Pay Stub Online Set-Up

From the Regional One Health Intranet:
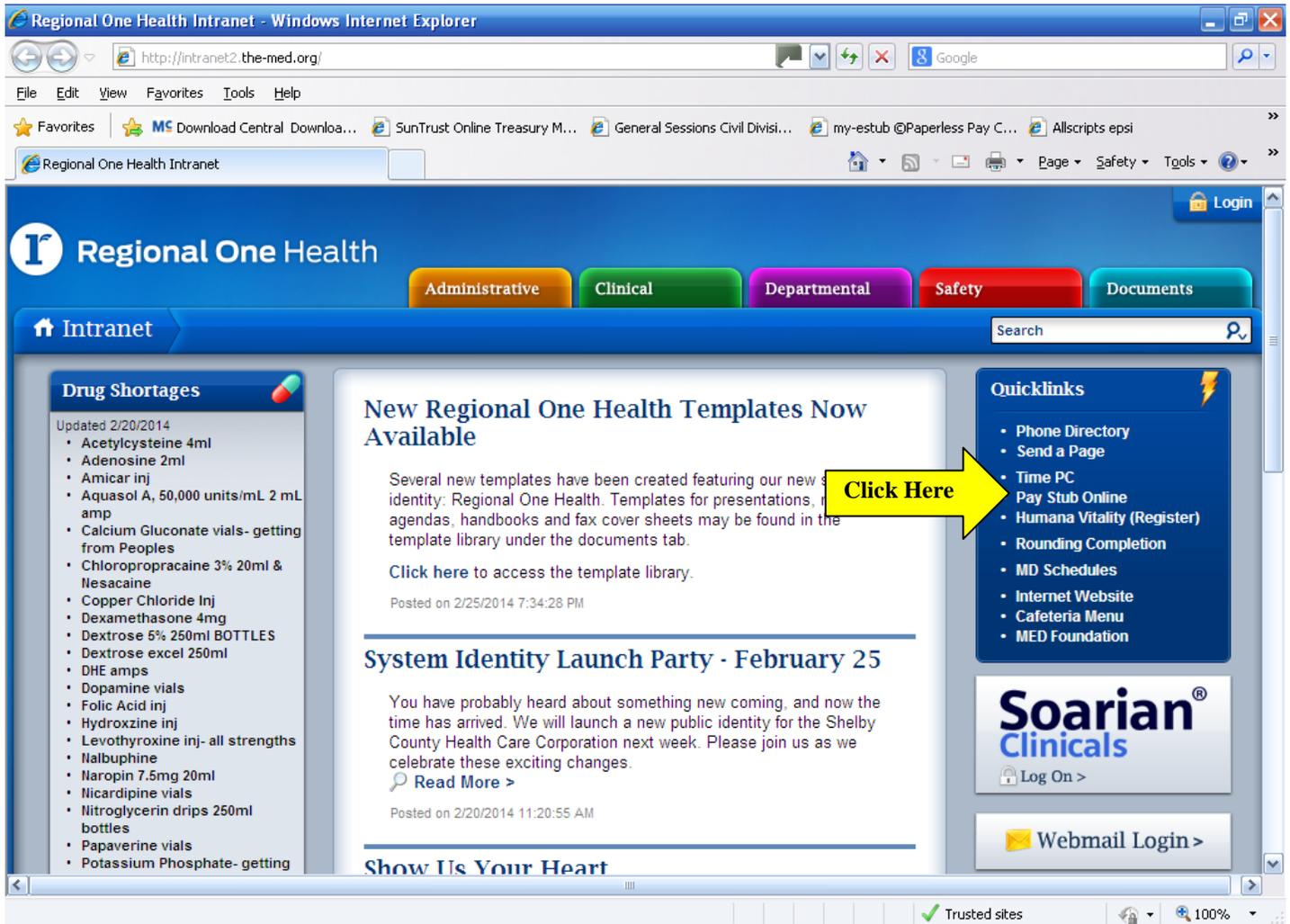
Click the "Pay Stub Online" Quicklink

From Any Computer:

Access the website from ANY computer that's connected to the internet by typing in the address bar
www.my-estub.com

If you are having trouble logging in or would like assistance activating your account, please call:

