# City of Pasadena – Electronic Pay Stub (ePayStub)

## Introduction

The ePayStub system was developed so that all City employees have the ability to view and print their current and historical payroll information. With this application you now have the ability to view, save and print your current pay stub data and if necessary search for and retrieve pay data from up to three years in the past. If you have a City provided network account and you use the City's Employee Self Service System (ESS) to view your pay stub, you may continue to do so.

## For information about the ePayStub System, visit the Frequently Asked Questions Page by clicking this button. FAQ

## Accessing the ePayStub System through the Logon Page

The ePayStub logon page may be accessed by clicking on the link below or visiting the locations listed.

- On the Internet Explorer Browser at the address: line you may type *epaystub*
- On the Internet Explorer Browser under Favorites and the under City Links
- On the City's Intranet page at CityNet/Software
- On the Employee Information Page of the ESS System

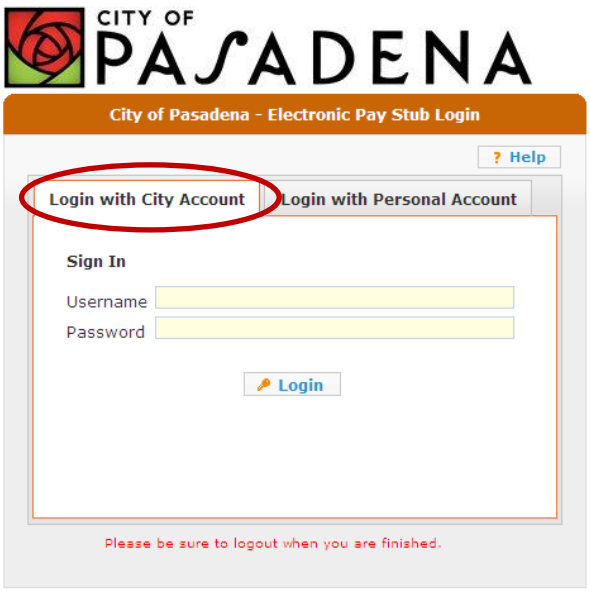
## Logon Choices for the ePayStub System

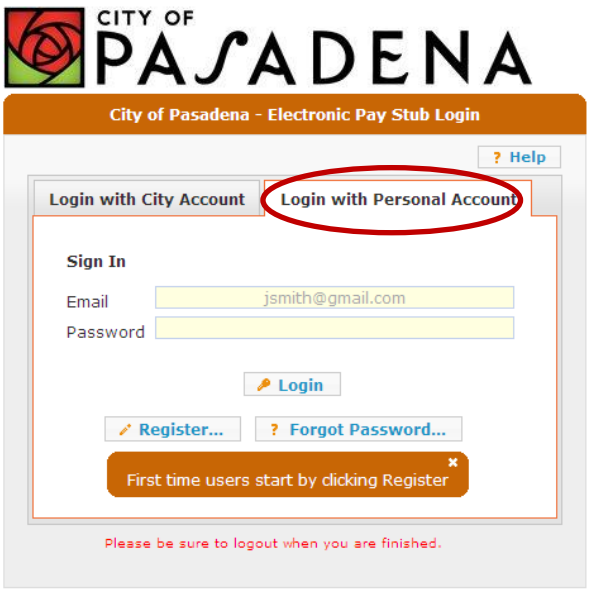
You may choose **one** of two methods **(not both)** to access your pay stub data; the first is by using a City provided network account that was provided to you to be used in your job function or second, you may use a personal email account such as one obtained from Google or Yahoo. The reason for having two methods is that many of our staff members do not require a City network logon to perform their job function and a personal email logon provides them a method for utilizing this service. Both methods may be used from a computer outside of the City's network such as your home computer.

## Choosing an Access Method and Logging On

The logon page is providing you a choice of logging on to the system with your City Network ID and Password or utilizing your Personal Email and Password. (Example: Gmail and Yahoo)

***Click on the picture of the method you would choose, to view the associated instructions.***



## Logging on Using Your City Account

**First** - Make sure you are on the tab

Login with City Account

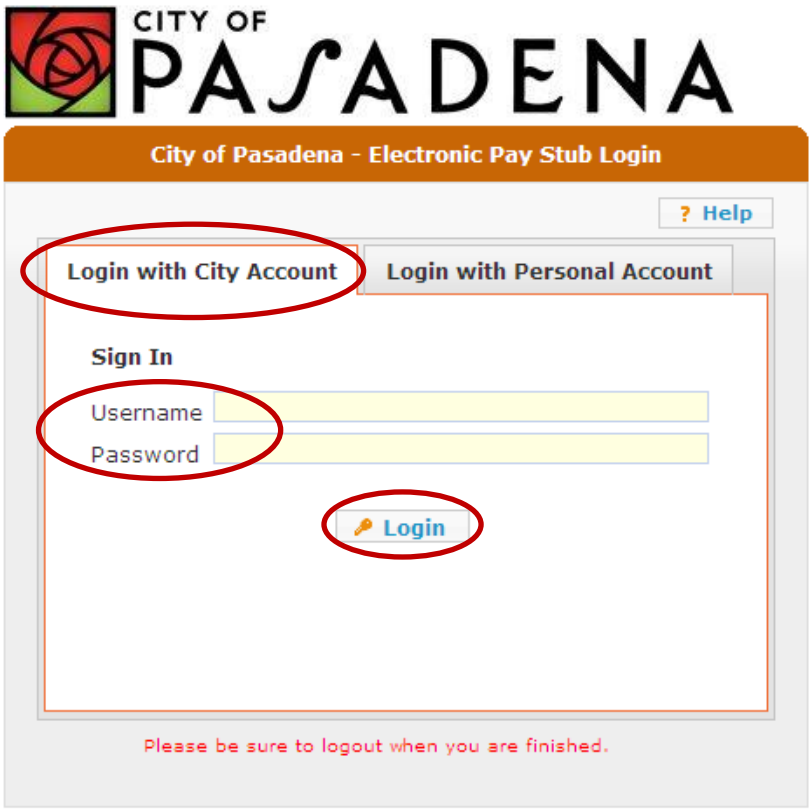
Next, enter your City supplied **Username** and **Password**, which are the same that you would use each day to access the City's network. (Use lowercase and most typically first initial and last name. Example: jsmith)

