FREQUENTLY ASKED QUESTIONS: iSOLVED

An employee forgot their username. What should I do?
Please contact your company's payroll department.

An employee is locked out of Employee Self-Serve. What should I do?
You can update several users at one time by navigating to client management, self-service management where you can view or export a list of all users with self-service issues. If you want to update all, check the box next to the function and all users will be updated.

Employee Self-Service Login Issues
You can see a multitude of self-service login issues by navigating to client management, self-service management. There will be a breakdown of various types of self-service issues for active and terminated employees. You can download reports of employees effected and do a mass update to enable or resend links.

How can I add a 2nd check for an employee?
Navigate to payroll processing, payroll entry, additional check entry grid. Select the employee and enter the information for the 2nd check. This will produce 2 checks for the employee in the same payroll.

My printer jammed while printing checks. What is the best way to handle?
For security purposes, you must call ePay at 508-832-0800 to receive authorization to reset the printing function.

What should we do when we have an employee that lives in a different state?
By entering the employees address, the system will automatically search for the correct tax setup to determine if you need to withhold additional taxes for the residence state.

What should we do when we have an employee that works in a different state?
If an employee works in a different state, you will want to make sure you are registered with that state. Please contact ePay for assistance in registering for a new state. When the registration is complete, assigning a new employee to that work location will automatically calculate the proper tax withholding.

An employee lost their paystub, W-2, 1099 or 1095. How can I reprint?
All employee documents are available on the employee self-serve portal. Have the employee login and they can print their own document.

Who is my contact person at ePay?
Navigate to the client landing page and all ePay contacts are listed. You can send an email by clicking the email hyperlink for the person you want to contact.

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