

## TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – APRIL 2026

The following questions were submitted during the forum:

**Question:** There are not enough Salary Determination classes provided, will more be offered soon?

**Answer:** We have several classes under development, including Salary Determination, to enhance our ability to meet training needs. We anticipate these classes will be available mid to late summer. In the interim, if you have specific or situational questions, we encourage you to reach out to your CalHR PSB representative.

**Question:** What were the hashtags for social media?

**Answer:** The hashtags are #CAServingCA and #PSRWCA.

**Question:** Who can I contact for information on correcting errors on the Family Connect Portal?

**Answer:** Send an email to our DRV team at [drv@calhr.ca.gov](mailto:drv@calhr.ca.gov).

**Question:** With zero in-person training in sight, our specialist would benefit from access to other classes than Affordable Care Act. For example, from April to December 2026 the available classes are ACA 15, Fundamentals of Personnel 1, Corrective Actions 1, MIRs 4. Salary Determination, Corrective Actions and Fundamentals of Personnel and Payroll are vital, and with those classes being cut from a two or three day in-person training into a six-hour virtual training, it's just not the same. I do understand if we are not moving in a direction to ever have in-person training; however, it would be beneficial if specialists have more access to classes.

**Answer:** Yes, we can appreciate the need and deeply apologize for the inconvenience this is causing. We have experienced significant shifts that have deeply impacted our traditional training and operations model. During this interim space, we anticipate a stronger and continued reliance upon each of the decentralized HR offices internal departmental training and development programs. We appreciate your time and support as we move through this transitional process.

**Question:** I have changed my password, but the system is still having me use my old password? How can this be corrected?

**Answer:** Delete the password to login with a passphrase. The text may be incorrect if you are unable to login. You need a 15-character passphrase, not an 8-letter password

**Question:** I have set up my passphrase, but the system will only accept my password.

**Answer:** Please send an email the SCO Mainframe Service Desk [scomsd@sco.ca.gov](mailto:scomsd@sco.ca.gov).

**Question:** What happens with employees on leave for the duration of this period?

**Answer:** They have a 90-day policy, if on the 91<sup>st</sup> day there are no activities, the account will change into 'Revoke,' it will possibly get deleted.

**Question:** We have been receiving a lot of inquiries to assist employees with canceling/changing their direct deposit (DD) and are unable to set up a new direct deposit account. We've only been able to defer them to the Cal Employee Connect (CEC) customer service for assistance; just wanted to know what we can do to assist? Are there options for HR Shops to assist with changing DD accounts?

**Answer:** Employees cannot cancel their direct deposit through CEC, this must be done via their HR office; however, they can make changes via CEC. If they are contacting us through Help and Feedback, please make sure they are using a current email address when contacting CEC. Human Resources offices can still assist employees with their DD by using ConnectHR to submit their change or cancellation on a DD forms tracker. You can contact [PPSDDirectDeposit@sco.ca.gov](mailto:PPSDDirectDeposit@sco.ca.gov) for more information.

**Question:** When employees separate, they still should have access to the CEC account, correct? We have been getting a lot of inquiries for W-2s with employees locked out. Is there a way they can regain access to the CEC account after they separate?

**Answer:** Separated employees need to change their email address from work email to personal email before they separate from state service.

**Question:** Who is our contact for the Stop-pay, Reissue Section? Is there a contact email/ telephone?

**Answer:** [Statewide Customer Contact Center](#)

**Question:** Regarding CalHR PL 26-15, is it required to key 350s for the 145 pay differential (8K EID for BU 12)? It was one mentioned in the letter but not on the presentation slide. Please clarify, thank you.

**Answer:** You only need to key the ones that were changed; see the PL for that.

**Question:** Can you clarify which ConnectHR upload section for STD. 674AR telework stipend (9Z)?

**Answer:** Please upload it to the Premium Pay unit.

**Question:** Is there another dropdown to use besides "PAR package" for audits to expedite 126 transactions for OPEB CBID Exceptions?

**Answer:** Not at this time, but these are worked as a priority.

**Question:** I have been reviewing the SAM, to look for some sort of policy or anything that indicates that transaction staff is not to handle warrants, but I've had no luck. Can anyone maybe direct me to where in the SAM I can find that information

**Answer:** Please contact [flexelect@calhr.ca.gov](mailto:flexelect@calhr.ca.gov).

**Question:** If I have a leave offset form that I need to submit relating to DOCK time, which ConnectHR dropdown do I use.?

**Answer:** You would upload your document using the CS Payroll - STD. 674 A/R Leave Credit Offset for payment type 0 only.

**Question:** How do we communicate with CalHR regarding an appeal that was approved, but SCO never received the form and it has not been processed. SCO says the form was not received. We tried creating a new message from within the appeal itself, tried contacting the CalHR staff directly via email, and tried leaving a voicemail in the Benefits main phone number.

**Answer:** Please email [Flexelect@calhr.ca.gov](mailto:Flexelect@calhr.ca.gov) for the CoBen Appeal and provide the employee name and RTS Appeal number.

**Question:** I am finding that no change was made to dependents at SCO, but dependents are dropping off FCP. Who do I contact to get a resolution?

**Answer:** Please send an email to [drv@calhr.ca.gov](mailto:drv@calhr.ca.gov) and provide the employee's name and UEID or date of birth.

**Question:** 6As are auto generated, can we key ourselves?

**Answer:** The 6A automatically populates if a separation is keyed timely. However, if a 6A does not auto-populate for an employee that separates, you will need to key the 6A in the ACAS with an effective date to reflect the first of the month following the separation.

**Question:** Can you confirm the correct contact for assistance regarding an employee that relays that their YTD taxable income is incorrect due to a deferral and/or special A/R process and requesting a revised W-2 to correct it.

**Answer:** Please send an email to our PPSD Tax Support team.

**Question:** What is the code to use if it is multiple children?

**Answer:** Each child should be on a separate form as their date of birth and effective date is different. It is a mandatory deletion, and the effective date is the following month after the event.