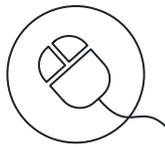
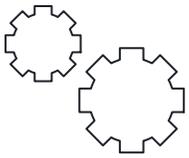




# Easy User Guide



# Table of Contents



Table of Contents	2
Welcome	3
Getting Started	4
Employee Portal Login	5
Initial Setup	6
Change Password	7
Security Questions	8
Delivery Options	9
Payment Listing	13
User Setup	15
Compatibility View	16
Pop-up Blocker	18
Employee FAQ	20

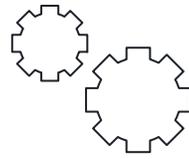
# Welcome



We are proud to partner with PaperlessPay Corporation to offer your Direct Deposit stubs online with my-eStub.com™.



# Getting Started



## ACTIVATE YOUR ACCOUNT

To activate your account, navigate to <https://www.my-estub.com> by entering the web address into the address bar of your internet browser.

The website is accessible from any computer connected to the Internet.

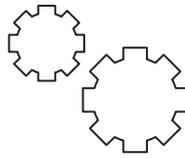


In the top left corner of the page, click on **Employee Portal** and a drop-down box will appear for you to enter your employee login information.

Simply enter this information as it was provided. If you're not sure how to format your login information and need step-by-step assistance, see [Pages 5 – 6](#) of this guide for more details.



# Employee Portal



## EMPLOYEE PORTAL LOGIN

If this is your first time logging in, you will activate your my-estub.com account by entering through the **Employee Portal** and completing a one-time **Initial Setup**.

If you have already completed your **Initial Setup**, enter your User ID and Password into the **Employee Portal** and click **Login** to view your **Payment Listing**.

## USER ID & PASSWORD FORMAT

To format your User ID & Default Password, use following information:

- User ID: CKHS + Employee Number + First 4 Letters of your First Name
- Default Password: CKHS + 001

When all the pieces are put together, the User ID should look something like this: **CKHS0001234567NAME**. (You don't need to include the + symbol.) The employee number field is 10 digits and must be zero filled.

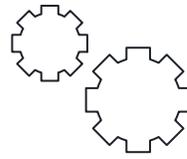
The Default Password is **Case Sensitive** to assist in keeping your information secure.

## HELPFUL HINT

Make sure to type the Default Password as it was given to you by your Payroll Department.

For example: **PPC001** should be entered in all capital letters. You may hold down your **Shift** key to capitalize the letters, or you may use the **Caps Lock** key located on the middle left of your computer's keyboard. Before you click **Login**, turn off your **Caps Lock**.

# Initial Setup



## YOUR SECURE PASSWORD

During your **Initial Setup**, you will create your own **Secure Password**:

The screenshot shows the 'Employee Portal' for Paperless Pay Corporation. The page title is 'The Future of Employee Payroll Communication... Now!'. The main heading is 'Initial Setup'. Below this, there are instructions for creating a new password, including a list of five steps: 1) Enter your current password (if you are a new user, this will be the default), 2) Enter a new password using the rules explained below\*, 3) Re-enter the new password for confirmation, 4) Enter your email address (This will be the address used to email information to you in the event you use the Forgot Password function), and 5) Select a security question and answer that question. (This will be used to confirm your identity in the event you forget your password, prior to sending the password to the email address you entered above or setup in estubview.com/User Setup). Below the instructions are 'Password Rules' which state: 1) Password must contain at least 8 and no more than 20 characters, 2) The password must contain at least 1 numeric and 1 upper case alpha character, and 3) The password must also contain at least one special character: \*, &, @, #, >, <. A 'Change Password' form is shown with three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A green arrow points to the 'New Password:' field. A 'Next' button is located at the bottom right of the form area.

## SECURE PASSWORD RULES

Your new Password will need to follow the secure guidelines for security purposes:

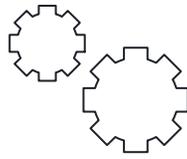
To format your User ID & Default Password, use following information:

- Between **8 – 20** Characters
- At least **1 Capital Letter**
- At least **1 Lowercase Letter**
- At least **1 Number**
- Must have **1 Special Character**: !@#%&\*( )-=+,. /<>?

Examples:

- My3DogsRock!
- My3dogsrock!
- my3dogsROCK!!!

# Change Password



## CHANGE YOUR SECURE PASSWORD

If you're a new user, your **Current Password** is your **Default Password**:

- Enter your **Current Password**.
- Enter your **New Password**.
- **Confirm** your New Password.
- Click **Next**.

