?

A You can navigate back to your employee dashboard by selecting the **house icon** in the upper right corner of your page.



PERSONAL INFORMATION

Q How do I update my address?

A You will update your address in Oracle.

Navigation: *Personal Information/Contact Information*

Q How do I update my phone number(s)?

A You will update your phone number(s) in Oracle.

Navigation: *Personal Information/Contact Info*

Q How do I update my personal email address?

A You will update your personal email address in Oracle.

Note: *you cannot update your work email address. This email is directly linked to your Oracle access.*

Navigation: *Personal Information/Employment Info*

Q I changed my name. How do I update this information?

A You will change your name in Oracle and upload a copy of your social security card, showing your new name, to your Oracle record under Document Records.

Navigation: *Personal Information/Personal Details.* Your change will come to the Oracle administrator to review and approve. Before the name change is approved, the Oracle Administrator will review your new social security card.





DIRECT DEPOSIT INFORMATION

Q How do I add direct deposit information?

A You will add direct deposit information in Oracle. Adding direct deposit information is a two-step process. You will add your banking information under Bank Accounts then add your banking information under My Payment Methods. *Note: Your employer practices a prenoting process. Meaning your banking information will be sent to your bank as a test or “prenote”. This prenote is to validate the information entered into Oracle. Depending on when the banking information was entered into the system it could take one to two pay cycles for the prenote process to complete. During this period, wages will be issued on a paper check. Navigation: Pay/Payment Methods.*

Q How do I update my direct deposit information?

A You will update your direct deposit information in Oracle. Changing direct deposit information is a two-step process. You will add your new banking information under Bank Accounts then add or update your new banking information under My Payment Methods. *Note: Your employer practices a prenoting process. Meaning your banking information will be sent to your bank as a test or “prenote”. This prenote is to validate the information entered into Oracle. Depending on when the banking information was entered into the system it could take one to two pay cycles for the prenote process to complete. During this period, wages will be issued on a paper check. Navigation: Pay/Payment Methods.*

PAYMENT INFORMATION

Q How do I view my paychecks?

A You can view your payslips in Oracle.
Navigation: Pay/Payslips

Q I need to update my tax information. How do I change this information?

A You will update your tax information in Oracle.
Navigation: Pay/Tax Withholding

Q I want to view my salary, where do I look in Oracle?

A You can view your current and prior salary information in Oracle.
Navigation: Personal Information/My Compensation

Q Where do I find my step and range information in Oracle?

A You can view your step and range in Oracle.
Navigation: Personal Information/Employment Info

Q I want to view my employment information, like job title or manager. Where do I find this information in Oracle?

A You can view your job title, work location, manager, employment history, and step and range in Oracle.
Navigation: Personal Information/Employment Info



BENEFITS INFORMATION

Q How do I view my current benefit elections?

A You can view current, prior, and future benefits in Oracle.

Navigation: Benefits/Your Benefits

Q I just had a baby. How do I add my newborn to my benefits?

A You will report your life event, create a contact record for your newborn, add your newborn to your benefits, and upload the appropriate dependent documentation in Oracle.

Q I just got married. How do I add my spouse to my benefits?

A You will report your life event, create a contact record for your spouse, add to your benefits in Oracle, and upload the appropriate dependent documentation in Oracle.

Q I just got divorced. How do I remove my spouse from my benefits?

A You will report your life event, update the relationship type of your spouse's contact record, elect your new benefits options in Oracle, and upload the appropriate dependent documentation in Oracle.

Q I think I have a qualifying life event. How can I change my benefits?

A You will report your life event, create a contact record for any new dependents, elect your new benefits options, and upload the appropriate dependent documentation in Oracle.

