# Easy Setup Guide

Table of Contents

Welcome

We are proud to partner with PaperlessPay Corporation to offer your Direct Deposit stubs online with my-eStub.com™.

Getting Started
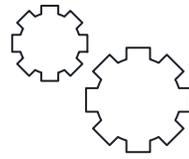
## ACTIVATE YOUR ACCOUNT

To activate your account, navigate to **https://www.my-estub.com** by entering the web address into the address bar of your internet browser.

The website is accessible from any computer connected to the Internet.

In the top left corner of the page, click on *Employee Portal* and a drop-down box will appear for you to enter your employee login information.

Simply enter this information as it was provided. If you're not sure how to format your login information and need step-by-step assistance, see **Pages 5 – 6** of this guide for more details.
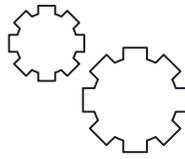
Employee Portal

EMPLOYEE PORTAL LOGIN

If this is your first time logging in, you will activate your my-estub.com account by entering through the **Employee Portal** and completing a one-time **Initial Setup**.

If you have already completed your *Initial Setup*, enter your User ID and Password into the **Employee Portal** and click **Login** to view your **Payment Listing**.

USER ID & PASSWORD FORMAT

To format your User ID & Default Password, use following information:

- User ID: **GSC + Employee Number + First 4 Letters of your First Name**
- Default Password: **GSC + 001**

When all the pieces are put together, the User ID should look something like this: **PPC1234567NAME**. (You don't need to include the + symbol.)

The Default Password is **Case Sensitive** to assist in keeping your information secure.

HELPFUL HINT

Make sure to type the Default Password as it was given to you by your Payroll Department.

For example: **PPC001** should be entered in all capital letters. You may hold down your **Shift** key to capitalize the letters, or you may use the **Caps Lock** key located on the middle left of your computer's keyboard. Before you click *Login*, turn off your **Caps Lock**.

Initial Setup
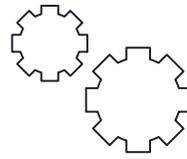
YOUR SECURE PASSWORD

During your *Initial Setup*, you will create your own **Secure Password**:

SECURE PASSWORD RULES

Your New Password will need to follow the secure guidelines for security purposes**:**

To format your User ID & Default Password, use following information:

- Between **8 – 20** Characters
- At least **1 Capital Letter**
- At least **1 Lowercase Letter**
- At least **1 Number**
- Must have **1 Special Character**:   !@#$%^&*()-=+,./<>?

Examples:

- My3DogsRock!
- My3dogsrock!
- my3dogsROCK!!!

Change Password
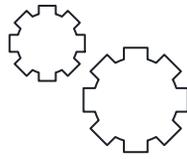
CHANGE YOUR SECURE PASSWORD

If you're a new user, your **Current Password** is your **Default Password**:

- Enter your **Current Password**.
- Enter your **New Password**.
- **Confirm** your New Password.
- Click **Next**.

HELPFUL HINT

If you receive an error message, like:

> The password must be at least 8 characters long with at least one lower case character, one upper case character, one number and one special character,

Make sure your New Password is a minimum of 8 characters and includes at least:

- **1 Capital Letter**   ABCDEFGHIJKLMNOPQRSTUVWXYZ
- **1 Lowercase Letter**   abcdefghijklmnopqrstuvwxyz
- **1 Number**   0123456789
- **1 Symbol**   !@#$%^&*-=+;:'",./<>?()

Security Questions
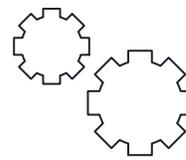
YOUR SECURITY QUESTIONS

After you have created your **New Password**, you will select your **Security Questions**.
These questions enable the **Recover Password** feature if you ever lose your password.

CHANGE YOUR SECURITY QUESTIONS

- Click on the **Choose a question** drop down menu to choose from the list of questions.
- Once you select your question, type your answer in the **Security Answer** box below.
- Repeat the same for the **Second Security Question** and click **Next**.

HELPFUL HINT

Make sure you choose and answer both **Security Questions** for the **Next** button to appear.

Email Delivery Options
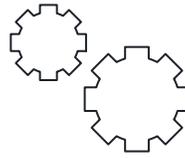
YOUR EMAIL DELIVERY OPTIONS

You have the option to receive email alerts notifying you when your pay stub is ready to view. We can also send your stub as a secure, password protected PDF file to your email.

Email Delivery Options

STUB AVAILABILITY NOTIFICATION

If you'd like to receive an email notifying you when your pay stub is ready to view:

- Choose **Email**.
- Enter your email address.
- Choose **Do not send my stub, notify me when it's available**.
- Click **Next**.