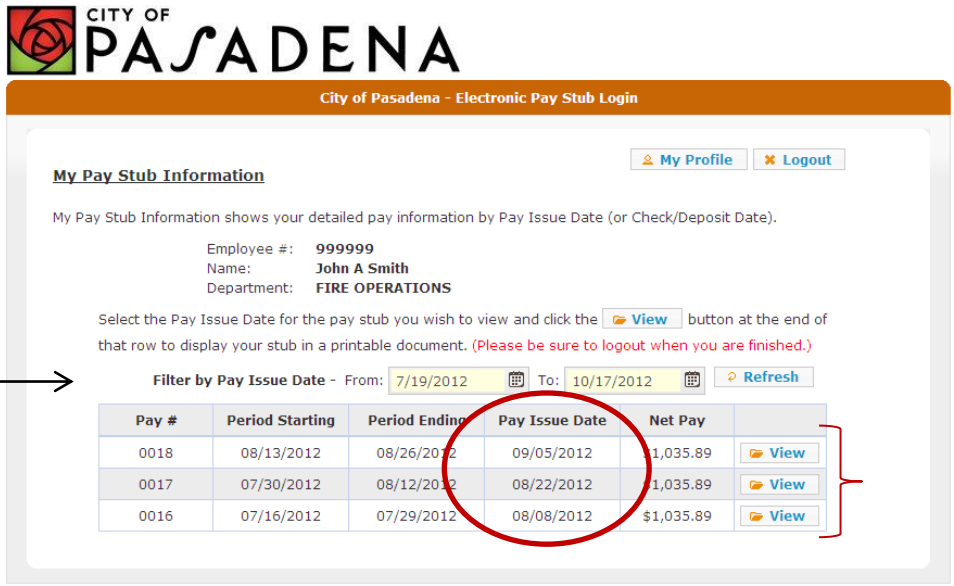
Now click on the Login **button**.

## Selecting Your ePayStub

You are now on the My Pay Stub Information page. To search for specific pay data look at the grid on this page and find the column with the heading Pay Issue Date. Now locate the date required and click on the View button to the right of the date. This will open a PDF File Download dialog box. (see next page)

Note: In the grid, ePayStubs will be displayed "newest to oldest". If you are not finding the date that you need on entering this page, use the **Filter by Pay Issue Date**, selecting a **From** and **To** date range and press the Refresh button. This will display all ePayStubs that fall in that range.



## The PDF Form

You have just hit the View button and the PDF File Download dialog box has appeared. You have a number of options here;1) you may click Open, which will display the full ePayStub where you may Save, Print, or use other PDF functionality such as email, 2) you may click Save and choose a location to store the ePayStub in PDF format or, 3) you may click Cancel and be returned to the My Pay Stub Information page.

## The ePayStub Form

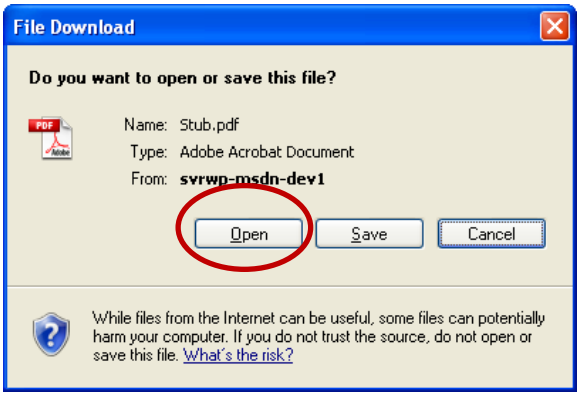
From the PDF Download dialog box, click Open and your ePayStub will display. (much larger than this)

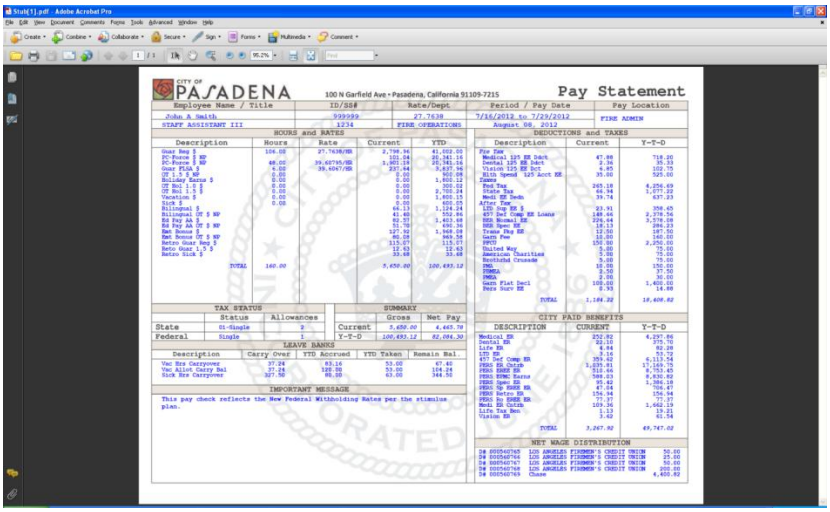
Again, you may now use the functionality of the PDF viewer to:

