

## SYSTEM SECURITY QUESTIONS

9) What security mechanisms are in place to keep my pay and personal information safe?

The PayStub Online system has multiple layers of security to protect the confidentiality of your pay and personal information.

- The system is protected by a security firewall to prevent unauthorized access.
- Your Social Security Number and home address are not included in the data file used by the system.
- The data in the file are encrypted and sent to the system using secure file transfer technology.
- You can only access the information if you have the right "EmployeeID" and "PIN".
- All confidential information is masked with asterisks (\*) on the screen.

10) Who is responsible for the security of the PayStub Online system?

The City has hired a vendor, TALX Corporation, to provide the PayStub Online service. TALX is based in St. Louis, MO, and all of its employees are located in the U.S. TALX is responsible for complying with state and federal computer security and privacy requirements.

11) What if I try using the PayStub Online system and decide I don't want to have my pay information accessible electronically?

You may opt-out of the PayStub Online system at any time. To opt-out, download a Direct Deposit/ PayStub Online Cancellation Form from [www.sfgov.org/paystub](http://www.sfgov.org/paystub), or contact your department payroll office.

After your request is processed, your direct deposit will be cancelled and your pay information will no longer be sent to PayStub Online. You will receive physical paychecks.

## HOW DO I GET MORE INFORMATION?

12) What should I do if I have a question about the information I see or hear on PayStub Online?

If you have any questions regarding your pay, withholdings, or deductions, please contact your department Payroll/Personnel Office.

12) Where do I go if I have more questions about PayStub Online?

Please contact your department Payroll/Personnel Office if you have any further questions.

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Office of the Controller  
Payroll/Personnel Services Division

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## PayStub Online

See your pay in a whole new way!

**Simple answers to  
Frequently  
Asked  
Questions  
(FAQS)**

# QUESTIONS ABOUT PAYSTUB ONLINE?

PayStub Online is a new City payroll service that gives you more options to access your direct deposit paystub information. This FAQs brochure will answer common questions that City employees ask regarding this new service.

## GENERAL QUESTIONS

### 1) Why is the City implementing PayStub Online?

The City is implementing this project to enhance service to employees.

PayStub Online will enable employees to access more comprehensive paystub information more conveniently, through the Internet and a toll-free phone number. The Internet site provides more information—such as definitions about the earnings and deduction codes that affect your pay amounts—than you get in your current pay advice. PayStub Online gives you convenient “24x7” access to your current paystub, and will accumulate a three-year history of your paystubs starting 3/23.

### 2) Who will be able to use the new PayStub Online service?

Employees enrolled in direct deposit will be able to use PayStub Online services to securely view and print their paystub information via the Internet, hear their pay amounts on the phone, and get a hardcopy of their paystub printed via FAX.

### 3) What will happen to the direct deposit advices?

The City will continue to distribute direct deposit advices on payday to employees at work. Paper advices will be provided indefinitely to ensure that employees are comfortable with the new system.

### 4) Will the PayStub Online system affect what bank I use for direct deposit?

No—the PayStub Online project has no impact on the bank you use for direct deposit. You continue to select and use your own bank.

### 5) What if I'm applying for a loan, and need to provide proof of income? Will the bank accept the PayStub Online printout?

Yes, financial institutions will accept the printout. In fact, you can use the PayStub Online phone system to send a copy of your paystub via FAX to a financial institution.

## HOW DO I USE THE SYSTEM?

### 6) How do I access my pay information using the PayStub Online system?

You can access the PayStub Online system by:

1. Using the City's Internet site

[www.sigov.org/paystub](http://www.sigov.org/paystub)

2. Using a toll-free phone number

**1-866-314-3729**

*You can use the toll-free phone number to request a FAX version of your paystub.*

Your Employee ID for both the phone and Internet is the following 12 characters: Birthdate (MMDDYY) + last 6 digits of your Social Security Number (SSN). Your default PIN is the last 4 digits of your SSN.

Please see the *User's Quick Start Guide* for detailed instructions on how to use the Internet, phone, and FAX options.

### 7) What should I do if I have trouble with the PayStub Online Internet site or the telephone system?

First, be sure that your Internet or telephone connection is functioning and you correctly entered your Employee ID and PIN. If you continue to have trouble and need to speak to someone, just call the toll-free number (1-866-314-3729) between 6 a.m. and 6 p.m., PST, Monday through Friday (not including holidays). When prompted by the phone system, enter your Employee ID. When the phone system asks for your PIN, press the “0” key to be connected to a Customer Service Representative.

### 8) What should I do if I don't have access to a computer at work to view and print my pay information?

If you don't have access to a computer at work, you have a couple of options. You can use any computer with Internet access—from home, a public library, or a café.

Or you can call the toll-free telephone number (1-866-314-3729) to hear your pay information. When you call the telephone number, you can select an option that allows you to send a hardcopy of your paystub to a FAX machine.