Make sure to click on *Email* and off of *None* if you want to receive the email notification you select.

HELPFUL HINT

You are **NOT** required to have an email address to use the my-estub.com website. However, if you ever forget your password, you must have entered an email address in order to activate and utilize the **Recover Password** feature.

Email Delivery Options
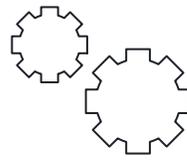
PASSWORD PROTECTED PDF

If you'd like to receive a secure, password protected PDF copy of your pay stub via email:

- Choose **Email**.
- Enter your email address.
- Choose **Send my stub as a password protected PDF file**.
- Click **Next**.

Make sure to click on *Send my stub* option to activate the secure PDF feature.

You will need a PDF reader newer than 5.0 installed on your PC to View and/or Print your pay stub.

Online W2 Options
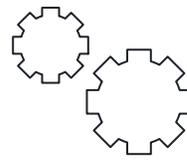
YOUR ONLINE W2

You have the option to receive your W2 online.

RECEIVE YOUR W2 ONLINE

If you'd like to receive your W2 online to view and print at your leisure:

- Choose **Yes**.
- Click **Review Consent Policies**.

If you do not wish to receive your W2 online and would like it printed and mailed to you:

- Choose **No**.
- Click **Next** to move on.

Online W2 Options
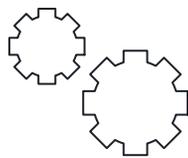
REVIEW CONSENT POLICIES

If you choose to receive your W2 online, you must review and consent to the W2 policies:

- Read and scroll down to the bottom of the page.
- Click **Consent**.

If you choose to decline the option to receive your W2 online and do not wish to consent to the W2 policies, click **Cancel**.

VERIFY YOUR SSN

You may be prompted to verify your Social Security Number in order to consent to receiving your W2s online.

Verifying your SSN insures that your information is secure and that only you have access to your personal W2 information.

Text Message Notifications
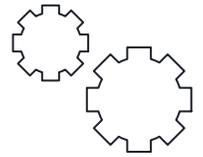
YOUR TEXT MESSAGE OPTIONS

If you'd like to receive your pay information directly to your cell phone:

- Choose **Activate Text Message Notifications**.
- Pick up to **6** Options.
- Select your **Cellular Provider**.
- Enter your **Cellular Number**.

To make sure you've setup your cell phone and have entered your cell information correctly, click the **Send Test Text Message** button.

FINISH

Click **Finish** to save your changes and activate your my-estub.com account.

Payment Listing

YOUR PAYMENT LISTING

Your **Electronic Pay Advice Listing** is a menu of all your available pay stubs. Each pay stub is listed on your account for 48 months from the date of posting.

To select a stub to view, click on the blue **Trans ID** number next to the **Payment Date**.

YOUR ONLINE PAY STUB

Before your stub is visible, a message will appear directing you on how to print out your paystub for your records.

If you do not wish to receive this message again, check the box next to the message **Don't show this message again** and click **OK**.

15
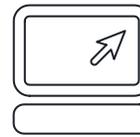
Online Paystub

VIEW YOUR ONLINE PAY STUB

Your selected online pay stub is displayed in a floating window for quick viewing. If you'd like to expand the window, click on the ***Maximize*** button on the top, right corner of the box.

PRINT YOUR ONLINE PAY STUB

To print your pay stub, click the ***Printer Icon*** located in the upper right hand corner.

HELPFUL HINT

If you have a ***Pop-up Blocker*** enabled, you may need to disable your ***Pop-up Blocker*** in order for the www.my-estub.com website to display your pay stub.

To add my-estub.com to your list of pop-up exceptions, locate the ***Tools*** option found on the menu bar of your internet browser. Choose ***Pop-up Blocker*** from the list of available tools and select ***Pop-up Blocker Settings***. Add https://www.my-estub.com to the box ***Address of website to allow*** and click ***Add***. The website should now display in the list of ***Allowed sites***. Click ***Close*** to save the changes.

W2 Portal**Online** W2

YOUR ONLINE W2

If you have chosen to receive your W2 online, click the **W-2** option on your toolbar to enter the *eW2™ Tax Form Delivery Portal*.

If you have not consented to view your W2 online and would like to do so, click **User Setup** on your toolbar to change your **Online Usage Settings**.

SELECT YOUR ONLINE W2

To select your W2, click the *View/Print W2* option located at the bottom of your screen under *Available Items to Print*.

