

## ***e*Paystub Frequently Asked Questions**

### **Why is MCPS offering an electronic pay stub?**

MCPS offers *e*Paystub for the convenience of viewing additional pay information online and to provide improved services to employees. There are many benefits:

- The availability of the electronic pay stub reduces the amount of time you have until you are notified that a payment is available for your review. You are able to view your pay stub prior to the scheduled pay date.
- You can access and print your pay stub 24/7 from work, home or from most computers with Internet access. Please be advised that *e*Paystub does not support the Firefox Browser and only marginally supports Netscape.
- Your electronic payment advices remain "online" for up to 3 years. No worries about losing your pay stub!
- Additional attendance and pay information are available to you. With the online pay stub, MCPS is able to provide detailed information that could not be done practically on a paper pay stub. Substitute teachers have often asked for the ability to see the hours reported by each of their work locations. The online pay stub provides that information.
- If hours have been reported incorrectly, you will have an opportunity to resolve the discrepancy prior to the payday.
- With the convenience of the online pay stub, you should not need to print your pay stub. However, you will be able to print a copy of current or previous pay advices.

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### **What is the earliest pay stub available through *e*Paystub? How long will the pay stub be available through *e*Paystub?**

The earliest dated pay stub available is the last pay stub of calendar year 2006. All pay stubs for calendar years 2007–2009 are currently available. In general, pay stubs for 2 previous calendar years will always be available in addition to the current calendar year. To assist with filing of income tax, the last pay stub of all calendar years will always be available. Pay stubs are listed 10 per screen page and are in the order from the most recent to the oldest.

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### **Am I able to print my *e*Paystub and if so, how do I print?**

Yes, you can print your *e*Paystub once the *e*Paystub electronic document is displayed. You may print by selecting the printer icon. You will then be directed to a screen to select the appropriate printer. The printed version of the *e*Paystub does not require special paper; the document will print on standard “8 ½ by 11” paper.

Please Note: With the retention of previous documents available to you, you will rarely need to print a paper copy.

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### **When am I able to view the *e*Paystub pay advice?**

*e*Paystub is available a few days prior to the pay date, typically the Tuesday morning before the Friday payday. Please be advised, there could be some change to this target date from time to time depending on the pay calendar, calendar schedule changes, or system outages.

Checks issued manually, outside of the normal payroll process, are viewable the same business day or the morning after the check has been issued.

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### **Can I view *e*Paystub from my home computer? If I do not have a computer at home, where I can go to view my *e*Paystub?**

You can view the *e*Paystub information from your home computer or from any MCPS computer. Please be advised that *e*Paystub does not support the Firefox Browser and only marginally supports Netscape.

If you do not have a regularly assigned PC, you should speak to your supervisor and/or director to locate an available PC. Additionally, several computers are available for employees in the lobby of the Employee and Retiree Service Center (ERSC) from 8:00 a.m. to 4:30 p.m. Monday through Friday. ERSC is located at 7361 Calhoun Place, Suite 190, Rockville, MD 20855.

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### **Can I save my *e*Paystub onto my home computer?**

Yes, the Adobe Acrobat software supports and permits you to save viewed documents. Please keep in mind that you will still need to provide your pay stub document password to access new as well as, any saved files.

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**The printer at my work location will not allow me to print *e*Paystub. Who do I need to contact for assistance with *e*Paystub?**

If you have problems accessing *e*Paystub or printing your *e*Paystub, you should call the MCPS Help Desk at 301-517-5800. Please note: MCPS cannot provide support for home computers or printers from non-MCPS computers.

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**What is the payment number?**

The payment number is the sequentially assigned advice/paycheck number that is generated by the payroll system.

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**What is the payment date?**

The payment date is the date the check is issued and funds are available for withdrawal from your checking and/or savings account. Direct Deposit is mandatory for all employees hired on or after February 1, 2001. Direct deposit offers employees the convenience of having your net pay (pay after taxes and deductions) deposited directly into a checking and/or savings account.

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**What do the single letters in the payment type of the *e*Paystub “Details Page” represent?**

The single letter denotes how the check was processed:

- A- ACH Direct Deposit
  - M- Manual Pay Check
  - S- Scheduled Pay Check
  - P- Partial Deposit
  - V- Void
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**Why does my reported attendance not match the hours on the first page of the pay stub?**

The Reported Attendance section of the electronic pay stub displays details of your pay information including days worked, work location, pay codes, and hours as it was reported on your timesheet and entered by the timekeeper.