**PAPERLESS Pay CORPORATION** The Future of Employee Payroll Communication... Now!

Employee Portal

**Initial Setup**  
You must change your initial password to a new password known only to you. Please change your new password by following these steps:  
1) Enter your current password (if you are a new user, this will be the default)  
2) Enter a new password using the rules explained below\*  
3) Re-enter the new password for confirmation  
4) Enter your email address (This will be the address used to email information to you in the event you use the Forgot Password function.)  
5) Select a security question and answer that question. (This will be used to confirm your identity in the event you forget your password, prior to sending the password to the email address you entered above or setup in [estubview.com/User Setup](http://estubview.com/User Setup).

\*Password Rules:\*  
1) Password must contain at least 8 and no more than 20 characters.  
2) The password must contain at least 1 numeric and 1 upper case alpha character.  
3) The password must also contain at least one special character: \*, &, @, #, >, <

Change Password

Current Password:

New Password:

Confirm New Password:



© Paperless Pay Corporation 2005-2011

## HELPFUL HINT

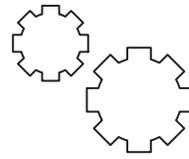
If you receive an error message, like:

**The password must be at least 8 characters long with at least one lower case character, one upper case character, one number and one special character,**

make sure your New Password is a minimum of 8 characters and includes at least:

- **1 Capital Letter** ABCDEFGHIJKLMNOPQRSTUVWXYZ
- **1 Lowercase Letter** abcdefghijklmnopqrstuvwxyz
- **1 Number** 0123456789
- **1 Symbol** !@#\$%^&\*-=+;:“,./<>?()

# Security Questions



## YOUR SECURITY QUESTIONS

After you have created your **New Password**, you will select your **Security Questions**. These questions enable the **Recover Password** feature if you ever lose your password.

The screenshot shows the 'Employee Portal' header with the Paperless Pay logo and the tagline 'The Future of Employee Payroll Communication... Now!'. Below the header is the 'Initial Setup' section with the instruction: 'You must enter your security questions to enable a password recovery.' The 'Security Questions' form contains two rows of input fields. The first row has a dropdown menu for 'Security Question' with the placeholder 'Choose a question', a text box for 'Security Answer', and a 'Next' button. The second row has a dropdown menu for 'Second Security Question' with the placeholder 'Choose a security question...', a text box for 'Second Security Answer', and the 'Next' button. A copyright notice '© Paperless Pay Corporation 2005-2011' is visible at the bottom.

## CHANGE YOUR SECURITY QUESTIONS

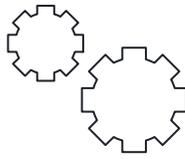
- Click on the **Choose a question** drop down menu to choose from the list of questions.
- Once you select your question, type your answer in the **Security Answer** box below.
- Repeat the same for the **Second Security Question** and click **Next**.

This screenshot shows the same 'Initial Setup' page as the previous one, but with the security questions filled in. The first row shows 'What was the name of your first childhood pet?' selected in the dropdown, 'sparky' in the answer box, and the 'Next' button. The second row shows 'What is your mother's maiden name?' selected in the dropdown, 'smith' in the answer box, and the 'Next' button. The copyright notice '© Paperless Pay Corporation 2005-2011' is at the bottom.

## HELPFUL HINT

Make sure you choose and answer both **Security Questions** for the **Next** button to appear.

# Delivery Options



## YOUR EMAIL DELIVERY OPTIONS

You have the option to receive email alerts notifying you when your pay stub is ready to view. We can also send your stub as a secure, password protected PDF file to your email.



The Future of Employee Payroll Communication... Now!

Employee Portal

### Initial Setup

**Email Delivery Options**

None  
 Email

Primary   
Secondary

Do not send my stub, notify me when it's available. (Default)  
(If you select this option, my-estub will send you a simple notice of pay stub availability.)  
 Send my stub as a password protected PDF file.  
(If you select this Option, my-estub will send you a PDF of your pay stub that is protected by your my-estub password. You will need a PDF reader newer than 5.0 installed on your PC to view and/or Print your pay data.)

**On-line W2 Use Options**

Receiving your W2 tax form on-line will provide it to you earlier than if you receive it in the mail. You can print it at home or at your tax preparer's office when it becomes available in January. When you select "Yes" to receive your W2 on-line, you must also give "Consent" by clicking on the Consent Policies button, scroll to the bottom of the page and Click on Consent.

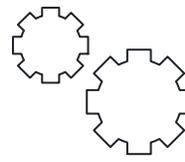
If you do not consent to receiving your W2 on-line you must click "No" to receiving your W2 online in order to proceed with the initial login.