VIEW, PRINT & SAVE YOUR ONLINE W2

Your selected online pay stub is displayed in a floating window for quick viewing. If you'd like to expand the window, click on the **Maximize** button on the top, right corner of the box.

To print your pay stub, drag your mouse to the bottom of the page and click the **Printer Icon** located in the toolbar at the bottom of the floating window.

To save your W2, click the **Floppy Disc Icon** located in the toolbar at the bottom of the floating window. This will allow you to save your W2 to your computer for future viewing and printing.

HINT

Make sure you have **Adobe Reader 9** or later downloaded to view your W2.

User Setup

CHANGING YOUR ACCOUNT INFORMATION

To change any of following:

- **Password**
- **Security Questions**
- **Online Usage Options**
- **Email Notifications** or
- **Text Options**,

Click *User Setup* on your toolbar, make your changes and click **Save Changes**.

HINT

Make sure you click on the **Save Changes** button before you leave the page.

Compatibility View
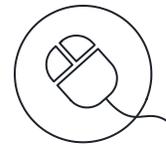
INTERNET EXPLORER 9

There are some occurrences where clicking on the *Trans ID* for your pay stub will not bring up the pay stub. This occurs because of a compatibility issue with Internet Explorer 9.

This is easily fixed using the instructions listed below:

STEP 1

At the top of the screen you will see: *File*, *Edit*, *View*, *Favorites*, *Tools* and *Help*.

STEP 2

Click *Tools* and then choose *Compatibility View Settings*. The *Compatibility View Settings* box will automatically appear in the upper left hand corner of your screen.

STEP 3

The option for my-estub.com will already be highlighted. Click on the *Add* button to add my-estub.com to the box below.

STEP 4

Click the *Close* button at the bottom. This will automatically refresh your screen.

STEP 5

When your screen refreshes, click on the *Employee Portal* and login again.

Compatibility View
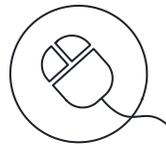
SAFARI

There are some occurrences where Safari will either not allow employees to login through the **Employee Portal** or access their pay stub by clicking on the **Transaction ID**.

This is easily fixed using the instructions listed below:

STEP 1

At the top of the screen you will see: **File**, **Edit**, **View**, **History**, **Bookmarks**, **Window** and **Help**.

STEP 2

Click **Edit** and then choose **Preferences**. The **Preferences** box will automatically appear in the middle of your screen.

STEP 3

Click the **Advanced** icon in the upper right hand corner of the **Preferences** menu toolbar.

STEP 4

Check the box next to **Select Develop menu in menu bar** located at the bottom of the menu.

STEP 5

Click **Develop** and then choose **User Agent**.

STEP 6

Choose one of the **Internet Explorer** or **Firefox** options. This will automatically refresh your screen.

STEP 7

When your screen refreshes, click on the **Employee Portal** and login again.
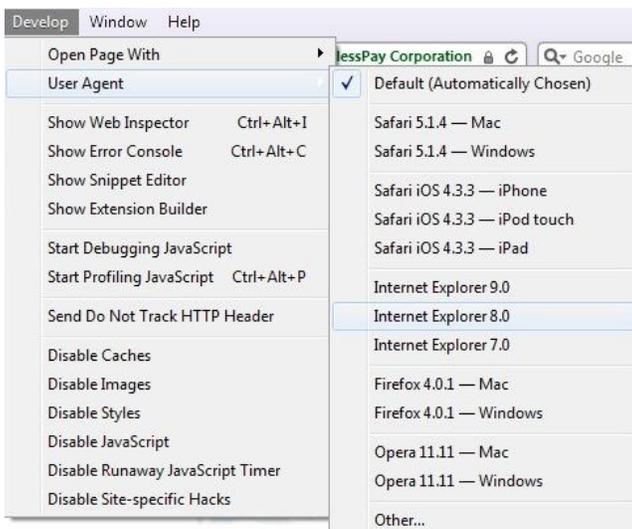
Pop-up Blocker
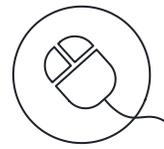
INTERNET EXPLORER

To add my-estub.com to your list of Internet Explorer pop-up exceptions:

STEP 1

At the top of the screen you will see: **File**, **Edit**, **View**, **Favorites**, **Tools** and **Help**.

STEP 2

Click **Tools** and then choose **Pop-up Blocker** and **Pop-up Blocker Settings**. The **Pop-up Blocker Settings** box will automatically appear in the upper left hand corner of your screen.