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**Where can I locate descriptions of the various pay codes noted on my ePaystub?**

Two tables have been created for your convenience. The first table lists paycodes displayed on the ePaystub and the second table displays the reported attendance pay codes as entered by the timekeeper. The two tables are located on the main ePaystub welcome page under the section entitled “Pay codes.”

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**Can I use ePaystub to make changes to my federal, state, and county tax withholdings, my 403(b), and/or 457(b) tax-deferred contribution amounts, my home address, etc?**

No, you will not be able to make any changes on your ePaystub. Please visit the Employee and Retiree Service Center (ERSC) website at [www.montgomeryschoolsmd.org/departments/ersc](http://www.montgomeryschoolsmd.org/departments/ersc) for all applicable MCPS forms. Please send completed forms to the ERSC, 7361 Calhoun Place, Ste. 190, Rockville, MD 20855.

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**If I have questions concerning the information I am viewing on my ePaystub, whom do I contact? What should I do if my hours were reported incorrectly, pay information is incorrect, or the position and my hours were reported incorrectly?**

First, check your timesheet to verify the information provided to the timekeeper. Next, you will need to contact the timekeeper at your school/work location for any questions regarding your attendance/hours reported or for the position the hours were reported. The timekeeper will be able to assist you or will contact the appropriate member of the ERSC staff for assistance.

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**If I have a correction for my reported hours, how and when will the corrections be processed? How will I obtain an updated ePaystub?**

All corrections are processed on future pay dates and are shown on a future bi-weekly pay stub or through a special manual check process. You may view the special manual check stub via ePaystub on the day the manual check is issued. Please note: All manual checks are paper checks therefore direct deposit is not available for manual checks.

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**During an online session, how long am I able to view my ePaystub?**

The default log off time for the application is 5 minutes. After that time, you will be required to restart your session. Upon timeout, you must close your web browser to clear your personal data from the web browser’s memory. You may then restart the session and continue viewing other pay stub documents.

When you finish viewing your ePaystub documents, click the “Log Off” button to end your session. A message will be displayed telling you “*the web page you are viewing is trying to close the window. Do you want to close the window?*” Click “Yes” to close the window.

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**Can I use my ePaystub for employment verification? If I need an official document for wage verification with an official stamp and authorizing signature, what do I do?**

Yes, you can use an ePaystub printout for employment verification. If the institution requires official verification of the ePaystub printout, you may bring the ePaystub printout(s) to the ERSC to obtain an authorized signature and stamp.

ERSC is located at 7361 Calhoun Place, Suite 190, Rockville, MD, 20855. ERSC staff will be available to assist you 8:00 a.m. through 4:30 p.m. Monday through Friday. You may bring any ePaystub printout(s) to the ERSC and receive an authorizing signature and stamp.

If would like to request copies with an authorized signature and stamp, ERSC requires 3-business days to complete the request. Once the ePaystub printout(s) is available, the distribution method to the employee will be determined at the time of request. An employee may select PONY, U.S. mail, or pickup (with a picture ID).

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**Is the electronic pay stub available to all MCPS employees (temporary and substitutes) or only to permanent employees?**

ePaystub is available to all MCPS employees with an Outlook User ID and password.

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**If I work at multiple schools/work locations, am I able to see the time reported by each school/work location?**

Yes, you are able to view all of your school/work locations and applicable time reported for each position in the Reported Attendance section.

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**What security precautions are in place so that only I can view my ePaystub? Can anyone else access my ePaystub? Who can view my ePaystub?**

Your ePaystub information has been secured at three levels:

- Data is maintained on a secure server and all ePaystub data transmitted is encrypted.
- Access to your ePaystub requires your unique Outlook User ID and a secure password.
- Before the electronic pay stub document can be opened you will be asked to enter the electronic pay stub document password and your employee ID.

Although MCPS cannot guarantee absolute confidentiality of data transmitted over the public Internet, all data transmissions between your computer and the MCPS server are encrypted and secure.

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**How can I change my password? If someone obtains access to my password, who may I contact to change my password?**

Your Outlook User ID and password are unique and should not be shared with anyone. If someone has obtained access to your Outlook user password you will need to contact the Help Desk at 301-517-5800 for assistance. Before assigning you a new Outlook password the Help Desk will ask for one piece of personal data to confirm your identity.

Please note: the password used to access each of the electronic pay stub documents cannot be changed.