Receive W2 Online (Default is Yes)  Yes  No

[Review Consent Policies](#)

[Next](#)

# Delivery Options



## STUB AVAILABILITY NOTIFICATION

If you'd like to receive an email notifying you when your pay stub is ready to view:

- Choose **Email**.
- Enter your email address.
- Choose **Do not send my stub, notify me when it's available**.
- Click **Next**.

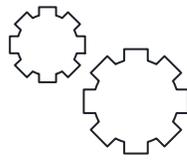
Make sure to click on **Email** and off of **None** if you want to receive the email notification you select.

The screenshot shows the 'Employee Portal' for Paperless Pay Corporation. The page is titled 'Initial Setup' and contains two main sections: 'Email Delivery Options' and 'On-line W2 Use Options'. In the 'Email Delivery Options' section, the 'Email' radio button is selected. The 'Primary' email field contains 'yourpersonalemail@provider.com'. Below this, the 'Do not send my stub, notify me when it's available. (Default)' radio button is selected. The 'On-line W2 Use Options' section includes a paragraph about receiving W2 tax forms online, a 'Receive W2 Online (Default is Yes)' section with 'Yes' and 'No' radio buttons, and a 'Review Consent Policies' button. A 'Next' button is located at the bottom right of the form area.

## HELPFUL HINT

You are **NOT** required to have an email address to use the my-estub.com website. However, if you ever forget your password, you must have entered an email address in order to activate and utilize the **Recover Password** feature.

# Delivery Options



## PASSWORD PROTECTED PDF

If you'd like to receive a secure, password protected PDF copy of your pay stub via email:

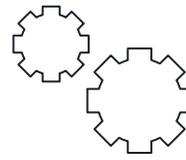
- Choose **Email**.
- Enter your email address.
- Choose **Send my stub as a password protected PDF file**.
- Click **Next**.

Make sure to click on **Send my stub** option to activate the secure PDF feature.

The screenshot shows the 'Employee Portal' for Paperless Pay Corporation. The page is titled 'Initial Setup' and contains two main sections: 'Email Delivery Options' and 'On-line W2 Use Options'. In the 'Email Delivery Options' section, the 'Email' radio button is selected. The 'Primary' email field contains 'yourpersonalemail@provider.com'. Below this, there are two radio button options: 'Do not send my stub, notify me when it's available. (Default)' and 'Send my stub as a password protected PDF file.' The second option is selected. The 'On-line W2 Use Options' section contains a paragraph of text explaining the benefits of receiving W2 forms online and a 'Receive W2 Online (Default is Yes)' section with 'Yes' and 'No' radio buttons. A 'Review Consent Policies' button is located below the radio buttons. A 'Next' button is visible in the bottom right corner of the form area.

You will need a PDF reader newer than 5.0 installed on your PC to View and/or Print your pay stub.

# Delivery Options



## YOUR TEXT MESSAGE OPTIONS

If you'd like to receive your pay information directly to your cell phone:

- Choose **Activate Text Message Notifications**.
- Pick up to **6 Options**.
- Select your **Cellular Provider**.
- Enter your **Cellular Number**.

To make sure you've setup your cell phone and have entered your cell information correctly, click the **Send Test Text Message** button.

The screenshot shows the 'Employee Portal' interface for Paperless Pay Corporation. At the top left is the logo with the text 'The Future of Employee Payroll Communication... Now!'. Below the logo is a dark grey bar with 'Employee Portal' in white. The main content area is titled 'Initial Setup' and contains the following text: 'You may receive text messages of specific elements in your pay stub. If you do not wish to receive text messages click finish and you will have completed the initial login process.' Below this is a paragraph: 'If you wish to receive text messages, click Activate and select the option you wish to receive each pay period. Select your cellular provider and enter your cell phone number in the format outlined below. When you are done, click Finish.' A checkbox is labeled 'Activate Text Message Notifications. \*\*\*\*Pick No More Than Six Options.\*\*\*\*'. Below this is a 'Text Alert Setup' section with a 'Cellular Phone Setup' sub-section. It includes a 'Select Cellular Provider:' dropdown menu with 'Airvoice Wireless' selected, an 'Enter Cellular Number:' text input field, and a 'Send Test Text Message' button. A note below the input field says 'Enter Just the Area Code and Number with Format 9045552121, No -, /, (, or 1'. A 'Finish' button is located at the bottom right of the form area.

## FINISH

Click **Finish** to save your changes and activate your my-estub.com account.

# Payment Listing



## YOUR PAYMENT LISTING

Your **Electronic Pay Advice Listing** is a menu of all your available pay stubs. Each pay stub is listed on your account for 48 months from the date of posting.

