The MTA Business Service Center (BSC) will begin providing all employees with Human Resources, Finance, and IT services on January 3, 2011.

To access these services, the BSC has assigned each employee a BSC ID number provided to you in the letter accompanying this handout.

Please have this number in front of you when you sign on to the BSC Portal (website) and when you call the Customer Management Center (CMC).

It will also be the Employee ID number you use on forms for applications and requests that go to the BSC.

If you misplace your BSC ID number, please call the CMC at (646) 376-0123.

How to Access the BSC Portal (Website) Online

There are two parts to the BSC Portal (Website):

1. The Self-service Portal is available for all employees. This external website is accessible from any computer—home or office—connected to the Internet. Employees can use this site to download HR forms to request changes in your personal information and benefits elections.

   You will be able to access the Self-Service Portal beginning on January 3, 2011 by:

   • Going to www.mta.info and clicking on the link located at the bottom left of the screen.
     OR
   • Typing www.mtabsc.info into your web browser:

2. The Employee Portal is available only for employees whose jobs require the use of PeopleSoft applications in HR, Finance, and/or Procurement.

   This site is accessible only from a computer connected to the MTA’s computer network by:

   • Typing www.mta-bsc.org into your web browser

     OR

   • Clicking on the BSC icon on your desktop or link on our agency intranet site.

   Employees whose jobs require the use of PeopleSoft applications will receive a communication from the BSC on December 27, 2010, providing a list of the PeopleSoft modules to which you have been granted access and the dates on which they will go live.
How to Sign On to the Portal

**First, you must set up your password.** Access the self-service or the employee portal and follow the steps below. One password setup works for both the self-service and employee sites on the portal.

1. You will see this heading—**First-time User Setup**—in the center of the home page. Follow the prompts to enter your BSC ID number and password.

2. The password is a temporary one that you create by using a combination of your initials and the last four digits of your social security number.

To do this simply enter the first letter of your first name **followed by** the first letter of your last name **followed by** the last 4 digits of your Social Security Number **followed by** @mta.

Follow this example:

If your name/social security number is: **John Doe/SSN 999-99-9999**  
Your temporary password will be: **jd9999@mta**

3. You will be prompted to enter this password and to then change it to a new secure password that only you will know.

4. When you’ve finished changing your password, you will be directed back to the home page where you will use your new password to sign on.

**Please remember:**

- You cannot sign on to the BSC Portal before January 3, 2011. If you try to sign on before this date, you will get a message indicating that your BSC ID/Password are invalid. They will be valid as of January 3 unless you receive an email from the BSC on December 27 giving you an earlier sign-on date.

- PeopleSoft IDs and passwords are case sensitive. You will be locked out after three unsuccessful sign-on attempts. If you become locked out or have other problems with your ID/pass word, please contact the BSC Customer Management Center.

**Need Help? How to Contact Customer Service**

The Customer Management Center goes live on January 3, 2011.

When you call for customer service, you will be prompted to enter your BSC ID number. The number is linked to your employee profile so the Customer Service Specialist will be ready to assist you immediately when the call is answered.

**BSC Contact Information**

**Hours:** Monday-Friday, 8:30 AM to 5 PM (except MTAHQ holidays)  
**Phone:** 646-376-0123  
**Email:** bscservice@mtabs.org (beginning January 3, 2011)  
**Fax:** 212-971-5060