

# JSG E-PAY FREQUENTLY ASKED QUESTIONS

## Q. How secure is the payroll information on JSG e-Pay?

A. JSG e-Pay uses the strictest security measures provided by Estubview. The company receives an SAS 70 audit and their website is VERISIGN Certified SSL Secure.

## Q. How long are my paystubs archived?

A. Weekly paystubs are stored online for 48 Months.

## Q. How do I access my payroll information?

A. Access Estubview by using either the link on JSG e-Pay page or [www.my-estub.com](http://www.my-estub.com). Initially your log in will consist of a system generated User ID and predetermined Password. This information is masked and encrypted for your protection. You will be required to change your Password upon initial login entry.

**USER ID: JSG + Last 4 Digits of SS# + First 4 letters of your first name (Ex: JSG1234robe)**

**INITIAL PASSWORD: JSGC001**

The initial password must be changed once you have logged in for the first time. **Any login issues please contact Paperless Pay Corporation's Customer Service Number at (800) 489-1711.**

## Q. Is help available to me if I have problems?

A. YES! JSG e-Pay is supported by Paperless Pay Corporation's help desk and Customer Service Center between 8:00am and 8:00pm Eastern Time at (800)-489-1711.

## Q. Why should I enroll for E-Pay?

A.

- **Better Security**
  - Your My-estub.com™ account is just like banking online, except it's more secure.
  - Personal payroll information is protected with a username and password
  - Only you can access your data
  - Paperless Pay Corporation's uses encryption and restricted access procedures to keep sensitive payroll information secure.
- **Document Availability**
  - Paystubs are instantly available online
  - The online portal maintains your full record of each stub
  - You have complete, 24/7 online access to your paystubs
  - View when you want. Print when you want. It's that easy
  - Online stubs are available for viewing prior to your deposit taking place
  - *Please note: While you may be able to view your pending pay, funds will not be available until the regularly scheduled date and time*
- **Notification Modes**
  - Employees can choose one or more of the following notification modes
  - An email notification that indicates that a paystub is ready to view online
  - An embedded HTML stub can be viewed through your www.My-estub.com™ account
  - A password protected PDF paystub sent via email
  - Text message alerts of up to 6 items from your electronic paystub
- **Employee Call Support Service Center**
  - Assistance and unlimited access to **PaperlessPay Corporation's Employee Call Support Service Center**
  - Monday through Friday, from 8AM – 8PM EST.
  - 1-800-489-1711 Option 1
- **New for 2012: ONLINE W2s with My-estub.com™**
  - Johnson Service Group and PaperlessPay Corporation have also given you the ability to receive your W2's online with My-estub.com™.
  - Similar to electronic paystubs, there is no waiting for the mail to arrive, no late or lost W2's, instant and secure 24/7 access to your W2 online, and the ability to view and print your W2 when you want from any computer with Internet Access