

Frequently Asked Questions - ePayStub (Employees)

Q Why doesn't anything happen when I click on the check I want to see?

A A pop-up blocker is probably preventing the check window from opening. Look at the lower left side of the screen, or just under the address bar for a pop-up blocker message. Sources of pop up blockers include:

- Internet Service Providers (ISP).
- Browsers, such as Internet Explorer or Firefox.
- Adobe Acrobat 7.0

In most pop-up blockers, you can allow pop-ups for specific web sties. Please refer to your pop-up blocker documentation for details.

Q Why does the check window keep opening to the wrong check? No matter which link I click, I see the first check.

A Your web browser is not set to check for new pages. Please refer to your browser documentation for details.

Q Why do I receive a "*Page not found*" message when I click on the check I want to see?

A There is a problem with the ePayStub server configuration. Contact your ePayStub Administrator for assistance.

Q What do the red exclamation marks mean?

A Red exclamation marks indicate user errors. Position your mouse pointer over them for more information.

Q Why do I receive a "*Login attempted exceeds amount allowed*" message when I try to log in repeatedly?

A The ePayStub Administrator sets the number of login attempts permitted, for security reasons. Contact your ePayStub Administrator for assistance.

Q Why do I receive an "*Invalid e-mail address on file*" message when I create my login?

A Your employee record may list an incomplete or incorrect e-mail address. Contact your ePayStub Administrator for assistance.

Q Why do I have to log in twice?

A There is a problem with the ePayStub server configuration. Contact your ePayStub Administrator for assistance.

Q Why can't I create a login or update an existing login?

A There is a problem with the ePayStub server configuration. Contact your ePayStub Administrator for assistance.

Q Why can't I enter my entire password?

A Passwords must be exactly six characters in length. If your password is longer than that, the ePayStub system saved only the first six characters.

Q Why do ePayStub pages take a long time to load? Why aren't ePayStub pages loading?

A Try to view another web site, such as www.google.com. If you can't access any other web sites, the internet connection may not be working. If pages for other web sites load slowly, the internet connection may be slow. If you are able to access other web sites quickly, contact your ePayStub Administrator for assistance.

Q What information should I provide to my ePayStub Administrator when I have a problem with ePayStub that isn't listed here?

A The ePayStub Administrator will need to know:

- Your name.
- When the problem occurred.
- If you were logged in to ePayStub when the problem occurred.
- The exact web address of the page where the employee received the error.

If possible, provide screen shots of the problem. (The administrator may be able to assist you in obtaining screen shots.)

Payroll Help
Copyright © 1999 Central Susquehanna Intermediate Unit