1-800-489-1711
Monday-Friday 7am-7pm

Enter the "Employee Portal" by left clicking on Employee Portal as indicated by the arrow.
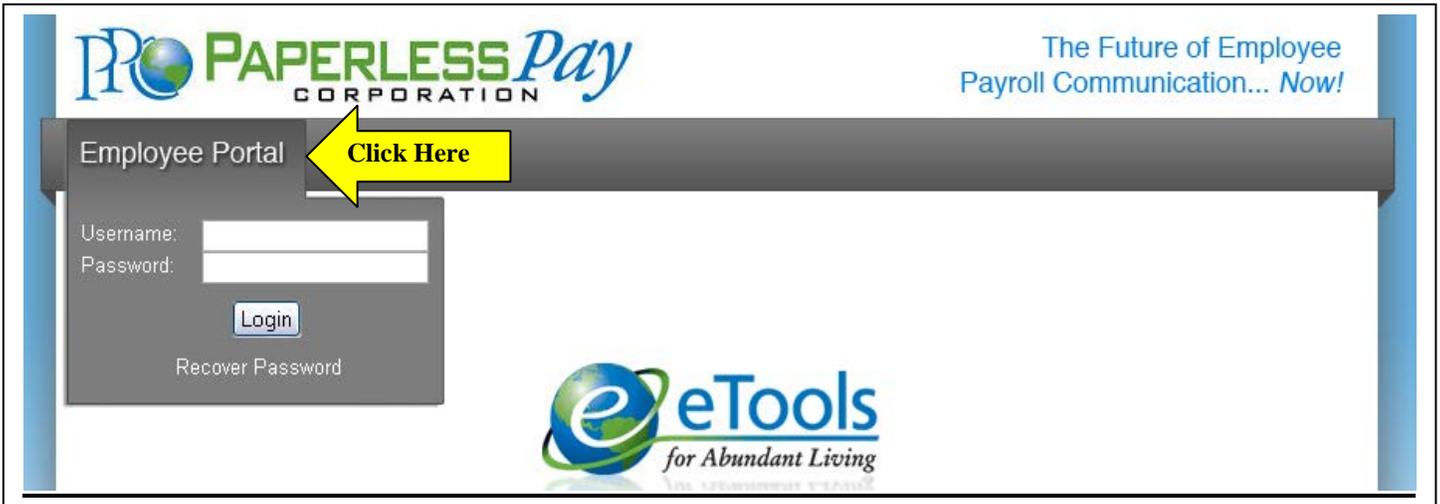
Enter your Username and Password and Click the "Login" button.

Username: Your Username will be **RMCM + Your Badge Number + First 4 Letters of your First Name**
Example: RMCM19988776BRIA

Password: Your initial password will be **RMCM001**. This will be used one time only.
Note: Passwords are case sensitive
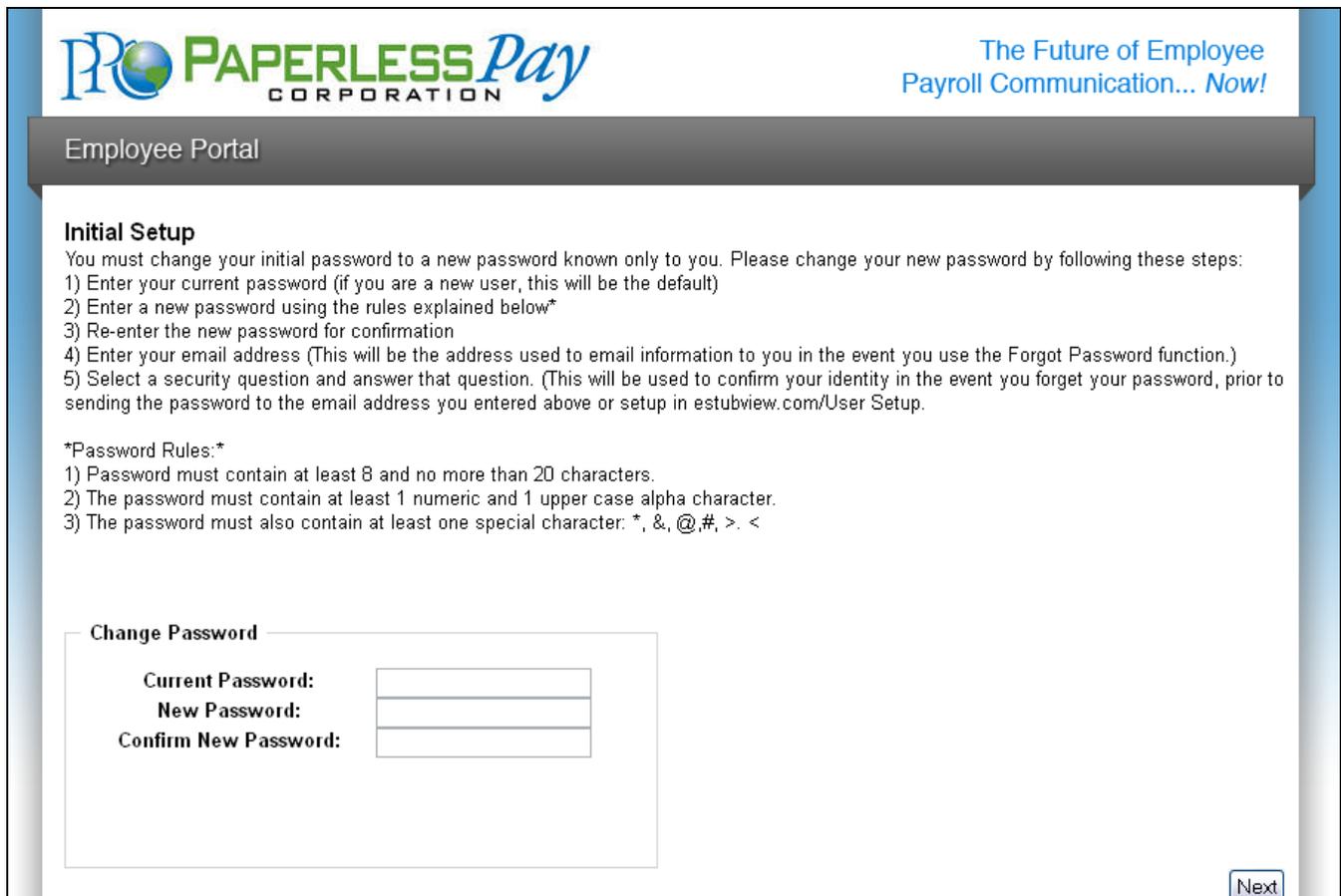
Change Password

