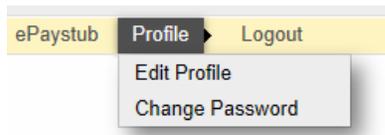


ePayroll Employee FAQ's

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How do I change my email address?

Changing your email address in ePayroll is really easy! Once you are logged in, look to the top right portion of your screen for the word "Profile".



Once you click on the profile button, there are two choices - Edit Profile and Change Password. Click on Edit Profile and that will bring up a text box where you can change your email address, like what is pictured here.

Your Profile

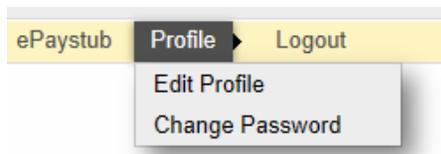
Email

Screen reader view

Don't forget to click save when you are done. You will then receive an email at your new address alerting you to the change.

How do I change my password?

Just like changing your email address, changing your password is easy in ePayroll. Login and then look to the top right portion of the screen for the "Profile" link (shown below). Click on Change Password.



After you click on the "Change password" link, you will be able to choose a new password. Remember the very specific guidelines when creating an ePaystub password: **7-12 characters, 1 capital letter, 1 number and one of ONLY the following special characters, ! @ # \$ & ***

The picture below should look like what you will see when you are changing your password. If you are changing your password because you forgot your old password, enter the temporary password you received by email in the "current password" box and then your new password in the next two text boxes. Click save when you are finished.

Profile: Password

Password length must be between 7 and 12.
You also need at least 1 number, 1 capital and 1 special character (#\$@&!*).

Current password

New password

Verify new password

What are the criteria for creating a password and when will it expire?

Password length must be between **7 and 12 character with 1 capital letter, 1 number and 1 of the following special characters: ! @ # \$ & ***

Temporary passwords expire after 24 hours.

What if I forget my password?

Forgot password?

You can have a temporary password emailed to you by clicking the "Forgot Password" link on the left side of the login screen or you may request a password reset through your [agency payroll department](#).

Do you have a guide to help me read my paystub?

Yes, the guide to reading your State of Oregon paystub is located at: <http://www.oregon.gov/DAS/EGS/FBS/OSPS/docs/pubs/stubexpl.pdf>.

How do I create an account?

If you are a current State of Oregon employee, all you have to do is set up your profile by going to the ePayroll registration site at: <https://swapp.oregon.gov/EmployeePayrollPortal/Login.aspx>

You will need your 5 digit agency number, your Oregon employee ID number (OR#). If you have any problems or questions about registration, please contact [your agency payroll department](#) for help.

What is ePayroll?

ePayroll is a secure electronic paystub view and time card entry for current and seasonal State of Oregon Employees. In order to view your paystub you must have direct deposit.

My ePayroll is hard to read on the screen. Can I make it larger?

Unfortunately, the size on the screen is set so you can't make it display any larger on the ePayroll website. However, you can adjust the size of the pdf that is generated when you click the "view/print" button next to your paystub.

To do this:

Click the view/print button next to your paystub (see screen shot below).

Open the pdf that is generated when you are prompted to open or save it.

If you are using Adobe Acrobat Reader, there is a button on the top menu bar, in the center that will allow you to adjust the size of the text (see the screen shot below).

Adjust the size to whatever you need.

The printed copy will remain the original size, no matter what you select for viewing due to requirements for displaying paystubs.



