



EMPLOYEE WORK HISTORY

FREQUENTLY
ASKED
QUESTIONS



EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS



For the past year, the Personnel Department has been working with ITA, CAO, and the Controller to update the payroll system, i.e. the Human Resources and Payroll (HRP) project. A part of HRP is ensuring accurate data is transferred to the new payroll platform. An Employee Work History is one critical record in an employee's personnel file and is now available on the Controller's MyPayLA application. Employees will be able to access it through the [MyPayLA app](#) and submit any errors online easily.

WHAT IS AN EMPLOYEE WORK HISTORY?

An Employee Work History (EWH) provides a complete work history for current City employees. Information in EWH includes original hire date into City service, job appointments, promotions, transfer between Departments, as well as any leaves of absence and disciplinary status. The EWH should be an accurate record of an employee's work history with the City of Los Angeles.

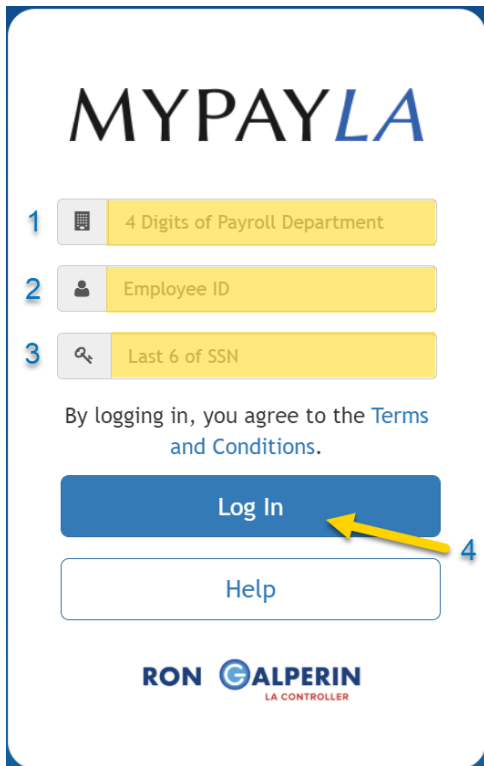
WHY IS IT IMPORTANT THAT A EWH IS ACCURATE?

The data in the EWH is used for a variety of functions including calculation of promotional exam seniority and layoff seniority. To perform these functions, the Personnel Department requires that the data in EWH be complete and accurate.

WHAT IS THE DEADLINE TO REVIEW MY EWH?

The deadline to complete this initial review is Friday, November 6, 2020. After that date, we will close the updating feature for EWHs until the first batch of updates are completed, which may take several months. You may submit multiple updates until the deadline in case you find another correction after you have submitted. If you do not submit by the deadline, we will assume your EWH is correct.

EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS



MYPAYLA

- 1 [Keyboard icon] 4 Digits of Payroll Department
- 2 [Person icon] Employee ID
- 3 [Magnifying glass icon] Last 6 of SSN

By logging in, you agree to the [Terms and Conditions](#).

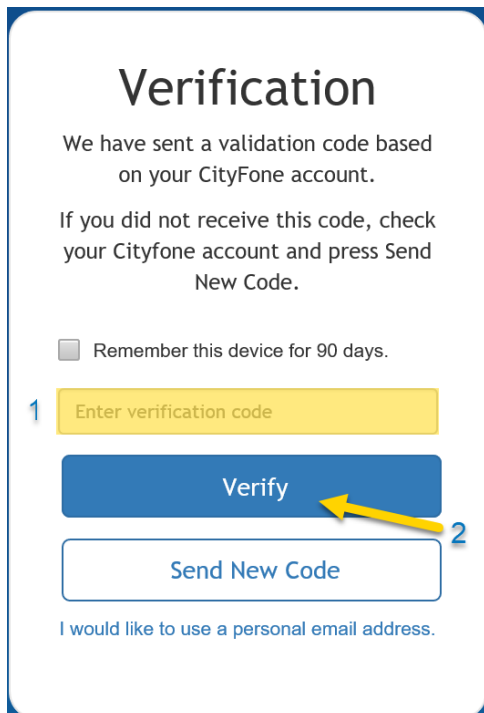
Log In 4

Help

RON GALPERIN
LA CONTROLLER

HOW DO I SEE MY EWH?

You can view your EWH via MyPayLA by going to <https://mypayla.lacity.org>. To log on, you will need your Department 4-digit payroll code, your employee ID and the last 6-digits of your social security number, which is matched against your employee records. Please make sure the email address in CityFone is correct. If you do not have a City email on CityFone and want to use a personal email instead, you will have an opportunity to do so on the next screen.