STEP 3

Type https://www.my-estub.com in **Address of website to allow**. Click on the **Add** button to add the website to the box below.

STEP 4

Click the **Close** button at the bottom. This will automatically refresh your screen.

STEP 5

When your screen refreshes, click on the **Transaction ID** to view your pay stub.

Tools	Help	
Delete browsing history...		Ctrl+Shift+Del
InPrivate Browsing		Ctrl+Shift+P
Tracking Protection...		
ActiveX Filtering		
Diagnose connection problems...		
Reopen last browsing session		
Add site to Start menu		
View downloads		Ctrl+J
Pop-up Blocker		▶
SmartScreen Filter		▶
Manage add-ons		
Compatibility View		
Compatibility View settings		
Subscribe to this feed...		
Feed discovery		▶
Windows Update		
F12 developer tools		
Spybot - Search Destroy Configuration		
OneNote Linked Notes		
Send to OneNote		
Internet options		

Pop-up Blocker Settings

Exceptions

Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below.

Address of website to allow:

www.my-estub.com   Add

Allowed sites: Remove
                     Remove all...

Notifications and blocking level:

☑ Play a sound when a pop-up is blocked.
☑ Show Notification bar when a pop-up is blocked.

Blocking level:

Medium: Block most automatic pop-ups

Learn more about Pop-up Blocker   Close

Pop-up Blocker

MOZILLA FIREFOX

To add my-estub.com to your list of Internet Explorer pop-up exceptions:
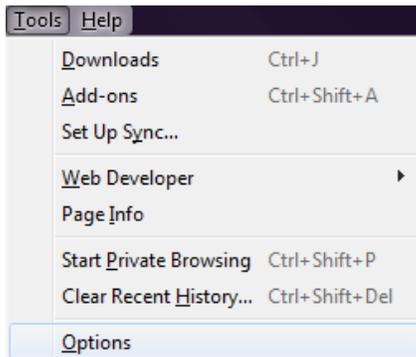
STEP 1

At the top of the screen you will see: *File*, *Edit*, *View*, *History*, *Bookmarks*, *Tools* and *Help*.

STEP 2

Click *Tools* and then choose *Options*. The *Options* menu will automatically appear in the center of your screen.
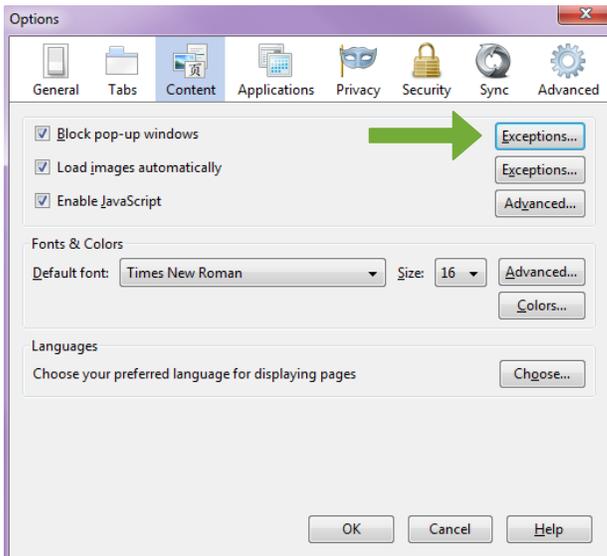
STEP 3

Click the *Content* icon towards the left hand corner of the *Options* menu toolbar.

STEP 4

Click the *Exceptions* box to the right of the *Block pop-up windows* located at the top of the menu.

STEP 5

Type https://www.my-estub.com in *Address of website*. Click the *Allow* button to add the website to the box below.
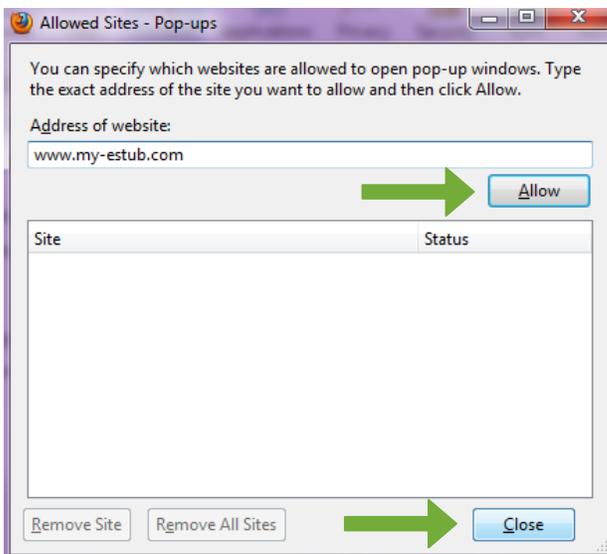
STEP 6

Click the *Close* button at the bottom and click *OK* to save your changes.