After the first time Log-In, you will need to change the default password and complete several steps as part of the Initial Setup:

- Enter the "Default Password" (**RMCM001**) in the Current Password Field
- Enter and confirm your "New Password" in the appropriate fields

   Your new password MUST be at least 8-20 characters AND contain:
   - **1 Number**
   - **1 Special character (#, !, * or $ for example)**
   - **1 Capital letter**
   - **1 Lower case letter**

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. Click the "Next" button to continue.

Select your preferred email and W-2 options.

W2 Consent

If you select Yes, click Review Consent Policies and review the policies related to receiving your W2 online. Once you have verified your consent, you can select Next.
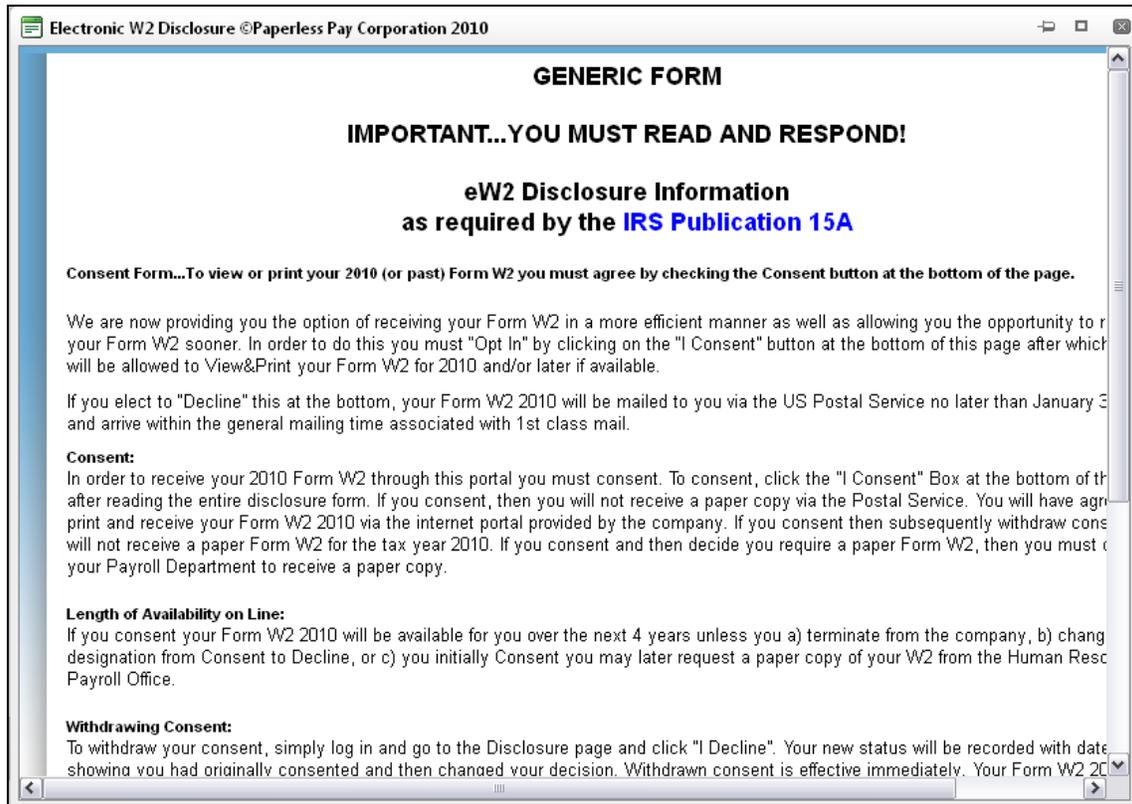
Scroll to the bottom of this screen and click the "Consent" button to continue.