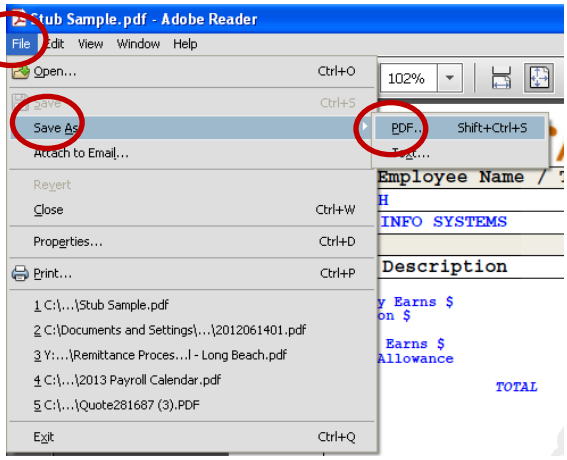
Print by clicking the printer icon as seen on the Adobe Reader/PDF menu bar to the right.

Save the ePayStub by clicking on the File Menu and Save As and then PDF as seen to the right.

Email the ePayStub as needed by clicking the email icon. (Your email service must be open at the same time for this to work properly.)





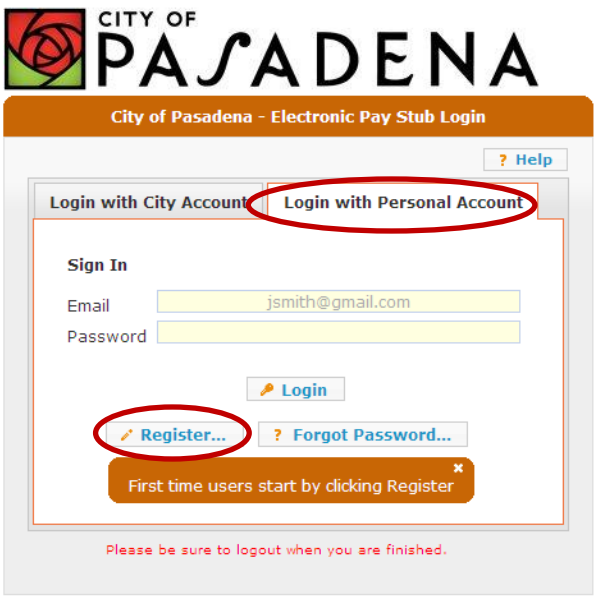
## Personal Account Users- Registration

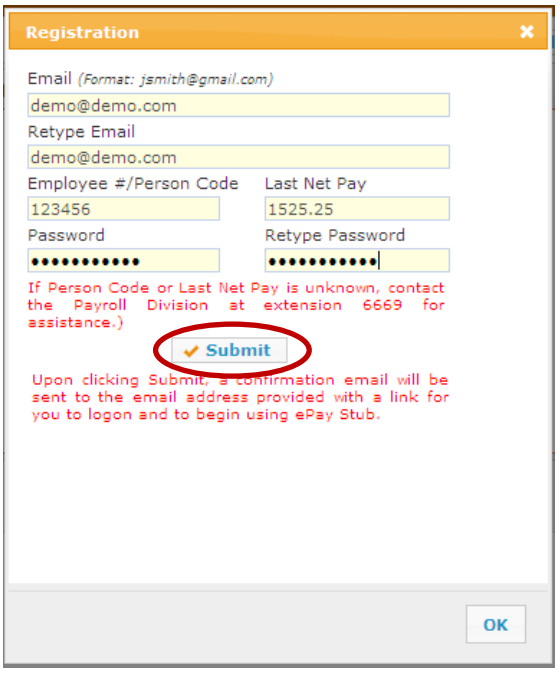
***Before getting started, you will need your Employee ID and the amount of your last net pay which can be found on your most recent pay stub. If you are in need of assistance with either of these items please call the Payroll division at extension 6669.***

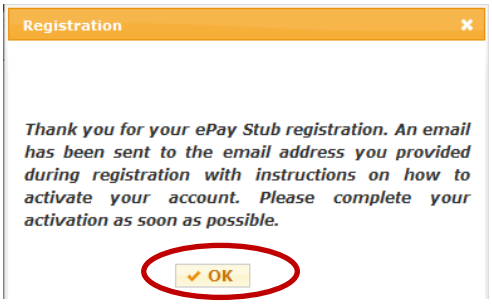
**There are 3 steps to this process; 1 – Registration, 2 – Activation and 3 Initial Logon.**

**Registration** - Make sure you are on the tab Login with Personal Account. To begin the registration process, click the Register... button. The registration page will display.