STEP 7

When your screen refreshes, click on the *Transaction ID* to view your pay stub.

Employee FAQ

Where do I login?
Once you have opened *www.my-estub.com* in your internet browser, employees will click on *Employee Portal* in the upper left corner of the screen. This will open a login window for you to input your information. If you are an administrator for the company, you will click on *Administrator Access* in the bottom left corner.

What is my UserID?
The format for your UserID will be unique to your company. It will consist of three general parts: Company abbreviation, Employee Number, and a portion of your name. The number of characters and arrangement of the three parts will be specifically formatted for each individual company. If you are unsure of your UserID, check with your Payroll Department to make sure you have the correct information.

Where can I find my Employee Number?
If you have received a paper pay stub, your employee number will be located on it. If you do not have a stub available, you can contact your payroll department and they will be able to look up your number for you.

Can I change my UserID?
Your user name is specifically formatted by your payroll department 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.

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.

What happens if I forget my UserID of Password?
Your Payroll department can assist you with this information. If you've 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.
 .

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*.

Employee FAQ
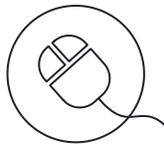
What does, "Your Username is locked" mean & what do I do?

You have three tries to enter your password. After your third attempt, if it has not been entered correctly, 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, your Payroll department can assist you with your account.

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 your Payroll department they will do what they can to diagnose the problem. If not, they can direct you to the correct department to get the issue resolved.

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.

Where do I access my W2s once I've logged into my account

If you have not consented to receiving your W2s online as of yet, you will need to enable this feature. Click on User Setup on the toolbar at the top of the screen. In the upper right, choose Yes next to "I elect to use My-Estub to receive my W-2 tax forms". This will open our Consent Policies. Please review this document and choose to Consent or Cancel. If you Consent, make sure that you click Save at the bottom of the page before going back to the Payment Listing page. A W2 option will now be available on your Toolbar. By clicking this, you will be navigated to the W2 page.

Will previous years W2s be available on the site?

If your company has opted to make history files available for their employees, you may have previous years' W2s available. If so, once you are on the eW2 Tax Form Delivery Portal, click on View and Print W2 Form, and your available W2s will be listed under Available Items to Print.

How long will my W2 be available to View & Print?

Each W2 will stay on the site for up to 36 months while your company is in contract with PaperlessPay Corporation. During that time, it is available for you to save, view or print from the site.

Employee FAQ

What file format is my W2?
The W2 is a PDF file format and requires Adobe PDF Reader 9 to view, print and save to your PC. There is a link to download the latest version of Adobe Reader on the eW2 Tax Form Delivery Portal.

Does the IRS allow me to access my W2s solely online?
Yes, according to IRS Tax Form 15A (there is a link to this document on our Consent Policy page) your company is allowed to offer your W2 only online for you as long as you consent to certain restrictions listed in this tax form. If you opt out at a later date, your company is then required to provide a paper copy for you.

What do I do if I need a reprint of my W2?
If you consented to received your W2 online, you can access your W2s immediately from the site and print your W2 personally. If you did not consent online, you will need to contact your payroll department and have them issue you a reprint of your W2.

What do I do if there are errors on my W2?
You will need to contact your payroll department. These errors will need to be corrected according to IRS guidelines and you will be reissued a W2 through your payroll department.

If I will be receiving my W2 in the mail, when should I expect this?
If you have any questions regarding your eligibility to Opt-Out, contact your payroll department for more information.

Can I Opt-Out of receiving my pay stubs and W2s online?
If your company plans to use PaperlessPay to print and mail their W2s, we will be mailing them off on January 31st. You should expect your W2 via USPS anywhere from 2-4 weeks from this date. If you consent to receive your W2 online, your W2 will be available to you much sooner to view, print, save and file at your leisure.

What is the phone number to our Payroll Department?
You can reach a GSC Payroll Representative at 713-747-5000.
Representatives are available Monday – Friday between 7:30AM – 4:30PM.

Who can contact the Payroll Department?
The my-eStub.com™ service for online pay stubs is only available for direct deposit employees. Any Grocers Supply employee can contact the Payroll Department. 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.

What if my Payroll Department is closed?
If your company does not use our Employee Call Support feature, then we do not have access to any of the employees login information needed in order to assist you. You will have to speak to payroll directly for any and all information regarding your account.