Employee Name	Pay Date	Total Net Deposit	Total Ne
	07/01/2013		

STATE OF OREGON
 OREGON STATE PAYROLL SYSTEM

Period Ending	Pay Date
06/30/2013	07/01/2013

EARNINGS			
Description	Hours	Rate	An
TOTAL-REG	160.00		3
GROSS PAY			3
STATE TAX			
SOC SEC TAX			
MEDICARE TAX			
WBF TAX			
EMPL DEDNS			
NET DEPOSIT			

- 10%
- 25%
- 50%
- 75%
- 100%
- 125%
- 150%
- 200%
- 400%
- 800%
- 1600%
- 2400%
- 3200%
- 6400%
- Actual Size
- Zoom to Page Level
- Fit Width
- Fit Visible

For questions call your AGENCY PAYROLL OFFICE

Payment #			
A329594			
DESCRIPTION	EMPLOYEE CONTRIBUTIONS		EMPLOYER
	Current	YTD	
MENTS C	5.00	20.00	
	65.25	247.78	
		87.94	
	400.00	2,400.00	
	50.00	300.00	
TX ADM FEE			3.25
DEPNDT	1.29	7.74	
EMPLOYER			101.33

What information, including personal, will be displayed on ePaystub?

Pay Stub View

Employee Name	Pay Date	Total Net Deposit	Total Net Check	Total Net Deposit+Check
First LastName	04/01/2013	2,495.92	.00	2,495.92

STATE OF OREGON									
OREGON STATE PAYROLL SYSTEM									
Period Ending		Pay Date		Payment #					
03/31/2013		04/01/2013		A123456					
EARNINGS				DEDUCTIONS		EMPLOYEE CONTRIBUTIONS		EMPLOYER	
Description	Hours	Rate	Amount	Vendor	Description	Current	YTD	Current	
TOTAL-REG	144.00	4,029.90	3,626.91	LONGTERM DIS	90 DAY/66%	35.91	150.83		
FURLOUGH LV	16.00		.00	SEIU 503 DUE		61.66	259.00		
GROSS PAY			3,626.91	DEF/COMPLON		240.89	963.56		
FED TAX			207.38	ODS PRF DENT	EMP&FAMILY	5.35		101.73	
STATE TAX			200.00	LEGAL INS	INDIVIDUAL	15.84	63.36		
SOC SEC TAX			219.80	BASIC LIFE	PRETAX/5K	.05		.95	
MEDICARE TAX			51.41	PSWP 350	EMP&FAMILY	71.91		1,366.24	
WBF TAX			2.02	SEIU 503 ISS	ISSUES DUES	2.75	11.00		
EMPL DEDNS			450.38	EMP LF/40-44	043K PRETAX	3.38			
NET DEPOSIT			2,495.92	EMP LF/40-44	153K POSTTAX	11.62	60.00		
NET CHECK			.00	VSP	EMP&FAMILY	1.02		19.47	
FEDERAL J 03				EE YTD/SUB\$	EE YTD/SUB\$		313.32		
STATE J 03									
YEAR TO DATE INFORMATION							RETIRE STATE PICKUP		
Gross Pay	Nontaxed Income	Other Taxed Income	Taxed Income	Fed Tax Withheld	State Tax Withheld	Soc Sec/Med/Tax Withheld	Number	Current	YTD
19,764.46	326.84		19,437.62	1,626.18	1,157.00	1,205.13	123456	217.61	1,185.86
						281.85			

LEAVE ACCRUAL - EMPLOYEE'S LEAVE BALANCE & USAGE							
Leave Type	Beg Bal 02-01-13	Earned	Taken/Paid	Adj	Lost	End Bal* 02-28-13	Comments
COMP TIME	.25	.00	.25	.00	.00	.00	
SICK	231.27	8.00	.00	.00	.00	239.27	
VACATION	127.91	14.00	6.50	.00	.00	135.41	
FURLOUGH	16.00	.00	.00	.00	.00	16.00	

* LEAVE BALANCES ARE EFFECTIVE AS OF MAR 1, 2013, LEAVE ACCRUAL/USAGE FOR MAR IS NOT REFLECTED
 * FURLOUGH OBLIGATION, IF DISPLAYED, IS BASED ON RULES OR THE CBA THAT APPLIES TO YOU

ePaystub will display only your first and last name on your electronic paystub.

You will see the same wage and deduction information as you do on your paper paystub, including: current and YTD earnings and deductions, regular pay, overtime, shift differential and special payments and leave balances and usage.