Verify your social security number by using the numbers across the top of your keyboard.

Activate Text Message Notifications to receive up to 6 pieces of information from your check stub texted to your cell phone or click the "Finish" button to complete your account activation.

Payment Listing Screen

Now you are at 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".

You will see the message below directing you on how to print out the paystub for your records.
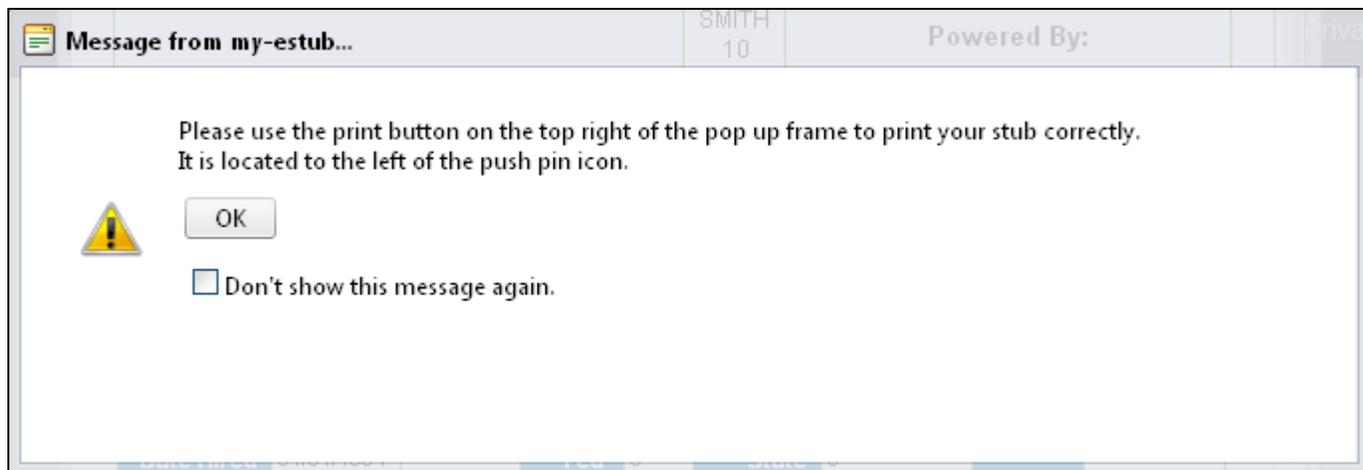
Your entire Paystub will be displayed as shown below:

