

Online Pay Stubs through e-Portal

FAQs:

Why Online Pay Stubs instead of paper statements?

Eliminating paper pay stubs and the time needed to handle and distribute them is part of a continuing effort to reduce labor and material costs throughout the district.

Of even greater importance, this change allows a more secure and convenient environment for employees to receive pay information. Our research indicates that some paper pay statements are left unattended on an employee's desk, never picked up by the employee or discarded without being opened. In addition, employees sometimes complain that paper statements get lost and express concern about who may have access to their pay information.

Online Pay Stubs have been available through the Volusia County Schools e-Portal for several years with many district employees securely accessing their pay stub information at their convenience.

The employee portal is a secure web-based solution that provides 24-hour access to view and print current and past pay stubs from anywhere and at anytime.

If an employee is unable to view your pay stub online he/she can make arrangements with their work site payroll contact to continue receiving a paper statement.

Why would I want to view my pay information online?

- More convenient and secure electronic delivery of pay information with the ability to view or e-mail pay statements from home or office 24 hours a day, 7 days a week.
- View pay statements early. Pay stubs are posted on the ePortal up to 2 days prior to every payday.
- Pay history is available for loan applications, financial transactions, or agencies requesting wage verification.
- Cost effective and more environmentally friendly than using paper pay statements.

How do I access my pay stub information online?

Sign on to the employee ePortal through the Volusia County Schools home page, select the "Staff" tab, then scroll down and click on "ePortal". If you have never used e-Portal, you will need to register. Instructions for registering are provided on the e-Portal welcome page.

Once you have signed on, you will see several tabs, one of which is labeled Payroll; click on this tab and then on Pay Stubs. Then click on the check or direct deposit number you wish to view and you will see your pay stub information.

Also included on this screen is substitute detail and miscellaneous pay detail that is listed on your pay stub as "Other comp" or Acct pay".

What do I do if I forget my password?

You must re-register. On the Volusia County Schools e-Portal welcome screen, there are instructions on how to register or re-register if you have forgotten your account ID or password. Contact Customer Service at extension 20000.

When will I be able to see the current pay period statement?

Your online pay statement will be available to view and print up to two days prior to the actual pay date, although funds will not be in your account until the actual pay date.

Pay stub information will be available online for at least two fiscal years.

What information does the online pay statement include?

Online statements display the same information that was on your paper pay statement.

Can I get my online pay statement at a computer other than my work computer?

Yes. In addition to your work computer, you can access your online pay statement from any computer that has an internet browser.

Is the site secure?

Yes. The district web server that hosts your online pay information uses industry-standard SSL (secure socket layer) encryption and advanced password management to ensure the protection and integrity of all pay stub data transmissions. Only you know your login and password to access your pay information. Online activity is captured in an audit log.

The online pay stub actually offers increased confidentiality over a paper stub. The paper stub usually passes through several people before delivery to you.

How can I be sure someone else cannot see my online pay statement?

The best way to safeguard personal information is by keeping your login id and password private. You can change your password periodically by going to the “My Profile” tab on e-Portal. Additionally, when you have completed viewing your online pay statement, exit/close your browser.

Do I need any special software to view my pay stub?

Yes, you will need the Adobe Reader. If you do not have Adobe Reader on your computer, you can download this software while on the ePortal “Welcome” page under “Accessibility”. Or you can enter the following in your browser address bar: <http://get.adobe.com/reader/>