Complete the Registration Page by entering the following: In the Email field, enter the personal email address that you wish to use as your logon id for this system. You are then asked to Retype Email address to confirm. In the Person Code/Employee ID field, enter your Employee ID. Next, enter your last net pay in the Last Net Pay field. In the Password field, enter a password that meets the system requirements. Next, retype your password in the Retype Password field to confirm. Then click the Submit button. This action will submit your registration and you will receive the Registration message shown here. Follow the instructions in this message to continue now with the Activation of your account.



## Personal Account Users – Activation

**Activation** – The registration process has sent an email to the address that you provided as your Personal Account ID. Please open your email and look for this notification from no-reply@cityofpasadena.net. The subject is: Please Activate Your City of Pasadena ePayStub Account. Follow the instructions in this email to activate your account.

This Web page will open telling you that you have successfully activated your account and may now logon.

Click the OK button at the end of the Activation Success message. This will close and leave you on the logon page as seen below.

## Logging On Using Your Personal Account

**Logging on** - Make sure you are on the Login with Personal Account tab.

Then enter the Personal Account **Email** and **Password** that you used in the registration process.

Now click on the Login **button**

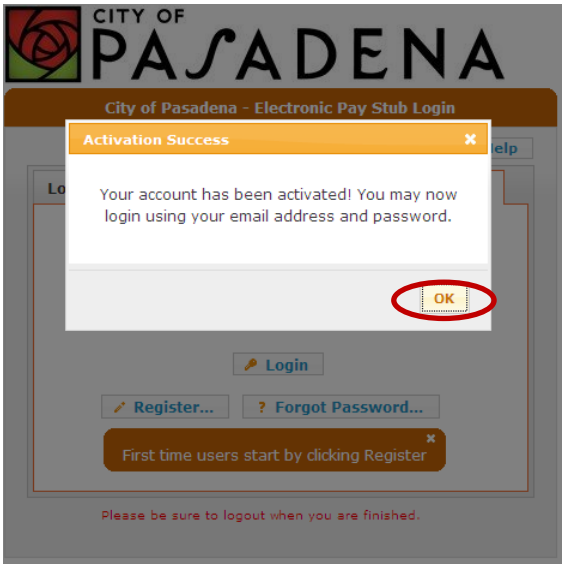
*Registration Email with Activation instructions.*

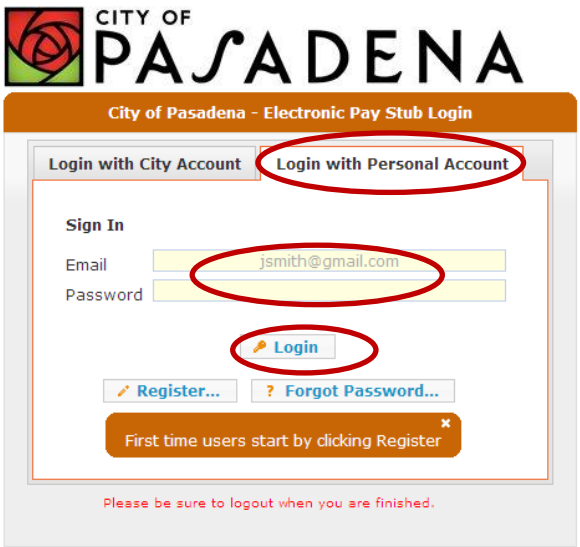
From: no-reply@cityofpasadena.net [mailto:no-reply@cityofpasadena.net]
Sent: Thursday, October 25, 2012 9:31 AM
To: Smith, John
Subject: Please Activate Your City of Pasadena ePay Stub Activation

Dear John Smith,

Thank you for your request to register with City of Pasadena ePay Stub.
To complete your Activation, please click on the following link: http://svrwp-msdn-dev1/ePayStub/Login.aspx?personcode=49894&key=79UlTf3nSr23Yw9nf94rx