Verification

We have sent a validation code based on your CityFone account.

If you did not receive this code, check your Cityfone account and press Send New Code.

Remember this device for 90 days.

- 1 Enter verification code

Verify 2

Send New Code

I would like to use a personal email address.

If your information matches the City records on CityFone, the system will send a verification code to your City email on file that you can enter on the screen below. Retrieve the code and enter it in the space above “Verify” and then click verify. You will only have 15 minutes to enter the code after it is emailed. If you go beyond that time or didn’t receive a code, click the “Send New Code” button.

If you do not have a City email and want to access the app with your personal email, please click on the statement at the bottom of the screen: “I would like to use a personal email address.”

EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS

Verification

To verify your identity, please enter the net pay of one of your last four paychecks and an email address.

Remember this device for 90 days.

1

2

Send Code 3

Enter the code received below.

4

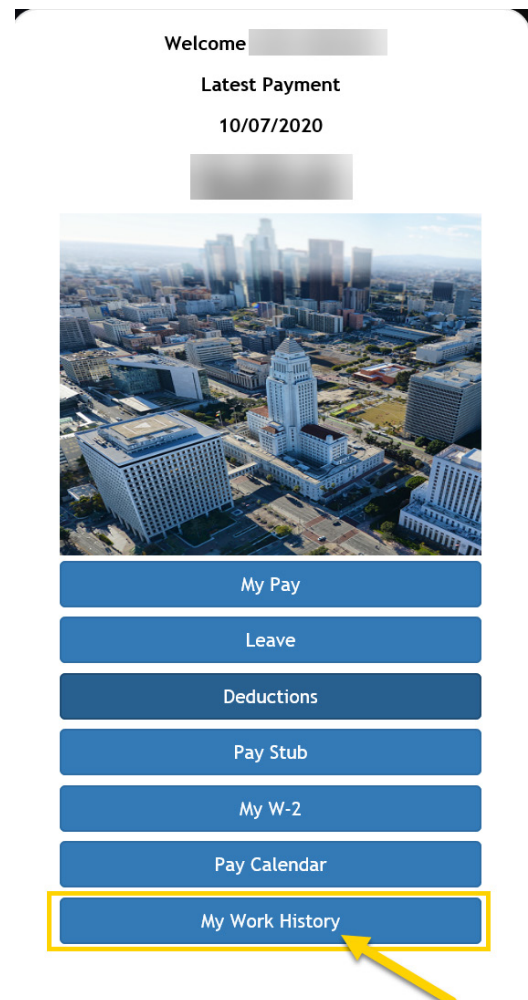
Verify 5

HOW DO I SEE MY EWH? (Cont'd)

In order to match your City records, you will need to enter your net pay of one of your last four paychecks. Your net pay will be your gross pay minus all deductions and will be on your paystub, pay check, or the amount that is deposited into your bank account if you have direct deposit. Then, add your email address. Please use an email account you will be able to access immediately since you will only have 15 minutes to enter the verification code. Then, click “Send Code.”

Once you received your verification code, enter it into the space above “Verify” and click verify.

After logging in, click on “My Work History” on the bottom to view your EWH.



EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS

HOW DO I SEE MY EWH? (Cont'd)

You will then see your City work history and have the ability to label each entry as correct and incorrect in a drop down menu. The next FAQ will describe what the incorrect entries mean.

My Work History Verification

Correct or Incorrect?	Effective Date	Job Class	Tenure	Department	Personnel Action Code / Description	End Date	Days
Select One	02-11-2014	1535-1 ADMIN INTERN	Intermittent	4702-000 NEIGHBORHOOD EMPOWERMENT - AS NEEDED	104 - Appointment to Emerg, Exempt, Limited, Trainee Position - no displacement rights or protective leave	07-25-2015	530
Correct			Exempt	4701-000 NEIGHBORHOOD EMPOWERMENT	23 - Change in class - Appt from eligible list or Civil Service Authority	09-16-2017	784
Incorrect Department			Exempt	4701-000 NEIGHBORHOOD EMPOWERMENT	23 - Change in class - Appt from eligible list or Civil Service Authority	01-19-2019	490
Incorrect Effective Date			Regular	4701-000 NEIGHBORHOOD EMPOWERMENT	23 - Change in class - Appt from eligible list or Civil Service Authority	09-28-2019	252
Incorrect End Date			Regular	2001-801 PERSONNEL C S 1	12 - Probationary Extension		
Incorrect Job Class							
Incorrect Personnel Action Code / Description							
Incorrect Status							
Incorrect Tenure							
Missing Record							

Submit Verification

If you have any questions about your work history, please contact your [current department's HR staff](#).

