

## 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. The company receives an SAS 70 audit and its web site 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 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 + your unique Employee ID assign by JSG

**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.

## SECURITY

Paperless Pay Corporation's uses encryption and restricted access procedures to keep sensitive payroll information secure.

JSG e-Pay is a secure area. Employees can tell by looking at the bottom of their internet browser. Those using Microsoft explorer will see a padlock icon at the bottom of the screen. The area is secure if the padlock is locked and an unsecure area if it is not. Other browsers have similar workings.

The browser's address bar is another indicator of security. You will see "**https://**" if you are in a secure area and "**http://**" if you are not. The letter "s" indicates a secure area. Always be sure that you are in a secure area before supplying personal information.