Thank you,
City of Pasadena

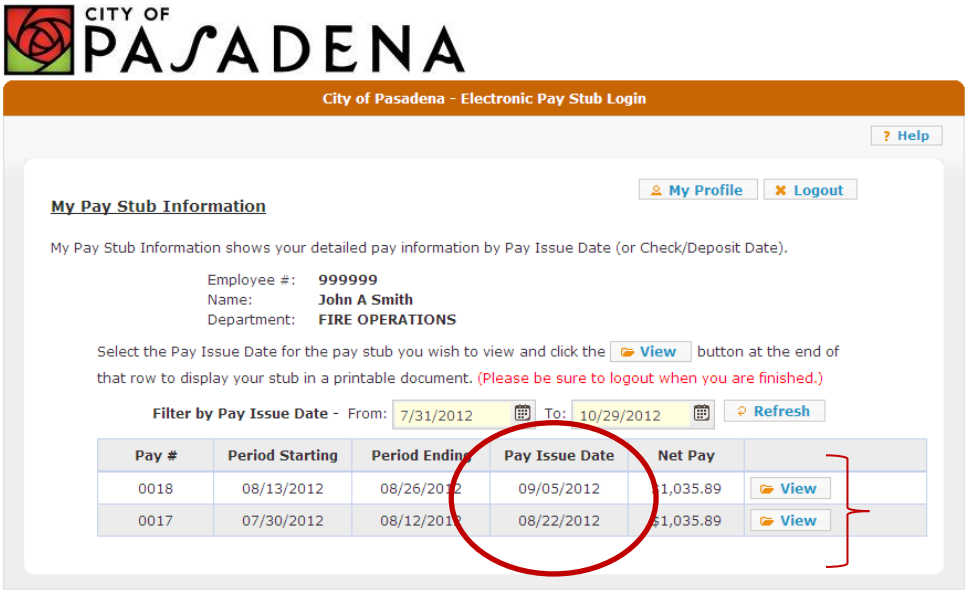


## Selecting Your ePayStub

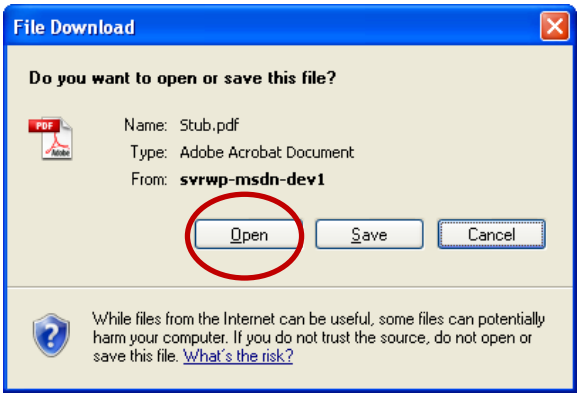
You are now on the My Pay Stub Information page. To search for specific pay data look at the grid on this page and find the column with the heading Pay Issue Date. Now locate the date required and click on the View button to the right of the date. This will open a PDF File Download dialog box.

Note: In the grid, ePayStubs will be displayed "newest to oldest". If you are not finding the date that you need on entering this page, use the **Filter by Pay Issue Date**, selecting a **From** and **To** date range and press the Refresh button. This will display all ePayStubs that fall in that range.




## The PDF Form

You have just hit the View button and the PDF File Download dialog box has appeared. You have a number of options here;1) you may click Open, which will display the full ePayStub where you may Save, Print, or use other PDF functionality such as email, 2) you may click Save and choose a location to store the ePayStub in PDF format or, 3) you may click Cancel and be returned to the My Pay Stub Information page. From the PDF Download dialog box, click Open



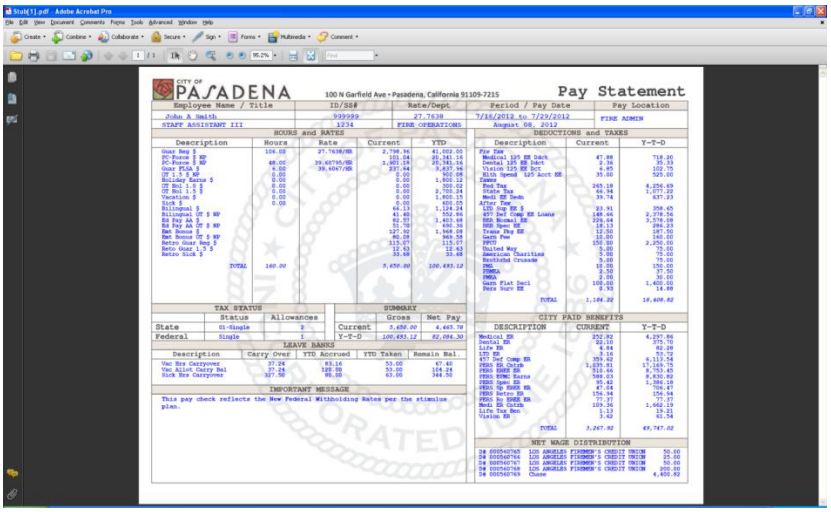
## The PDF Form (continued)

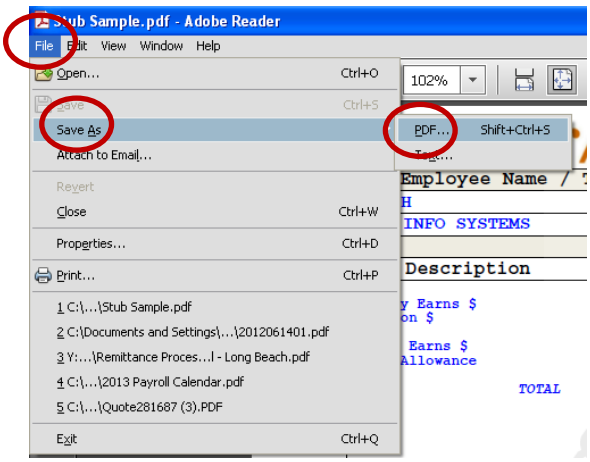
### The ePayStub Form

Your ePayStub will display (much larger than this).

Again, you may now use the functionality of the PDF viewer to: Print by clicking the printer icon as seen on the Adobe Reader/PDF menu bar to the right. Save the ePayStub by clicking on the File Menu and Save As and then PDF as seen to the right.

Email the ePayStub as needed by clicking email the icon. (Your email service must be open at the same time for this to work properly.)