To select a stub to view, click on the blue **Trans ID** number next to the **Payment Date**.

The screenshot shows the Paperless Pay Corporation Employee Portal. At the top left is the logo for Paperless Pay Corporation. To the right is the tagline "The Future of Employee Payroll Communication... Now!". Below the logo is a navigation bar with "Employee Portal" and links for "Payment Listing", "User Setup", "Help", "About", and "Logout". The main content area is titled "Electronic Pay Advice Listing" and includes the instruction: "To choose the pay advice you wish to see, simply click on the 'Trans ID' of the payment." Below this is a table with three columns: "TRANS ID", "PAYMENT DATE", and "AMOUNT". The first row contains the values "28159053", "02/22/2012", and "\$690.87". A green arrow points to the "TRANS ID" cell. At the bottom right of the table area is a "Privacy Policy" link. A copyright notice "© Paperless Pay Corporation 2005-2011" is at the very bottom.

TRANS ID	PAYMENT DATE	AMOUNT
28159053	02/22/2012	\$690.87

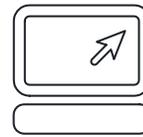
## YOUR ONLINE PAY STUB

Before your stub is visible, a message will appear directing you on how to print out your paystub for your records.

If you do not wish to receive this message again, check the box next to the message **Don't show this message again** and click **OK**.

The screenshot shows a pop-up message box with a yellow warning triangle icon. The text inside reads: "Please use the print button on the top right of the pop up frame to print your stub correctly. It is located to the left of the push pin icon." Below the text is an "OK" button and a checkbox labeled "Don't show this message again." which is currently unchecked.

# Payment Listing



## VIEW YOUR ONLINE PAY STUB

Your selected online pay stub is displayed in a floating window for quick viewing. If you'd like to expand the window, click on the **Maximize** button on the top, right corner of the box.

Powered By: **my-eSTUB**  
ELECTRONIC PAY ADVICES

**CROZER KEYSTONE**  
HEALTH SYSTEM

Deposit Number	
Amount	

Employee No.	Employee Name	Cost Center	Check Date	Period Ending	Base Rate

Federal-State-Location Exemptions	Vacation Remaining	Sick Remaining	Personal Remaining	Pay Per No.	Check No.
	Vacation Remaining	PTO Remaining			

Earnings				Deductions / Taxes			Gross Pay	
Desc.	Hours	Dollars	Rate	Desc.	Current	Year To Date	Gross YTD	

## PRINT YOUR ONLINE PAY STUB

To print your pay stub, click the **Printer Icon** located in the upper right hand corner.

## HELPFUL HINT

If you have a **Pop-up Blocker** enabled, you may need to disable your **Pop-up Blocker** in order for the [www.my-estub.com](http://www.my-estub.com) website to display your pay stub.

To add [my-estub.com](http://www.my-estub.com) to your list of pop-up exceptions, locate the **Tools** option found on the menu bar of your internet browser. Choose **Pop-up Blocker** from the list of available tools and select **Pop-up Blocker Settings**. Add <https://www.my-estub.com> to the box **Address of website to allow** and click **Add**. The website should now display in the list of **Allowed sites**. Click **Close** to save the changes.

# User Setup



## CHANGING YOUR ACCOUNT INFORMATION

To change any of following:

- Password
- Security Questions
- Email Notifications or
- Text Options,

Click **User Setup** on your toolbar, make your changes and click **Save Changes**.

The screenshot shows the 'Employee Portal' interface for Paperless Pay Corporation. The page title is 'Employee Portal' and the tagline is 'The Future of Employee Payroll Communication... Now!'. The navigation menu includes 'Payment Listing', 'W-2', 'User Setup', 'Help', 'About', and 'Logout'. The main content area is divided into several sections:

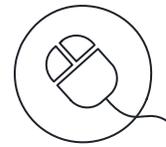
- Your Information:** Displays 'Employee Name: John R Smith' and 'Employee Logon ID: Sample12345John'.
- On-line Usage Options:** Contains two radio button options: 'I elect to use my-estub to receive my pay stubs: Yes (selected) No' and 'I elect to use my-estub to receive my W-2 tax forms: Yes (selected) No'.
- Change Password Options:** Includes buttons for 'Change User Password' and 'Change Password Question'.
- eStubView Delivery Options:** Features radio buttons for 'None' (selected) and 'Email'. Under 'Email', there are input fields for 'Primary' and 'Secondary' email addresses, and a 'Test E-mail' button.
- Text Alert Setup:** Includes a checkbox for 'Activate Text Message Notifications. \*\*\*\*Pick No More Than Six Options.\*\*\*\*'. Below this is a 'Cellular Phone Setup' section with a dropdown for 'Select Cellular Provider', an input field for 'Enter Cellular Number', and a 'Send Test Text Message' button.