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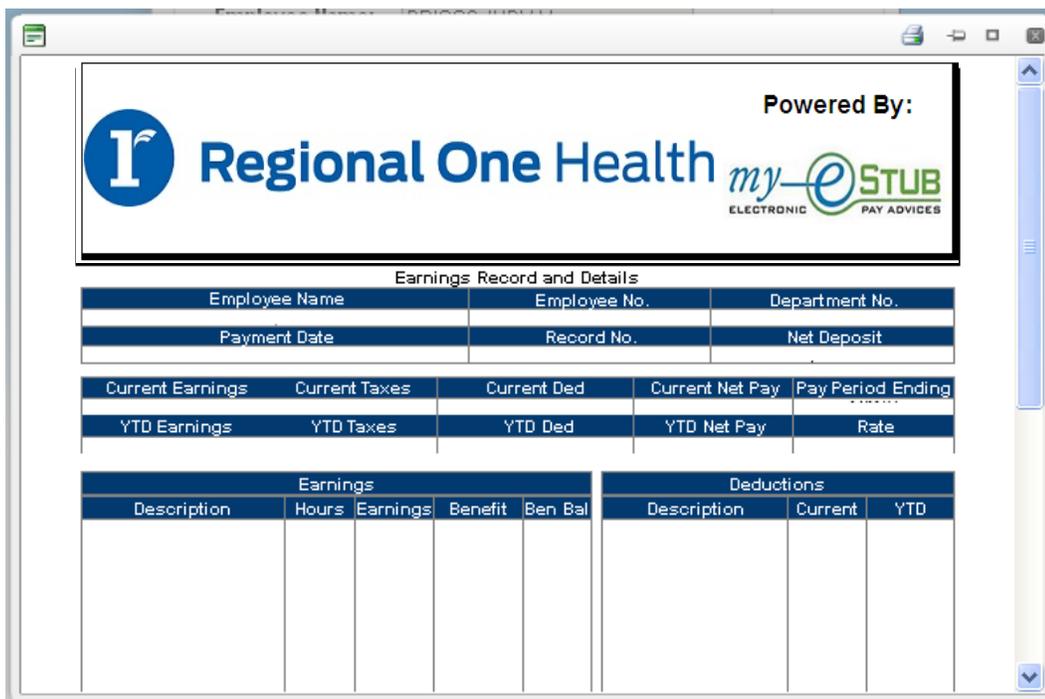
*Note: If you have a pop up blocker on you may need to allow pop-ups from the www. my-estub.com *website. For Internet Explorer 6 and greater this can be found in the* Tools menu. *Go to* Pop-up Blocker Settings *and enter* www.my-estub.com *to the "*Address of website to allow*" field.*

Questions & Answers

Q: Where do I log in?
A: 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 log in 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.

Q: What is my Username?
A: The format for your Username 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 Username, check with your Payroll Department to make sure you have the correct information.

Q: Where can I find my employee number?
A: 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.

Q: Can I change my Username?
A: 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.

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

Q: If I can log in from any computer, how safe is my-eStub.com™?
A: 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.

Q: What happens if I forget my Username or Password?
A: If your company has given us access to your information, you can contact our Employee Call Support Service Center and one of our representatives will be happy to give you your Username. If your company does not use our Employee Call Support Service Center, your Payroll or Human Resources 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.

If your company has given us access to your information, you can contact our Employee Call Support Service Center if you do not have an email address and/or security information on file. If your company does not use our Employee Call Support Service Center, your Payroll or Human Resources department can assist you with this information.

Q: What does the message "Sorry the UserID & Password you provided are not valid" mean?
A: If you are receiving this message, then your User Name and/or password 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.*

Q: What does the message "Your Username is locked" mean and what should I do?
A: 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, you do have the option to call our Support Line. If your company has given us access to your information, we would be happy to unlock your account. If your company does not use our Call Support, your Payroll or Human Resources department can assist you with your account.

Q: What does the message "Your Username is locked" mean and what should I do?
A: 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, you have the option of calling our Support Line. If your company has given us access to your account, we will do what we can to diagnose the problem. If not, we can direct you to the correct department to get the issue resolved.

Q: What do I do if I click on my Transaction ID to pull up my paystub and nothing happens?
A: 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.

Q: Can I opt out of receiving my pay stubs online?
A: If you have any questions regarding your eligibility to opt out, contact your payroll department for more information.

Q: Is there a number to call for support?
A: The number for the Call Support line for My-Estub is 1-800-489-1711. Our representatives are available Monday through Friday between 8:00 AM – 8:00 PM Eastern. We are not currently open on the weekends but this may become available in the future.

Q: Who can contact the Employee Call Support Service Center for information?
A: The my-eStub.com™ service for online pay stubs is only available for direct deposit employees. These employees can contact us for their information if their company has opted to use Paperless Pay for Call Support services. Unfortunately, due to security policy, we have to verify security information with the employee whose account we are accessing, and therefore cannot give out anyone other than the individual.

Q: What if my payroll department is closed? Can the Employee Call Support Service Center assist me instead?
A: If your company has not opted to use Paperless Pay for their Call Support services, then we do not have access to any of the employees log in information needed in order to assist you. You will have to speak to payroll directly for any and all information regarding your account.