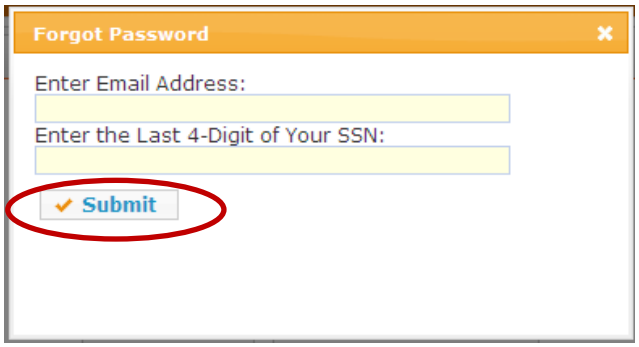


## Other Account Actions

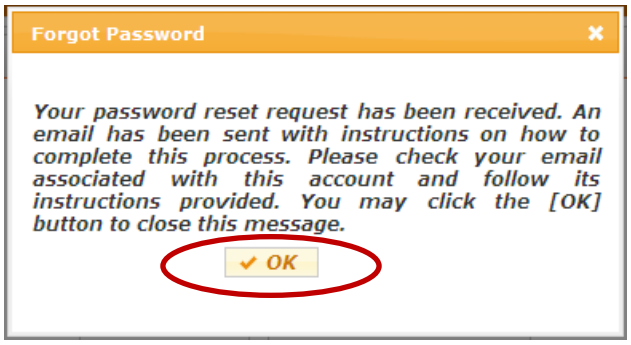
### Forgot Your Password

If you have forgotten your password click the ? Forgot Password... button on the logon page.

A Forgot Password dialog box will appear. Here you will need to enter the email address that you registered your account with initially at the Enter Email Address field and then complete the Enter the Last 4-Digits of Your SSN field, then ✓ Submit click the button.




An additional Forgot Password dialog box will appear instructing you to check the email associated with this account and follow the instructions there to reestablish your password. When you are done with this message click the ✓ OK button.



## Other Account Actions (continued)

### Forgot Your Password

This is an example of the email that will be sent to you. Click on the link provided to complete the process.

*Password Reset Email.*

From: no-reply@cityofpasadena.net [mailto:no-reply@cityofpasadena.net]
Sent: Thursday, October 25, 2012 12:58 PM
To: Smith, John
Subject: City of Pasadena ePay Stub Registration - Password Reset

Dear John Smith,

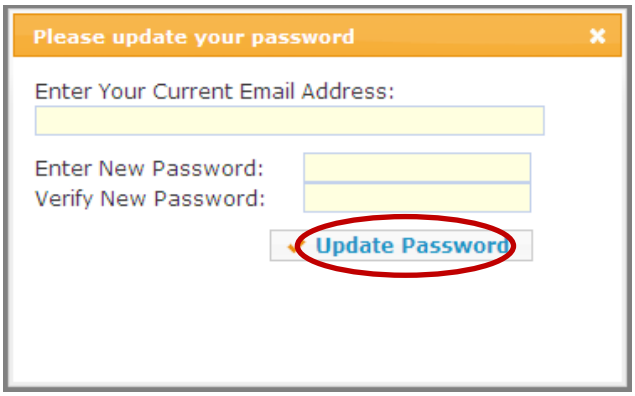
We have received your request to reset your password for the account associated with this emai
To complete your request, please click on the following link: http://svrwp-msdn-dev1/ePayStub/ResetPassword.aspx?personcode=49894&key=Aqyg11a9O5uj8GQzfdBh0

Thank you,
City of Pasadena

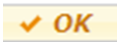
A

dialog box will appear. Enter the email address associated with the account in the Enter Your Current Email Address field. Now enter the new password in both the Enter New Password field and Verify New Password field. Then click the

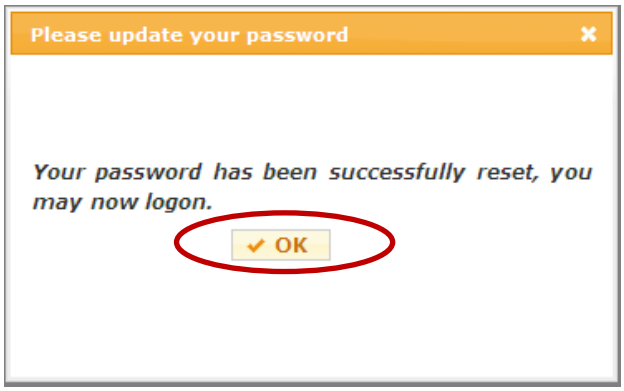
button.




You will receive a

message box confirming that your password reset was successful. Click the 

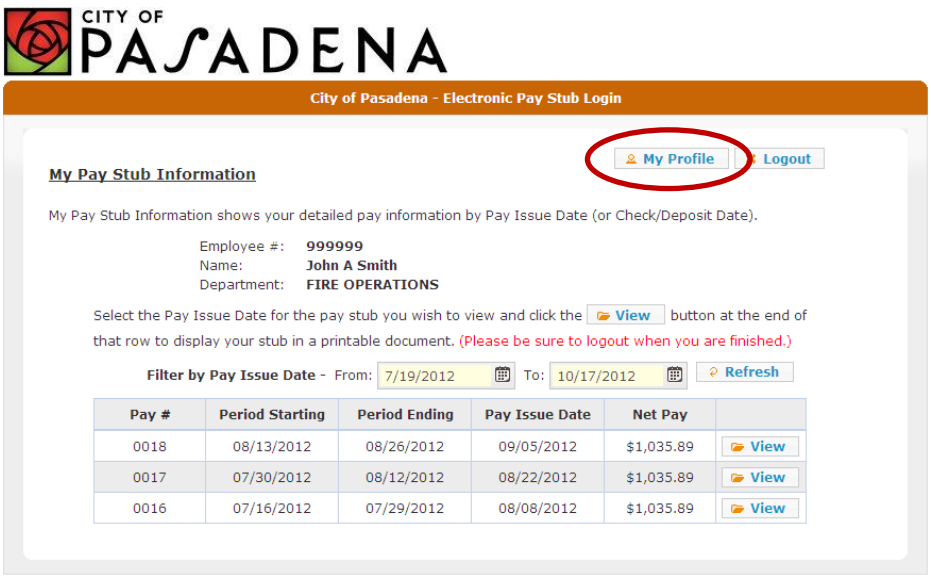
button to continue. You may log on with your new password at any time.