A 'Save Changes' button is located at the bottom center of the form area. A 'Privacy Policy' link is visible in the bottom right corner of the page.

## HINT

Make sure you click on the **Save Changes** button before you leave the page.

# Compatibility View



## INTERNET EXPLORER 9

There are some occurrences where clicking on the **Trans ID** for your pay stub will not bring up the pay stub. This occurs because of a compatibility issue with Internet Explorer 9.

This is easily fixed using the instructions listed below:

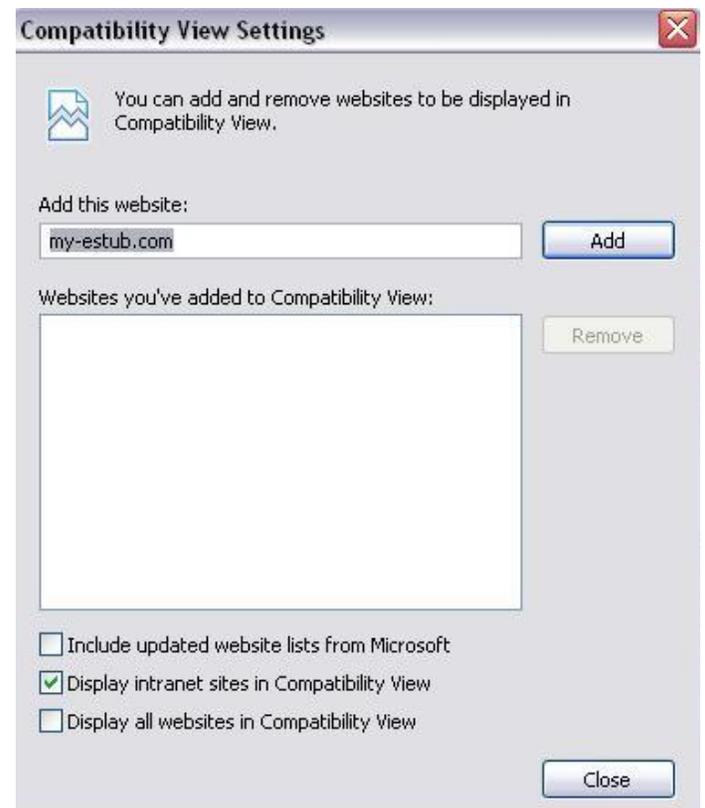
### STEP 1

At the top of the screen you will see: **File, Edit, View, Favorites, Tools** and **Help**.



### STEP 2

Click **Tools** and then choose **Compatibility View Settings**. The **Compatibility View Settings** box will automatically appear in the upper left hand corner of your screen.



### STEP 3

The option for my-estub.com will already be highlighted. Click on the **Add** button to add my-estub.com to the box below.

### STEP 4

Click the **Close** button at the bottom. This will automatically refresh your screen.

### STEP 5

When your screen refreshes, click on the **Employee Portal** and login again.

# Compatibility View



## SAFARI

There are some occurrences where Safari will either not allow employees to login through the **Employee Portal** or access their pay stub by clicking on the **Transaction ID**.

This is easily fixed using the instructions listed below:



### STEP 1

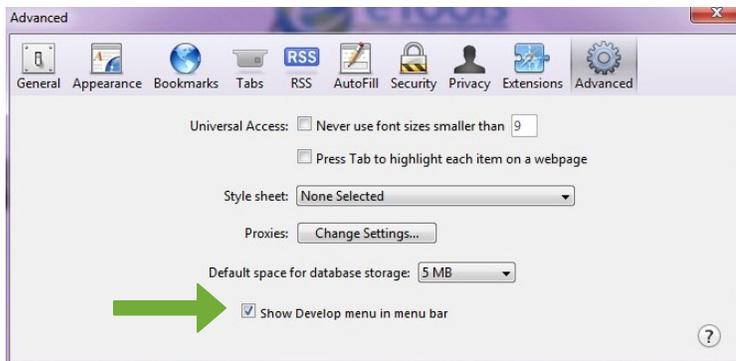
At the top of the screen you will see: **File, Edit, View, History, Bookmarks, Window** and **Help**.

### STEP 2

Click **Edit** and then choose **Preferences**. The **Preferences** box will automatically appear in the middle of your screen.

### STEP 3

Click the **Advanced** icon in the upper right hand corner of the **Preferences** menu toolbar.



