

# Heartland Mobile Self-Service Site: Employee Setup, Login, and Navigation

#### Important information about Self-Service:

- Account Activation and Password Resets can be can be done on a desktop, laptop, tablet or smartphone. If you are using a tablet or smartphone, you will be directed to the mobile site.
- You have 5 attempts to enter your login information before being locked out for security purposes. If you receive a message that your account is locked, please contact your employer to unlock your account.
- If you forget your password, you can reset it on the login screen by verifying your security challenge question answers. If you are unable to reset your password, please contact your employer for assistance.
- Need assistance with Self-Service? Please contact your employer or employer's payroll department. The Payroll Specialists at Heartland are not able to speak with employees directly.

#### Employee Setup: Activating your Self-Service Access on a Desktop

- When setup is completed for Self-Service access, you will receive a Heartland welcome email that looks like the one below.
- If you have not received your welcome email within an hour or so, please check your junk/spam email folder. If the email is not received, please let your employer know.
- Upon receipt of the email, click on the link or copy and paste into your web browser.
- The link is only valid to activate your access. Once your activation has been completed, visit <u>www.heartlandcheckview.com</u> to access your Self-Service account.
- <u>Client Code</u>: Make note of the 8 character (often alphanumeric) Client Code in your welcome email. You will need to enter this code to access Self-Service each time you log in.

•	Heartland Payroll Employee Self-Service Account Cre	Finance ★			
	noreply@heartlandpayroll.com		Today at 2:49 PM		
	*** Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox *** "New Self Service User: Welcome to Heartland Payroll Solutions. Below are your login credentials. Your account must be activated before it can be used. To access your payroll information through Heartland Ovation Employee portal, click the activation link below to get started.				
	nttps://www.heartlandcheckview.com/AuthenticateUser.aspx?ticket=d2c9b658-9ed7-47ba-8bdb-e59e732e2379 in order to activate your account, you will need to provide the following information on the activation form:				
	Authorization Code (This will be the last 4 digits of your SSN)	Write down the "Client Code". You			
	User name: Client Code: TAGGART	will need to enter this code each time			
	The Heartland Payroll Solutions Team	you log in. This is an example code.			



**Mobile Site**: Your activation link will bring you to the Account Activation page, see details below:

Username 🗱	
This will autofill from the Your username is your email add	e registration email link. ress that is used for Self-Service.
Client Code 🗱	
This will autofill from the Note the Client Code as you will	e registration email link. need enter it each time you log in.
Pin (from activation email) 🗱	Last 4 digits of your SSN.
Question 1 🗱	•
Q1 Answer 🗱	Note your Security Question Answers, they are case-sensitive.
Q1 Answer Confirm 🗰	If you need to reset your password in the future, you will have to confirm
Question 2 🗱	
Q2 Answer 🗰	
Q2 Answer Confirm 🗚	
Password Requirements	s: minimum of 8
characters with at least	1 number, 1 letter, and 1
special character.	asswords must contain at least
Password *	8 alphanumeric characters, d at least one special character.
Confirm Password 🗱	



## **Mobile Site:** Heartland Employee Login to Self-Service (after account is activated)

- *Navigate to*: <u>www.heartlandcheckview.com</u> on a tablet or a smartphone. You will be redirected to the mobile site automatically.
- User name: Enter your email address that is connected to your Self-Service access.
- **Password:** Enter the password you created during the activation process.
  - The password is case sensitive; be mindful of capitalization.
- <u>Client Code</u>: Enter the Client Code provided in the welcome email that you received. The Client Code is usually an 8 character combination of letters and numbers.
- **Forgot Password:** Click the "Forgot Password" link to reset your password by verifying the security challenge questions answered at registration.

Heartland				
Login				
Email * (Email used for Emplo	(Email used for Employee Self-Service)			
Password * (Created when registering)	Password Requirements: Minimum 8 alpha numeric characters, and contain at least 1 special character [!@#\$%^&*()]			
Client Code * (8 Digit Client Code four	nd in registration email)			
Client Code * (8 Digit Client Code four	nd in registration email)			



### Mobile Site: Employee Navigation

- Home: The page you will see when you first log in
- Direct Deposits: View your direct deposit info
- Messages: If any company messages are available, they will display here
- <u>My Profile:</u> View your employee profile information
- **<u>Paychecks</u>**: View your pay stubs as they become available
- W-2 Forms: View current and past W-2s and 1099s
- Help: Click for information on Self-Service
- Logout: Click to end your session and log out

Click on the menu icon on any screen to view the menu (pictured below).

He	artland	Heartland	
A Global Ella E En	Payments Company C	ick menu icon 🔳 on the top left to view the Self-Service menu to navigate to the different sections.	
A	Home		
Ē	Direct Deposits	( (e )	
Þ	Messages		
÷	My Profile	Actions Required	
8	Paychecks		
	W-2 Forms		
Ø	Help		
С С	Logout		
_			
Com ackn on th	pany messages and owledgements are located ne Home & Messages Page	s. Active Messages Actions Required	