



Frequently Asked Questions

(FAQ)

- *What is the sick policy?*
 - Human Resources
 - Chapter V section 12 City of Round Rock Policy and Procedures Manual
- *How much vacation/sick time do I have?*
 - Human Resources
 - Employees can also view accrual balances on their check stubs which are available on self-service
- *I can't turn my timesheet in. Who do I email or speak to?*
 - Payroll
- *I can't approve timesheets. Who do I email or speak to?*
 - Payroll
- *I need to be put on FMLA. How do I start the process?*
 - Human Resources
 - Please contact the benefits division
- *How do I reset my login for self-service?*
 - Human Resources
- *I want to donate to the Catastrophic Leave Pool. What do I do?*
 - Human Resources
 - Please contact the benefits division. Chapter V section 13 City of Round Rock Policies and Procedures Manual
- *Who do I turn personnel actions in to?*
 - Human Resources
- *I want to change my direct deposit. Where do I go?*
 - Human Resources
 - The direct deposit change form can be found on the HR home page → Forms.
- *I want to change my W4 allowances. Where do I go?*
 - Payroll
 - The W4 form can be found on the HR home page → Forms
- *Who do I talk to about child support/garnishments?*
 - Payroll
- *What is the policy on bereavement (emergency) leave?*
 - Human Resources
 - Chapter V section 15 City of Round Rock Policies and Procedures Manual
- *What is the process when an employee is leaving the city?*
 - Human Resources
 - Employees should schedule an exit interview

- *I need information on one of my employees' i.e. salary, hours, etc. Where can I find this?*
 - Human Resources
 - Managers can also reference self-service for employee information
- *There is a problem on my check. Who do I talk to?*
 - Payroll
 - Employee check stubs are available in self-service
- *I need a form to change my benefits. Where can I find them?*
 - Human Resources
 - Numerous benefits change forms are located on the employee net on the HR page → Forms
- *More questions?*

Contact:

- Human Resources
 - 512-218-5490 or email [_Human Resources](#)
 - Payroll
 - 512-671-2735 or email [_Payroll Team](#)
- *Helpful links:*

HR home page:

<http://employees.roundrocktexas.gov/departments/human-resources/>

Employee Self Service:

<https://roundrock.munisselfservice.com/login.aspx?ReturnUrl=%2femployees%2f>