### STEP 4

Check the box next to **Select Develop menu in menu bar** located at the bottom of the menu.

### STEP 5

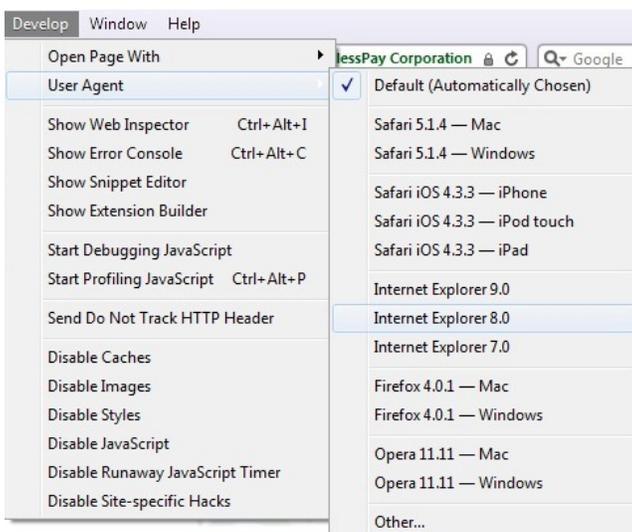
Click **Develop** and then choose **User Agent**.

### STEP 6

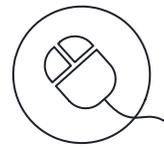
Choose one of the **Internet Explorer** or **Firefox** options. This will automatically refresh your screen.

### STEP 7

When your screen refreshes, click on the **Employee Portal** and login again.



# Pop-up Blocker



## INTERNET EXPLORER

To add my-estub.com to your list of Internet Explorer pop-up exceptions:

### STEP 1

At the top of the screen you will see: **File, Edit, View, Favorites, Tools** and **Help**.

### STEP 2

Click **Tools** and then choose **Pop-up Blocker** and **Pop-up Blocker Settings**. The **Pop-up Blocker Settings** box will automatically appear in the upper left hand corner of your screen.

### STEP 3

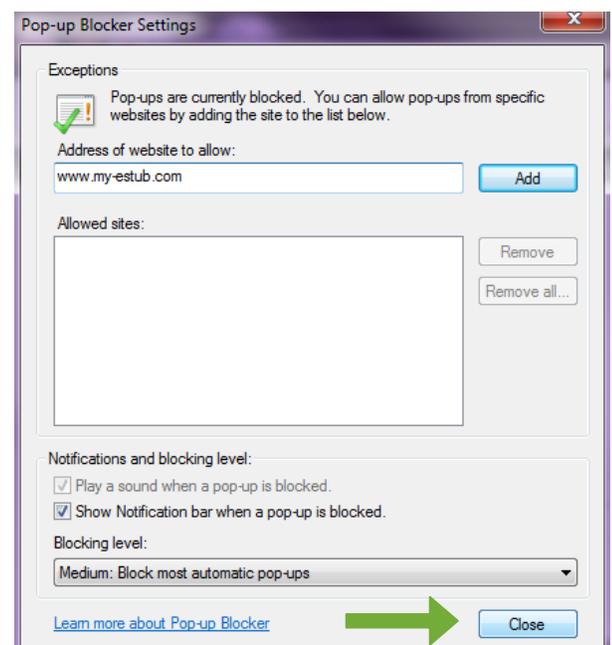
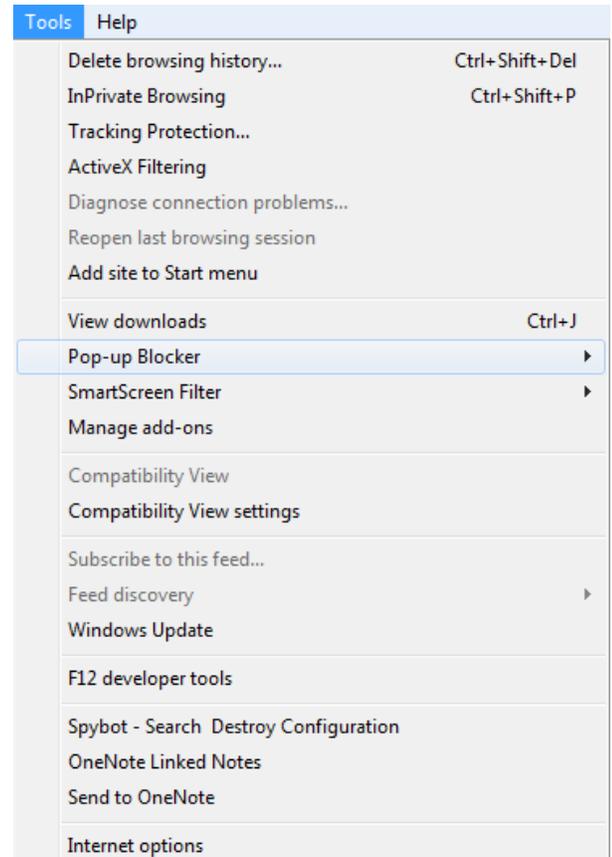
Type <https://www.my-estub.com> in **Address of website to allow**. Click on the **Add** button to add the website to the box below.