If you have specific questions regarding your privacy or issues surrounding the electronic display of your paystub, please contact your agency Human Resources department or your [agency Payroll department](#).

Where can I access ePayroll from?

You may access the Oregon ePayroll website from any device with internet access.

You may print a copy of your paystub from the Oregon ePaystub website by clicking on the "View/Print" button and clicking on the printer icon. If your paystub does not display after clicking on the "View/Print" button, you may need to install a free PDF viewer such as Adobe Acrobat. [You can download the free Acrobat Reader software by clicking here.](#)

What type of email address can I use and is it required?

Oregon ePayroll users are required to have an email address. You may use your state or personal email address if you choose. Email accounts are also available for free from many different providers like Google, Yahoo, Microsoft, etc. Any changes to your profile (for example, changing your password) will trigger an email that is sent to the email address in your ePayroll user profile.

What is my username?

Your user name is your Oregon employee identification number. This can be found on your paystub or through your [payroll department](#).

Can I view and print my paystub at work and is it an "official" copy?

Yes, viewing and/or printing your electronic paystub at work is considered a work related activity. You may use your work computer and printer to print a copy of your paystub from the pdf version on the ePayroll website. ePaystub printed paystubs are "official" copies as defined by [ORS 652.610](#).

How many paystubs will be available at one time?

Electronic paystubs will be maintained and available for a rolling 13 month period. Additionally, you are able to view paystubs from the time you opt-in to current, until a total of 13 months are displayed.

Something is wrong on my check. How do I get it fixed?

Contact your [agency payroll department](#) for any corrections.

What happens if I leave state service or transfer to a different agency?

After you leave state service you will no longer have access to ePayroll and would need to contact the [agency payroll department](#) you previously worked at if you need a copy of your paystub.

For agency transfers, you might need to update your email address to reflect your new agency. If you are using your personal email address, nothing needs to be updated.

What if I do not want to participate in the Oregon ePayroll program?

Due to the passage of [House Bill 2207](#), which was signed into law by Governor Kitzhaber in June 2013, and Temporary Oregon Administrative Rule 125-015-0200 both direct deposit and electronic paystubs are the standard for all State of Oregon employees.

To sign up for direct deposit with your agency, you can download your agency specific form by going to the [Direct Deposit Enrollment site](#). Fill in the form online, print it, sign it, and fax, mail or take to your agency payroll department with a copy of a voided check. Signing up for direct deposit is easy and eliminates the hassle of having to go to the bank or credit union each pay day.

If you don't have a bank account, you can sign up for an AccelaPay card, or any other pre-paid bank card, which can be used just like a debit card and will have your entire net pay deposited on it for your use. Please see the [AccelaPay page](#) for more information or contact [your agency payroll department](#).

The leave information on my paystub is incorrect. What happened?

Leave balances and activity are reported on ePayroll with a one month lag. Current month leave usage and accruals will be reported on the following month's paystub.

What are the access/support hours for ePayroll and is there any online help?

ePayroll is available 24/7 for you to view, print, save your paystubs and enter your time. Most [agency payroll departments](#) observe the standard business hours of 8 am to 5 pm, Monday through Friday. Check with your agency payroll office for specific support hours.

Both a tutorial and quick start guide are located at <http://epayroll.oregon.gov>

How do I know which internet browsers/screen readers to use with ePayroll?

ePayroll compatible browsers are:

- Internet Explorer 9 (32-bit)
- Internet Explorer 9 (64-bit, with and without compatibility view)
- Internet Explorer 8
- Firefox 18
- Chrome 23
- Safari 5.1.7

The following screen reader/browser combinations are compatible with ePayroll:

- Internet Explorer 8 and Window-Eyes 8.0.0.0
- Internet Explorer 8 and JAWS 14

Who else has access to my paystub information?

Access is employee specific and only available to you. Protect your confidential pay data; do not share your login information with anyone. As always your human resources and payroll departments have system access to the information on your paystub.