Building Service 32BJ Benefit Funds

Employer Self Service (ESS)

Common Browser Issues when accessing ESS:

Question: What browser do you recommend to Employers to use with ESS?

Answer: ESS works best on Mozilla Firefox. The Funds strongly recommend Employers use Mozilla Firefox. Mozilla Firefox is free and you can download by clicking here and following the download steps provided by Mozilla.

Question: When I click "Complete Payment ACH" in ESS, my screen displays a spinning wheel and the system never goes anywhere, what do I do?

Answer: If this is the first time you are processing an ACH transaction through ESS it is likely a browser security issue, below are links to instructions on how to set Chase Pay Connexion as a trusted site for the three (3) most common browsers, Internet Explorer, Mozilla Firefox and Google Chrome.

- Mozilla Firefox Instructions click here.

- Google Chrome Instructions click here.

Question: When I try to access ESS I get a message "Server not Found", what do I do?

Answer: We suggest you try the following steps.

- First, you should check whether you are connecting to the internet. We suggest you visit some common sites such as Google, MSNBC, or other sites you would normally access from your computer. If you connect to one of these sites you have confirmed that you are connected to the internet.

- Second, now that you confirmed that you have internet connection. Double check that you have the correct URL for ESS. Please go to www.32bjfundsemployer.org and click on ESS then click "Employer Self Service log in". If you continue to experience issues set ESS as a trusted site, using the same steps as with PayConnexion (see links above).

- Third, if you still cannot access the site, please contact your IT group. You may also call Employer Services at 212-388-3354 for assistance.