### STEP 4

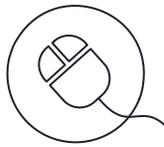
Click the **Close** button at the bottom. This will automatically refresh your screen.

### STEP 5

When your screen refreshes, click on the **Transaction ID** to view your pay stub.

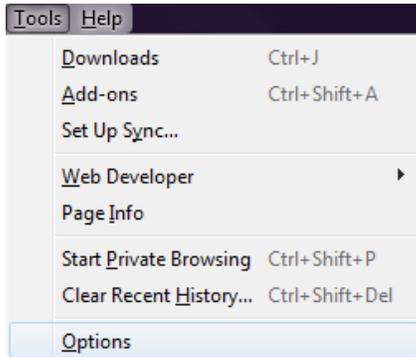


# Pop-up Blocker



## MOZILLA FIREFOX

To add my-estub.com to your list of Internet Explorer pop-up exceptions:

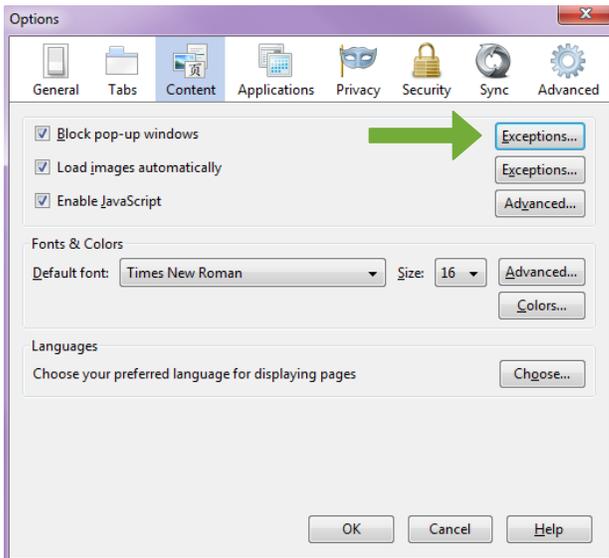


### STEP 1

At the top of the screen you will see: **File, Edit, View, History, Bookmarks, Tools** and **Help**.

### STEP 2

Click **Tools** and then choose **Options**. The **Options** menu will automatically appear in the center of your screen.



### STEP 3

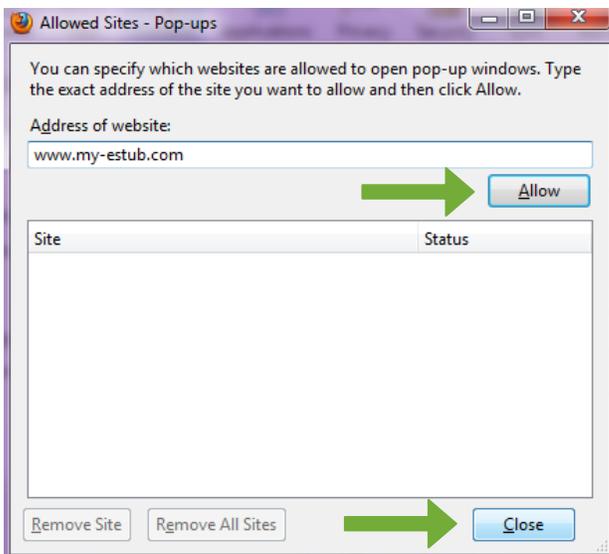
Click the **Content** icon towards the left hand corner of the **Options** menu toolbar.

### STEP 4

Click the **Exceptions** box to the right of the **Block pop-up windows** located at the top of the menu.

### STEP 5

Type <https://www.my-estub.com> in **Address of website**. Click the **Allow** button to add the website to the box below.



### STEP 6

Click the **Close** button at the bottom and click **OK** to save your changes.

### STEP 7

When your screen refreshes, click on the **Transaction ID** to view your pay stub.