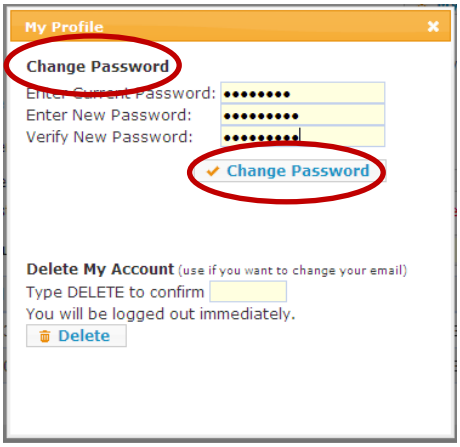
## Other Account Actions (continued)

### Changing Your Password

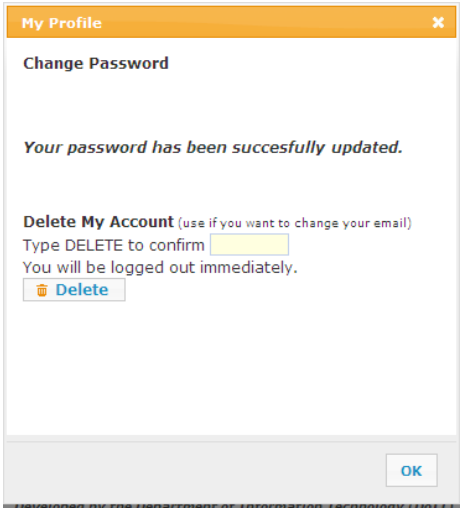
From the My Pay Stub Information page click the My Profile button on the logon page.




The My Profile dialog box will appear. (There are two functions; Change Password and Delete My Account.) This section provides instruction on Changing your Password. Enter the email address associated with the account in the Enter Your Current Email Address field. Now enter the new password in both the Enter New Password field and Verify New Password field. Then click the Change Password button.



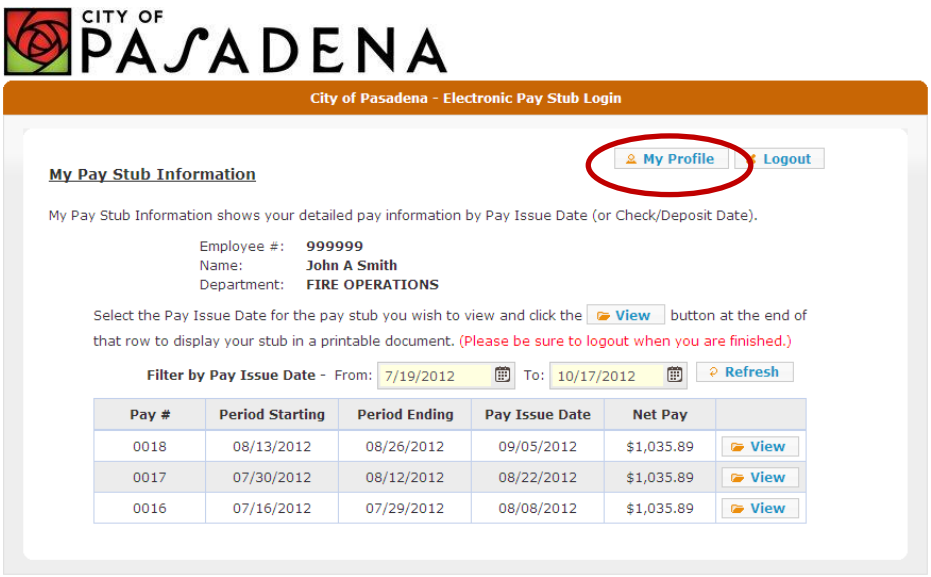

You will receive a My Profile message box confirming that your password had been successfully updated. Click the OK button in the lower right hand corner to continue.



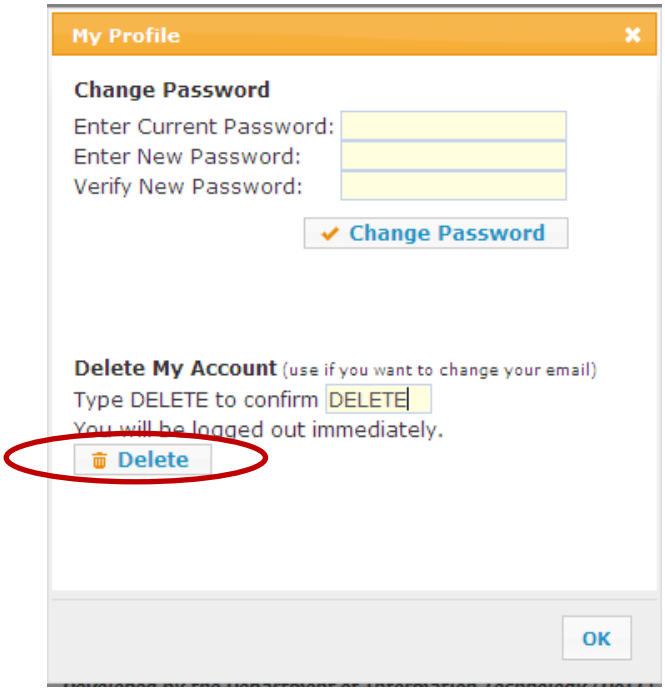
## Other Account Actions (continued)

