

# Payworks Employee Log in FAQ's

## 1. How do I get a user name and password?

Once your access to the web site has been granted by your organization's payroll administrator, you will receive a Welcome email which will contain your log in ID along with a temporary password. This email also contains instructions for changing your password and user name, tips on how to keep your personal information secure, and browser requirements.

If you do not receive a welcome email, contact your payroll administrator to confirm that the email address they have on file is correct. Changes to email addresses must be provided to your payroll administrator in order to avoid interruptions in pay statement notifications, or in the event that you forget your password.

## 2. What do I do if I forget my password?

If you make an error with your user name or password when you attempt to log in, you will be directed to a second log in page where you will see the message:

**Login Error !**  
The username, password or payroll number is invalid.

You will also see two links at the bottom of the log in screen:

**Please Log In**

Payroll Number

Username

Password

\* New Remember Payroll

\* New Remember Username

Previous Year End Data

[Did you forget your password?](#) | [Are you unable to login?](#)

\* User names and passwords are case sensitive

If you have forgotten your user name or password, click on "Did you forget your password?" You will be directed to a screen where you will be asked for your payroll number and email address. Your password will be reset and an email will be sent to you with your employee log in information. You will be required change the password when you log in.

## 3. I am having trouble logging in.

Click on the "Are you unable to login?" link. You will be taken to a screen which has a checklist of items to try along with some FAQ's. These FAQ's contain links to websites and the email address of our support desk.

#### 4. How do I change my log in ID and Password?

- a) Log into Payworks using your current user name and password.
- b) Once you have logged in, click on the **"My Personal Information"** link.



- c) Click on the **"My Login Information"** link on left hand side of the screen.

#### My Login Information

User Name	<input type="text" value="johndoe"/>
Old Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

- Password Strength (strong is minimum recommended) :
- A strong password contains at least :
  - 7 characters
  - One Upper Case letter
  - One Number
  - One Symbol [!@#%&\*()\*\_+]
- Illegal Characters :
  - Spaces
  - Single or Double Quotes
  - Less Than Character

- d) The user name will be populated with your current user name. Change the user name as desired.
- e) To change your password, enter your current password in the Old Password field.
- f) Enter your new password in the New Password field using the guidelines above.
- g) Click the "Save" button. This will apply the changes you have made to your account information.
- h) You can then log off, and log back in with your new account information.

## 5. How do I access my pay statements?

- a) From the main menu select My Pay Statements. The following screen will appear.

My Personal Information ▾ **My Pay Statements** My T4's My Messages Time Management ▾

my Pay Statements

Select All Pay Statements to View			
View	Pay Period	Payment Date	Download
<input type="checkbox"/>	1	2011-01-14	
<input type="checkbox"/>	2	2011-01-31	
<input type="checkbox"/>	3	2011-02-15	
<input type="checkbox"/>	4	2011-02-28	
<input type="checkbox"/>	5	2011-03-15	
<input type="checkbox"/>	6	2011-03-31	
<input type="checkbox"/>	7	2011-04-15	
<input type="checkbox"/>	8	2011-04-29	
<input type="checkbox"/>	9	2011-05-13	
<input type="checkbox"/>	10	2011-05-31	
<input type="checkbox"/>	11	2011-06-15	
<input type="checkbox"/>	12	2011-06-30	
<input type="checkbox"/>	13	2011-07-15	
<input type="checkbox"/>	14	2011-07-29	
<input type="checkbox"/>	15	2011-08-15	
<input type="checkbox"/>	16	2011-08-31	
<input type="checkbox"/>	17	2011-09-15	
<input type="checkbox"/>	18	2011-09-30	
<input type="checkbox"/>	19	2011-10-14	
<input type="checkbox"/>	20	2011-10-31	
<input checked="" type="checkbox"/>	21	2011-11-15	

Select Year  View Selected Statements

- b) To view a pay statement click on the box in the View column. This will add a check mark to the box.
- c) Click on View Selected Statements. A second screen will open with the Pay Statement.
- d) If the pay period has multiple pay statements, the pay period number will have an asterisk and there will be a message stating the pay period may have multiple pay statements.

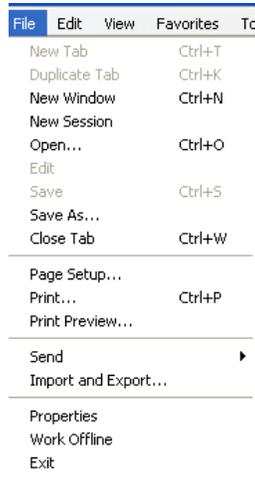
<input type="checkbox"/>	15	2010-07-23	
<input type="checkbox"/>	16 *	2010-08-06	

Select Year  View Selected Statements

\* These pay periods contain multiple statements.

When viewing the pay statement a message will appear in the pop up window: "This document contains multiple statements, scroll down to view them all."

- e) To print the statement, go to File and select Print from the drop down menu. You will then be asked to select a printer and the number of copies.



- f) To print the statement, go to File and select Print from the drop down menu. You will then be asked to select a printer and the number of copies.



## 6. How do I view and change my personal information?

The supplemental information screen shows the contact information on file for the employee. The items that can be changed by the employee are: phone numbers and email address, emergency contacts and secondary address.

- a) To access this screen from the main menu, click on My Supplemental Information.



- b) The top part of the screen contains information from the employee file. This cannot be edited. The Payroll Administrator should be advised of any errors.

**my Supplemental Information**

Employee Name	Employee Number	Pay Group
Occupation	Salutation	Citizenship
<input type="text"/>	<input type="text"/>	<input type="text"/>

- c) The Contact Details contains phone numbers and the email address of the employee. These can be edited. In order to continue receiving notifications that the pay statement is ready, the employee should keep their email address up to date here.

Contact Details			
Office Phone	Home Phone	Cell	Email Statement
<input type="text"/>	<input type="text" value="111-222-3333"/>	<input type="text" value="- - -"/>	<input checked="" type="checkbox"/>
Fax	Pager	Email Address	
<input type="text" value="- - -"/>	<input type="text" value="- - -"/>	<input type="text" value="john@hotmail.com"/>	

- d) The employee's emergency contacts can be changed or updated in the Emergency Contacts section. To delete a contact click on the X beside the contact.

Emergency Contacts			
Name	Phone	Relationship	
<input type="text" value="Jane Smith"/>	<input type="text" value="111-222-3333"/>	<input type="text" value="Wife"/>	<input type="button" value="X"/>
<input type="text" value="Judy Jones"/>	<input type="text" value="111-333-4444"/>	<input type="text" value="Sister"/>	<input type="button" value="X"/>

- e) The employee's primary address appears in the Primary Address field. Notify your Payroll Administrator of any errors in the address or if there is a change of address. The secondary address fields can be used for an alternate address.

Mailing Details		
<b>Primary</b>	<b>Secondary</b>	
<input type="text"/>	Address	City
	<input type="text"/>	<input type="text"/>
	Province	Postal Code
	<input type="text"/>	<input type="text"/>

- f) Click on Save to save your changes.