Covenant HEALTH®

PAPERLESS PAYROLL

Covenant Health Utilizes an online payroll notification. Rather than receiving your pay stub in the mail, you will be able to choose one or more of several pay notification options such as:

- Simple email notification,
- Email with an attached password-protected .pdf file, or
- A cell phone text message.

Electronic payroll provides many benefits. For example,

- **Better security** - Since the only way to access your personal payroll info is with a user name and password, only you can see your data. Also, your pay information will no longer pass through multiple hands, thereby eliminating potential security breaches.
- **Loan applications** - When you apply for a personal loan your pay verification and history will be available online to meet your immediate requirements.
- **Timeliness and convenience** - Pay stubs never get lost or delayed. The my-estub.com portal is available around the clock, every day of the year.

Instructions for enrolling are contained in this document and can also be found on CovNet.

For help with account setup, call 1-800-489-1711 and select option 1 for customer service

Employee Login

Please go to PaperlessPay website:
    You can access the website from ANY computer that's connected to the internet by typing in the address bar
    www.my-estub.com

Enter the "Employee Portal" by left clicking on Employee Portal as indicated by the arrow.

User Name and Password

- Enter the User Name and Password
  Your user name will consist of **COV + Social Security Number + First four letters of your first name   Example: COV123456789John**

- If your name only consists of 3 letters then only use the 3 letters.
  Example: COV123456789Kim

- If the name we have on file has an initial, your user name may contain a space or period.
     Example: S Robert will have a user id of COV123456789S RO
                      S.Robert will have a user id of COV123456789S.RO

To verify the first name on file for you, please review past pay stubs, W-2, or other employee mailings. If you are unsure of your User Name, please call 1-800-489-1711, option 1 for assistance.

Passwords are case sensitive

For help with account setup, call 1-800-4[...]omer service

- Your initial password will be **COV001**

- When your User Name and Password are entered click Login.

<u>Change Password</u>

After your initial Log-In, you will need to change the default password and complete several steps as part of the Initial Setup:
- Enter COV001 in the Current Password Field
- Enter and confirm your "New Password" in the appropriate fields
  - o Your new password MUST be at least 8-20 characters AND contain:
    - − 1 number
    - − 1 special character (a ! or ? for example)
    - − 1 capital letter
    - − 1 lower case letter

PR☉ **PAPERLESS** *Pay*
CORPORATION

The Future of Employee
Payroll Communication... *Now!*

Employee Portal

Initial Setup
You must change your initial password to a new password known only to you. Please change your new password by following these steps:
1) Enter your current password (if you are a new user, this will be the default)
2) Enter a new password using the rules explained below*
3) Re-enter the new password for confirmation
4) Enter your email address (This will be the address used to email information to you in the event you use the Forgot Password function.)
5) Select a security question and answer that question. (This will be used to confirm your identity in the event you forget your password, prior to sending the password to the email address you entered above or setup in estubview.com/User Setup.

Password Rules:
1) Password must contain at least 8 and no more than 20 characters.
2) The password must contain at least 1 numeric and 1 upper case alpha character.
3) The password must also contain at least one special character: *, &, @,#, >. <

Change Password

Current Password:	
New Password:	
Confirm New Password:	

Next

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Security Questions

- Please select and answer 2 security questions. It's important that you remember these as they will help you retrieve your password if you forget it.
- You are NOT required to have an e-mail address to use this site. Although you must have one in order to utilize the online "Recover Password" feature.

Delivery Options

You have the choice of having a password-protected/encrypted PDF sent directly to an e-mail address you enter or receiving a notification that your pay stub is available to view online.

The online W2 option is not available. Select "Next" to continue on with registration

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Text Message Notification

The option of having key items from your paystub sent as a text message is available. If you elect to receive text notifications, standard text message rates may apply. If you do not wish to receive text messages, do not activate the notifications and simply select "Finish".

To take advantage of the text message option, select "Activate Text Message Notifications".

You may then choose a maximum of six fields of information to be sent to your phone. The field choices available are:

Net Pay – gross pay less all deductions   Gross Pay – total earnings before deductions
Fed Inc Tax – federal income tax withheld   CTO Used – CTO/Vacation hours used
CTO Avail Bal – CTO/Vacation hours available   Overtime Hours – overtime hours paid
Overtime Paid – overtime earnings paid   Total Hours – total hours paid
Mileage – total mileage paid   Direct Dep 1 – partial direct deposit
Direct Dep 2- partial direct deposit   Direct Dep 3 – partial direct deposit

Select your cellular provider and cellular phone number (including area code). Although not required, you can select "Send Test Text Message" to verify the number and the carrier you have selected. Some carriers such as TracFone have multiple choices so it may take several tests to verify you have selected the correct carrier.

Select the "Finish" button to complete the initial sign up.

