



## Human Resources Department

### Frequently Asked Questions

#### **How do I change my name or address in my employee profile?**

Login to Frontline Central and select “My Forms” on the left side of the screen. Click on “Forms I Can Start.” Select “Employee Update Form.” Then click “Start this form.” This form is required to make a name or address change. Any changes you make are sent to the State Health Benefit Plan and the Teacher Retirement System if you are a participating member.

#### **What do I do if I am injured at work?**

DCS does have a workers compensation policy. If you are injured at work, you must notify your supervisor immediately. At each school or department, there is a designated person who handles workers compensation claims. There is a [“First Report of Injury” packet](#) that must be completed. If you need to seek medical treatment, you must use one of the doctors on our [Panel of Physicians](#). You can waive treatment by signing a form and then see a doctor of your choice. If you have to miss work for an injury that occurred during the normal scope of your duties, you can elect to use your sick leave OR receive compensation from our workers compensation policy. Note that workers compensation will provide 60% of your salary for missed work.

Read this [FAQ](#) to learn more about workers compensation claims.

#### **How do I make changes to my federal or state withholdings(taxes)?**

Login to Frontline Central and select “My Forms” on the left side of the screen. Click on “Forms I Can Start.” Select the W4 form for federal tax withholdings or the G4 form for state tax withholdings. We recommend that you talk to whomever does your taxes to get advice on how to complete the forms; we do not give tax withholdings advice. Once you complete the form, it is automatically sent to our payroll department for processing.

#### **When will I get paid?**

DCS processes payroll once per month. Employees are paid on the last business day of each month. The payroll cutoff is usually around the 12th of the month; if you worked after the payroll cutoff date, your pay will be included in the next pay period (next month).

Our annual payroll cycle for new employees is from August to July (190-day employees). New employees will receive their first check in August.

#### **I need another copy of my W2. Who do I contact?**

Email [cfo@dcsirish.com](mailto:cfo@dcsirish.com) to request a copy of your W2.

#### **How do I change my direct deposit account information?**

For security reasons, direct deposit authorization forms are no longer available electronically. The form must be printed and presented to the payroll department in person. Bring a voided check to the office at 207 Shamrock Drive in Dublin, GA and complete the direct deposit authorization form in person.

### **How do I make changes to my state health insurance plan?**

New employees can sign up for state health insurance within the first thirty days of employment. Instructions are included in your new hire packet.

Eligible employees can make changes to their state health insurance plan ONLY during Open Enrollment, usually in October of each year. Any changes that are made during Open Enrollment go into effect on January 1 of the following year.

### **I am turning 26 and have to come off my parents' insurance plan. How do I sign up for state health insurance?**

When you turn 26, you can enroll in state health insurance even if it is outside of the Open Enrollment period. Instructions are posted on the State Health Benefit Plan [website](#). The registration code is [SHBP-GA](#).

### **I am planning to retire. How do I take my state health insurance benefits with me?**

Upon retirement, your state health insurance premiums will be deducted from your TRS retirement check. [This document](#) contains helpful information about state health insurance if you are planning to retire.

Most state health insurance questions can be answered with information on the State Health Benefits website: <https://shbp.georgia.gov/>

### **How do I apply for retirement from the Teachers Retirement System (TRS)?**

Login to your MyTRS account at <https://www.trsga.com/>. On the right side of the screen is a list of options under "I want to...". Choose "Apply for Retirement" and follow the prompts.

### **How do I apply for retirement from the Public School Employees Retirement System (PSERS)?**

Most questions about PSERS can be answered with information on their [website](#). All participants in PSERS are encouraged to register for an account using your personal email address. You can use your ERSGA online account to update your beneficiaries and generate benefit estimates. You can login to your account and print the retirement forms, or for faster service, complete them online.

### **How do I access my Teachers Retirement System (TRS) account?**

Every employee who participates in TRS is encouraged to have an active MyTRS account. The website is <https://www.trsga.com/>. You will need your TRS ID to create an account. If you don't have your TRS ID number, email the HR department. We encourage you to use a personal email address for your TRS account, not your work email.

**How do I upgrade my GaPSC certificate or add a field or endorsement to my GaPSC certificate?**

Every employee who is in a certified position is required to have a MyPSC account. The website is <https://www.gapsc.com/>. We encourage you to use a personal email address for your GaPSC account, not your work email. Once you are logged in, you can apply to make changes to your certificate. Employees are required to answer the Personal Affirmation Questions annually. To add an endorsement, you must email your transcripts to the HR Department. An employee can not upload transcripts. If you are graduating from a college or university, that institution should upload your transcripts.

**My GaPSC certificate is expiring soon. What do I need to do?**

You will likely get an email from the GaPSC when your certificate is expiring soon. The HR department will also email you with instructions. You will need to have a background check completed and provide documentation that you are making progress toward your professional learning goals. This documentation is pulled from the Teacher Keys platform, so it is important to make sure your profile is up-to-date. You will also need to login to your MyPSC account and answer the Personal Affirmation Questions. Once these steps are completed, the HR Department will apply for the certificate renewal on your behalf.

**Are my student loans forgivable? If so, what do I need to do?**

As an employee of the Dublin City School District, you might be eligible for the Public Service Loan Forgiveness program. The PSLF Program forgives the remaining balance on your Direct Loans after you've made the equivalent of 120 qualifying monthly payments while working full-time for an [eligible employer](#).

To be considered for PSLF, you will need to request certification and signature from the HR Department. Use the [PSLF Help Tool](#) to complete this process electronically. Enter [HRHelp@dcsirish.com](mailto:HRHelp@dcsirish.com) as the contact email into the form.

**Other questions? Please email [HRhelp@dcsirish.com](mailto:HRhelp@dcsirish.com).**