If you have any other questions, please contact PersonnelHR@lacity.org.

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Once you finish noting whether the entry is correct or incorrect, click the “Submit Verification” button at the bottom of the page. You should then receive a confirmation that the information was submitted as well as the last verification submission.

Verification information submitted for review.

Submit Verification

If you have any questions about your work history, please contact your [current department's HR staff](#).

If you have any other questions, please contact PersonnelHR@lacity.org.

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EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS

WHAT IF I SEE A MISTAKE?

Please review your EWH to ensure your job appointments are indicated correctly, as well as any leaves of absence and disciplinary status. If you notice any errors, please indicate one of the following reasons why the entry is incorrect. If there is a missing entry, please note that there is a Missing Entry in the drop down on the line closest to the missing entry.

Incorrect Effective Date - the start date is incorrect

Incorrect Job Class - the job title is incorrect

Incorrect Tenure - my status is incorrect

Incorrect Department - the department listed is not the department I worked in

Incorrect Personnel Action Code / Description - the transaction indicated is wrong

Incorrect End Date - the end date is incorrect

Incorrect Days Seniority - the number of days seniority was calculated incorrectly

Missing Record - an event (promotion, leave of absence, interdepartmental transfer) is not listed

If you are unsure of anything on your EWH, please discuss it with staff from your [current Department's Personnel Division/Section](#). It is important for every employee to verify that his/her employment history is recorded correctly.

WHO SHOULD BE ABLE TO SEE THEIR EWH?

Every City employee who has been hired by any Department or received an appointment from a reserve list. A reserve list is a list created as a result of a lay-off of those persons who have completed the probationary period and have been laid-off.

WHAT DO THE CODES UNDER "TENURE" MEAN?

These codes refer to the type of appointment you received.

Regular: an appointment from an eligible list to a permanent position of half-time or more, or an appointment from a reserve list. A reserve list is a list created as a result of a lay-off of those persons who have completed the probationary period and have been laid-off.

Emergency: an appointment made in accordance with Charter Section 1013 (a) & (b) which must be terminated when a regular appointment can be made.



EMPLOYEE WORK HISTORY FREQUENTLY ASKED QUESTIONS

WHAT DO THE CODES UNDER “TENURE” MEAN? (Cont’d)

Exempt: an appointment to a position that is exempt from the civil service provisions of the City Charter.

Trainee: an appointment to a position that was authorized for the express purpose of training persons for a limited period of time.

Intermittent: an appointment from an eligible list to an intermittent position. An intermittent position is a position of which the duties are performed on a recurrent basis but less than half-time.

Legally Employed: the Board of Civil Service Commissioners has found that an employee is legally employed in a position in a different class than his/her status class. Status class is the class in which an employee was examined, certified, and appointed.

Limited: an appointment from an eligible list to a limited position. A Limited position is a position that is expected to end in less than the length of the probationary period.

DOES THE TOTAL IN THE “DAYS” COLUMN ON THE EWH INCLUDE WEEKENDS, HOLIDAYS, LEAVES OF ABSENCE, ETC?

The “Days” column contains the number of days from the Date In through the Date Out for each line. It would include any weekends and holidays that fall within that period. Leaves of Absence would be recorded on a separate line on the EWH, so one line should not include both leave time and work time.

WHAT SHOULD I DO IF I DO NOT HAVE INFORMATION ON MY EWH AND I BELIEVE I SHOULD HAVE?

Contact your [current Department’s Personnel Division/Section](#) with details about the information that should be added, e.g. dates, positions, Departments, etc.

WHAT DO THE PERSONNEL TRANSACTION CODES MEAN?

The explanation of the personnel transaction codes are [here](#).

WILL I BE ABLE TO SEE MY EWH AFTER THE CORRECTIONS I REQUESTED HAVE BEEN MADE?

All requests for corrections will be reviewed by your [current Department’s Personnel Division/Section](#). Once the information is verified, the change will be made in the Employee Work History System.



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HOW LONG WILL IT TAKE TO UPDATE MY EWH?

It could take several days to several months to make the updates depending on how many corrections we receive and the complexity of the research required. Each update request must be reviewed, and sometimes personnel files have to be pulled. Most personnel files are still in physical folders and may be in different buildings as well. With emergency telecommuting in place for many staffers, accessing the folders will take additional time.

WHO DO I CONTACT IF I HAVE ANY QUESTIONS?

If you have questions about your EWH, please contact your [current Department's Personnel Division/Section](#).

Please email PersonnelHR@lacity.org if you have any other questions.