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Payment Listing Screen

Once you have completed your account set up, you will see the "Payment List Screen". From here you can access your pay stubs.
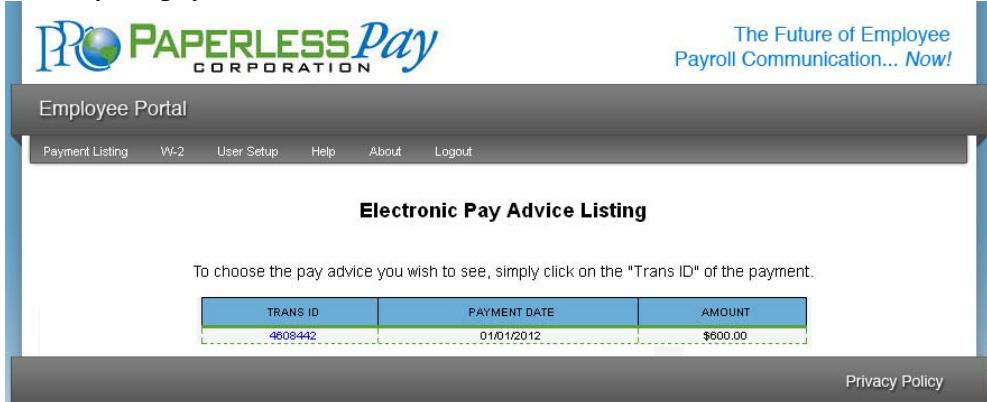
- To view your pay stub in its full form, click on the "Trans ID".
- Your entire Paystub will be displayed as shown below:
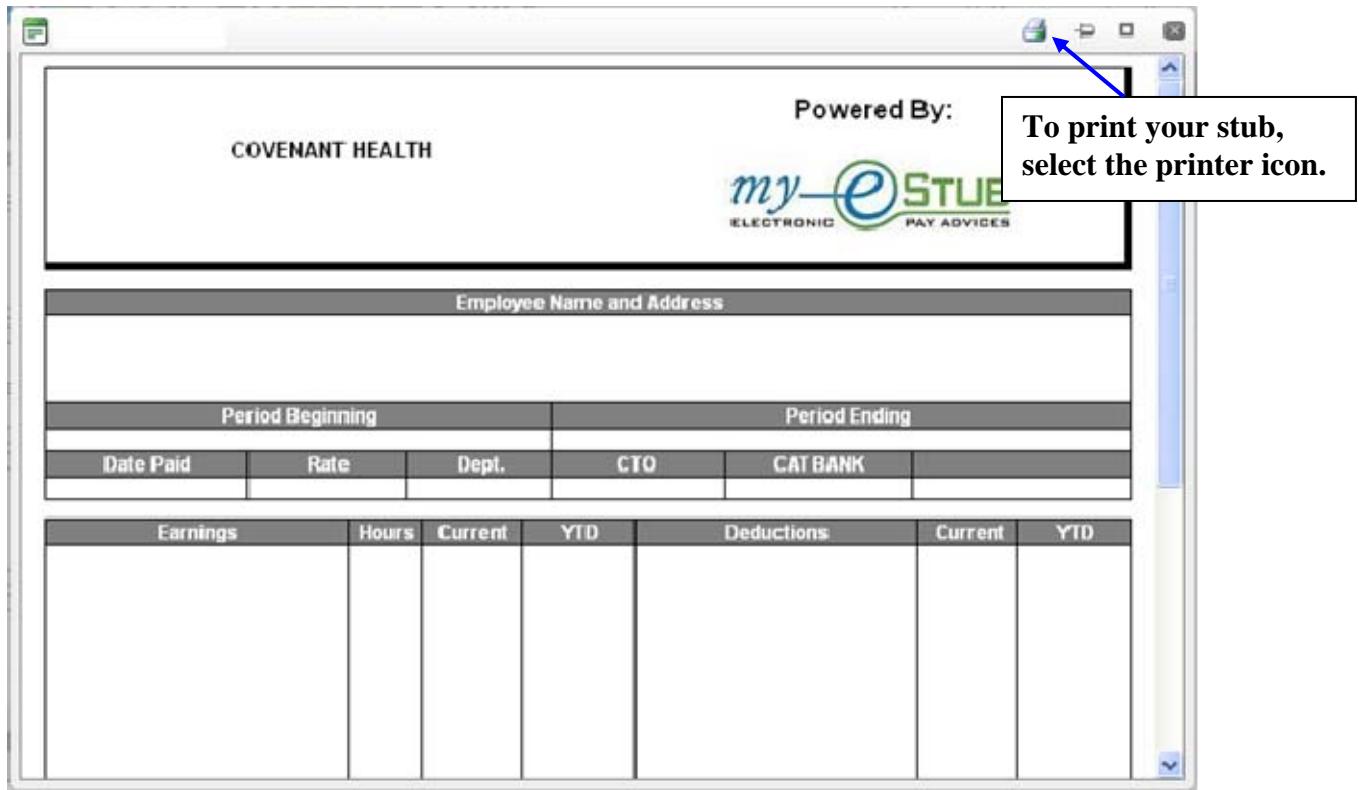
.
Note: If you have a pop up blocker on you may need to allow pop-ups from the www. my-estub.com website.