# Employee FAQ



## Where do I login?

Once you have opened [www.my-estub.com](http://www.my-estub.com) in your internet browser, employees will click on *Employee Portal* in the upper left corner of the screen. This will open a login window for you to input your information. If you are an administrator for the company, you will click on *Administrator Access* in the bottom left corner.

## What is my UserID?

The format for your UserID will be unique to your company. It will consist of three general parts: Company abbreviation, Employee Number, and a portion of your name. The number of characters and arrangement of the three parts will be specifically formatted for each individual company. If you are unsure of your UserID, check with your Payroll Department to make sure you have the correct information.

## Where can I find my Employee Number?

If you have received a paper pay stub, your employee number will be located on it. If you do not have a stub available, you can contact your payroll department and they will be able to look up your number for you.

## Can I change my UserID?

Your user name is specifically formatted by your payroll department and is used to process all of your electronic files to your account. Therefore, this information cannot be changed from what is assigned to your account.

## Can I access my pay stub from any computer?

Yes, if you have access to the internet, then you will have 24 hour access to your pay records.

## If I can login from any computer, how safe is my-eStub.com™?

Every year Paperless Pay Corporation goes through a special security audit called SSAE 16 Type II. You can find more information about what this certification means to you here: [http://ssae16.com/SSAE16\\_overview.html](http://ssae16.com/SSAE16_overview.html).

## What happens if I forget my UserID or Password?

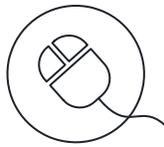
If your company has given us access to your information, you can contact our Employee Call Support Service Center and one of our representatives will be happy to give you your Username. If your company does not use our Employee Call Support Service Center, your Payroll or Human Resources department can assist you with this information. If you've forgotten your password, you can use the *Recover Password* option. This option will verify your security questions and then send you a randomly generated, temporary password to the email address on file. You will be able to login and immediately reset your password.

If your company has given us access to your information, you can contact our Employee Call Support Service Center if you have an email address and/or security information on file. If your company does not use our Employee Call Support Service Center, your Payroll or Human Resources department can assist you with this information.

## What does, "Sorry the UserID & Password provided are not valid" mean?

If you are receiving this message, then your UserID has not been entered correctly. You may attempt to reset your password through the site. Also, make sure that you have clicked onto the *Employee Portal* and not the *Administrator Access*.

# Employee FAQ



## What does, “Your Username is locked” mean & what do I do?

You have three tries to enter your password. After your third attempt, if it has not been entered correctly, the site will automatically lock your account for security purposes. The account will unlock in 24 hours. However, if you enter an incorrect password on your first attempt, the account will lock again. If you would rather not wait 24 hours, you do have the option to call our Support Line. If your company has given us access to your information, we would be happy to unlock your account. If your company does not use our Call Support, your Payroll or Human Resources department can assist you with your account.

## My Password disappears when I press *Login*. What do I do?

If your password disappears when you try to log in, but no error message appears, this generally means that there is a security program blocking the website. You should check that [www.my-estub.com](http://www.my-estub.com) is set as a 'Safe Site' or 'Allowed Site' through your internet browser, as well as through any security program you may have installed on your computer. When you have done this, exit and reopen the site before logging in. If the problem continues, call our Employee Call Support Service Center. If your company has given us access to your account, we will do what we can to diagnose the problem. If not, we can direct you to the correct department to get the issue resolved.

## When I click on a Transaction ID, nothing happens. What do I do?

If nothing occurs when you click on a transaction ID, this is usually caused by new security features on Internet Explorer Version 9. In order to allow your stubs to show, you'll need to click on Tools on your Menu Bar and click Compatibility View Settings. This will open the Compatibility options box. Our site address will be filled in for you in the top box, click Add, and Close at the bottom. The screen will refresh and your stubs will be available for viewing.

## Can I Opt-Out of receiving my pay stubs online?

If you have any questions regarding your eligibility to Opt-Out, contact your payroll department for more information.

## What is the Employee Call Support Service Center phone number?

The Employee Call Support Service Center phone number is 1-800-489-1711. Representatives are available Monday – Friday between 8AM – 8PM EST. We are not currently open on the weekends but this may become available in the future.

## Who can contact the Employee Call Support Service Center?

The my-eStub.com™ service for online pay stubs is only available for direct deposit employees. These employees can contact us for their information if their company has opted to use our Employee Call Support feature. Unfortunately, due to security policies, we have to verify security information with the employee whose account we are accessing, and therefore cannot give out information to anyone other than the employee.

## What if my Payroll Department is closed?

If your company does not use our Employee Call Support feature, then we do not have access to any of the employees login information needed in order to assist you. You will have to speak to payroll directly for any and all information regarding your account.

