

Dear City of Green Bay Employee:

Through ADP, our payroll provider, we offer you access to your earnings statements and W-2 forms 24 hours per day, 7 days a week. The program is called I Pay. In addition, you can make changes to your W-4. Simply type in your changes, print the form, sign it and forward the completed form to the Human Resources Department for processing.

How to Register on ADP iPayStatements

1. Go to <https://ipay.adp.com>
2. Click on Register Now
3. Again, Click on Register Now
4. Enter the Registration Pass Code as follows: **CityofGB-CityofGB**
5. Enter your First Name, Last Name, Middle Initial (if you have one), Social Security Number, Confirm your Social Security Number, Birth Month and Day
6. Under A. Select a Service, select "iPayStatements"
7. Under B. Select a Document, select "Pay Statement/Earnings Statement"
8. From a recent pay statement, enter the following information:
 - Company Code
 - File Number
 - Check/Voucher or Advice Number
 - Pay Date or Advice Date

You will then be prompted to complete a registration process during which you must answer a few security questions and select a password. Your password must contain between 8 to 20 characters and at least one alpha and one numeric character. **You will be assigned a system generated User ID. Write down your UserID and Password.** The security questions will be used to verify your identity if you ever forget your user ID or password.

Upon completing the registration process, you may access your pay statements at www.paystatements.adp.com. **You will need your User ID and Password.**

We hope you will enjoy this new feature. We appreciate the opportunity to provide you with this exciting new way of viewing your pay information.

Sincerely yours,

Jill A. Vanden Plas, CPP
Payroll Supervisor

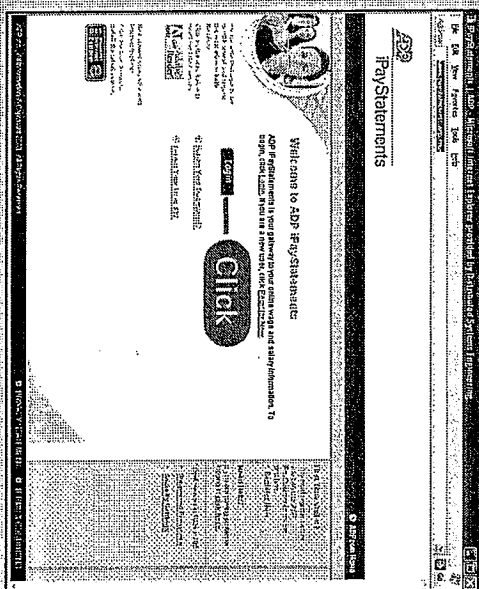


iPayStatements

Viewing your paycheck online

www.paystatements.adp.com

1 To begin, go to www.paystatements.adp.com



2

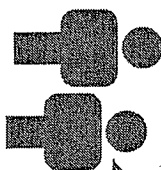
HELP!
I forgot my password



1. On the iPayStatements login page, click [Forgot Your Password?](#)
2. Answer the security questions to verify your identity.

Note: These are the same questions and answers you chose when you registered for iPayStatements.

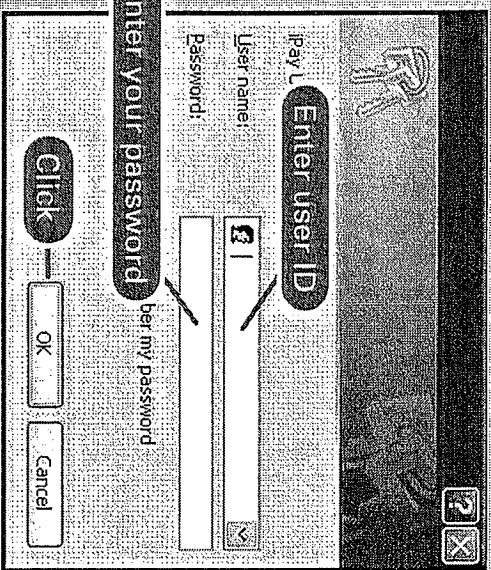
HELP!
I forgot my user ID



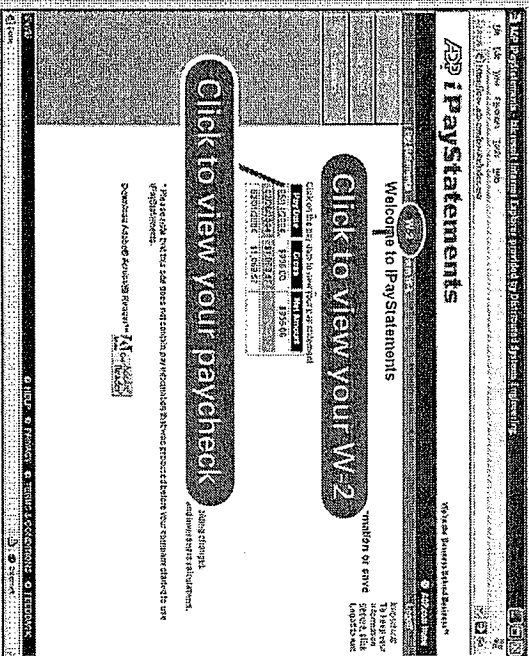
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3



4





Viewing your paycheck online

FAQs

Frequently Asked Questions

Can I receive an e-mail when my latest pay statement is available?

Yes. To set this option, log in to iPayStatements and click User Profile. Then click Change and set Notification of New Pay Statement to On. It is possible that, because of random Internet problems, you may receive your e-mail notification after payday. However, this will not affect your direct deposit.

What browsers can I use?

Microsoft® Internet Explorer version 5.5 (Service Pack 2) or higher
Netscape® version 4.7x, or version 7.0 or higher

Why do I need Adobe® Reader®?

iPayStatements uses a special format that lets you view and print your pay statements that look just like a printed pay statement you would receive from your employer. Adobe Reader is used to display this special format (also called PDF). You can download the latest version of the Adobe Reader from iPayStatements.

Having Trouble?

When I try to view my pay statement, a "File Download" window is displayed indicating I should open the file or save it to disk. What should I do?

This problem can be fixed by downloading the latest version of Adobe Reader. Click Cancel to close the "File Download" window. Click Home, and then click the Adobe Reader link to download the latest version of Adobe Reader.

I can't remember the answer to my security question. What should I do?

When you first registered, you were asked to select and answer several security questions. iPayStatements uses these questions to verify your identity in case you forget your user ID or password. If you have forgotten the answers to your security questions, please send an e-mail to your IT help desk at www.HelpDesk@ci.green-bay.wi.us

When I try to view my pay statement, the screen displays "Retrieving your Information..." and nothing else happens.

This may be fixed by downloading the latest version of Adobe Reader. Click Home, and then click the Adobe Reader link to download the latest version of Adobe Reader.

Some features on the iPayStatements site don't seem to be working.

Blocking all pop-ups may prevent important features in iPayStatements from working properly. ADP recommends that you turn off any pop-up blockers while using iPayStatements. For more information about pop-up blockers, refer to the iPayStatements online help.