Remember to Log Out when you are done!

My-Estub Call Support Center
1-800-489-1711
Open Monday thru Friday

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Employee FAQ

Can I Opt-Out of receiving my pay stubs online?
No, all employees paystubs will be provided online only.

What is the Employee Call Support Service Center phone number?
The Employee Call Support Service Center phone number is 1-800-489-1711. Representatives are available Monday – Friday between 8AM – 8PM EST. We are not currently open on the weekends but this may become available in the future.

Who can contact the Employee Call Support Service Center?
Unfortunately, due to security policies, we have to verify security information with the employee whose account we are accessing, and therefore cannot give out information to anyone other than the employee.

Can I access my pay stub from any computer?
Yes, if you have access to the internet, then you will have 24 hour access to your pay records.

If I can login from any computer, how safe is my-eStub.com™?
Every year Paperless Pay Corporation goes through a special security audit called SSAE 16 Type II. You can find more information about what this certification means to you here: http://ssae16.com/SSAE16_overview.html.

How can I be sure my-eStub.com™ will keep my information private?
Your company has entered into a confidentiality agreement with PaperlessPay Corporation that also requires that your information be held confidential by PaperlessPay Corporation and will not be seen by any employee or consultant who is not bound by the terms of the Confidentiality Agreement. Any information will be used only to provide you with the requested services and will not be sold, rented or otherwise shared with any third party other than your company or operating companies, subsidiaries, related entities and affiliates, without your prior written approval.

What is my UserID?
The format for your UserID will be unique to your company. It will consist of three general parts: Company abbreviation (COV), Employee Number, and the first four letters of your name.

Where can I find my Employee Number?
Your social security number is your employee number.

Can I change my UserID?
Your user name is specifically formatted based on elements in the deposit file and is used to process all of your electronic files to your account. Therefore, this information cannot be changed from what is assigned to your account.

What happens if I forget my UserID of Password?
Contact our Employee Call Support Service Center and one of our representatives will be happy to give you your Username. If you have forgotten your password, you can use the *Recover Password* option. This option will verify your security questions and then send you a randomly generated, temporary password to the email address on file. You will be able to login and immediately reset your password.

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Employee FAQ

What does, "Sorry the UserID & Password provided are not valid" mean?
If you are receiving this message, then your UserID has not been entered correctly. You may attempt to reset your password through the site. Also, make sure that you have clicked onto the *Employee Portal* and not the *Administrator Access*.

What does, "Your Username is locked" mean & what do I do?
After your third attempt to login with the incorrect password, the site will automatically lock your account for security purposes. The account will unlock in 24 hours. However, if you enter an incorrect password on your first attempt, the account will lock again. If you would rather not wait 24 hours, you may call our Support Line.

My Password disappears when I press *Login*. What do I do?
If your password disappears when you try to log in, but no error message appears, this generally means that there is a security program blocking the website. You should check that *www.my-estub.com* is set as a 'Safe Site' or 'Allowed Site' through your internet browser, as well as through any security program you may have installed on your computer. When you have done this, exit and reopen the site before logging in. If the problem continues, call our Employee Call Support Service Center.

When I click on a Transaction ID, nothing happens. What do I do?
If nothing occurs when you click on a transaction ID, this is usually caused by new security features on Internet Explorer Version 9. In order to allow your stubs to show, you'll need to click on Tools on your Menu Bar and click Compatibility View Settings. This will open the Compatibility options box. Our site address will be filled in for you in the top box, click Add, and Close at the bottom. The screen will refresh and your stubs will be available for viewing.

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Compatibility View for
Internet Explorer 9

There are some occurrences where clicking on the TransID for your paystub will not bring up the paystub. This occurs because of a compatibility issue with Internet Explorer Version 9. This is easily fixed using the instructions listed below.

1. At the top of the screen you will see File, Edit, View, Favorites, Tools, and Help. Click on the **Tools** option.
2. Choose **Compatibility View Settings**
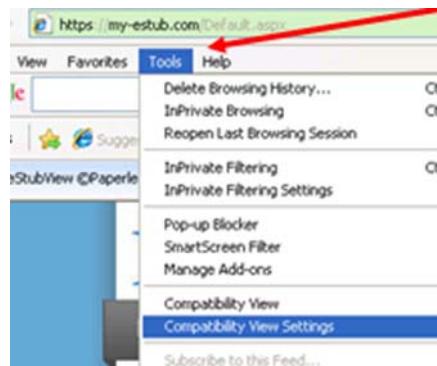
A box labeled **Compatibility Viewing Settings** will automatically appear on your screen in the upper left hand corner.

3. The option for my-estub will already be highlighted. Click on the **Add** Button which will then add my-estub to the box below.

4. The last step is to click the **Close** button at the bottom. This will automatically refresh your screen.

When your screen refreshes it will automatically display www.my-estub.com and you will now be able to access the employee portal.

For help with account setup, call 1-800-489-1711 and select option 1 for customer service