### Delete My Account (used to create a new account replacing your current)

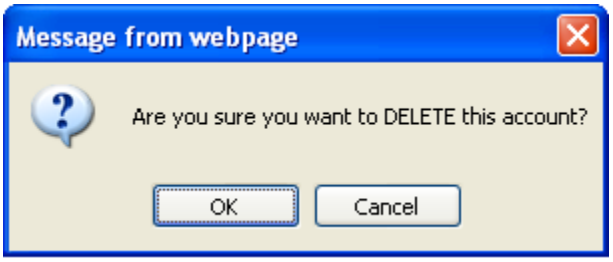
From the My Pay Stub Information page click the My Profile button on the logon page.




The My Profile dialog box will appear. (There are two functions; Change Password and Delete My Account.) This section provides instruction on Deleting your Account. Type the word DELETE in the field provided to delete your account. Then click the Delete button to confirm.




You will receive a Message from webpage dialog box asking you to confirm the deletion of your account by clicking the OK button. If you are unsure or change your mind you may hit the Cancel button. You will then be returned to the logon page to register a new account.



## Introduction

The ePayStub system was developed so that all City employees have the ability to view and print their current and historical payroll information. With this application you now have the ability to review, save and print your current pay stub data and if necessary search for and retrieve pay data from up to three years in the past.

## FAQ (Frequently Asked Questions)

What do I need before I get started?
If you are using a City supplied Network Account and Password, you will need to know these.

If you do not have a City Network Account, you must have a Personal Email as Identification. For Personal Email users you will also need your Employee ID and your last Net Pay amount (Found on your last pay stub.)

The ePayStub is delivered in a PDF document. If you don't already have this installed on your home computer, you may download the free software by clicking on this icon and following the instructions.

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How secure is this system?
Access to the system is provided by using either your City network account or an account you register with the ePayStub system using your personal email address. Both ways, you are required to maintain a strong password based on City's password policy (link to password policy). The data is stored securely in an encrypted manner and is transported to you at your desktop over a secure encrypted (SSL) connection.

How often will I need to change my password?
The City's password policy is a forced 90 day rotation. Access to the system is provided with either your City network account or an account you register with the ePayStub system using your personal email address. Continue to follow the same steps you follow to change your City's network password or call DoIT Service Center for assistance. When using your ePayStub account registered with your personal email, it is recommended that you change your password with the same 90 day frequency prescribed by the City. Click here **CHANGE PASSWORD** to jump to these instructions.

When will my pay stub be available in the ePayStub system?
Your pay stubs will be available on the pay issue date. Refer to the City's Payroll Calendar for the scheduled pay dates for the calendar year.

How far back with this information go? Or, will this be overwritten?
Three years of pay stubs will be available at any given time.

What happens if I leave the City?
You will need to register with the City's ePayStub system with your personal email address. It will allow you to connect with the system over the internet for up to three years thereafter.

## FAQ (Frequently Asked Questions - continued)

Who do I call if I have questions?
You may call the Payroll Division of Finance at extension 6669.

Can I print this information?
Your pay stubs will be provided as an Adobe Acrobat PDF file that can be printed to any printer attached to your computer or saved electronically for future use.

Can I access this information from my house?
Yes. You can find instructions for how to do this under this link.
https://eservices.cityofpasadena.net/ePayStub

What do I do if I forget my password?
For City Account users, call the DoIT service center (626)744-3648. For Personal Account users; there is a Forgot Password button on the login page. Click this button Forgot Password here to jump to these instructions.

Will the system time out?
Yes. 10 minutes of inactivity will cause a time out and automatically log you off. Inactivity means, no buttons on the web page were clicked. Moving your mouse, clicking on the background and typing do not count as activity. If this happens to you, you may log back on immediately.

Will I get locked out if I try the wrong password too often?
Yes. Your account will lock for 30 minutes after 5 failed attempts. After an additional 5 failed attempts in the same 24 hour period your account will be locked for 24 hours. This is a security measure to prevent hackers from breaking into your account.

Who do I call if the data is wrong on my pay stub?
It depends upon the type of data that is wrong. If your personal information is wrong, call Human Resources at extension 4364 If pay amounts are wrong, call Payroll at extension 6669.

Who do I call if a pay stub is missing?
Call the Payroll division at 6669 if a pay stub is missing.

I've changed my address/department by my old check stubs have my previous address/department. How can I get them changed?
The information on your pay stub will reflect your address and department at the time the pay was issued. There will be no changes made to previously issued documents.

Is this paystub official legal document?
These pay stubs are legal representations of what you were paid.

How can I easily get to the link to retrieve this information?
The link can be found in this document and on a number of employee accessible sites on the City's network. You may also contact the Payroll division at extension 6999 and the DoIT Service Center at (626) 744-3648.

Will ESS (Employee Self Service) still be available, and what is the difference?
Employee Self Service will continue to exist. It provides direct access to your personal information, but it is restricted to the City's Intranet so that no outside access is provided.

Will this be available for both Direct Deposits and Physical checks?
Yes. The ePayStub program has all of your pay information in it.

If I lose my check and have to have it reissued, will it show my reissue check number?
The ePayStub program will show all checks issued to you, including voided, replaced, and reissued checks.