

JULY 21, 2017

EPASS ADMINISTRATIVE USER GUIDE

DEPARTMENT OF INNOVATION & TECHNOLOGY



Overview

The Electronic Paystub System (ePASS) provides employees secure access to current and past pay stub information with 24/7 availability. Employees can view pay stub information from any computer, smart phone or mobile device that connects to the internet. In addition, ePASS maintains historical pay stub information for seven years from the date of implementation. ePASS is also designed to provide agency Payroll Administrators the capability to manage, print, email, generate reports and place applicable employee pay stubs on hold if necessary.

Availability and Access

ePASS is available via the Internet 24 hours a day, seven days a week, except for rarely scheduled down times for system maintenance.

ePASS is accessible online to participating agencies/employees with a valid State of Illinois Public Domain ID, Password, and Internet capabilities.


Roles and Security


ePASS has been designed to support both employees and agency Payroll Administrators for the State of Illinois. The employee view is restricted to their pay stubs. Agency appointed Payroll Administrators view is restricted to pay stub information for their designated agency only or multiple agencies for those supporting Shared Services Centers.

One-time eRegistration

[[State of Illinois eRegistration](#)]

Employees will be prompted to complete a one-time registration process.


State of Illinois
eReg 

ILLINOIS \ 

Account Registration

Email Address:

Confirm Email:

Prefix: 


First Name:

Middle Name:

Last Name:

Suffix:

Phone Number:

Phone Type: Home 

Birthdate:
Required to verify identity

PIN:
Create and enter a four-digit PIN

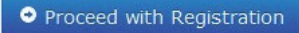
Confirm PIN:
Re-enter four-digit PIN

To verify identity, enter either full SSN or agency supplied Employee ID.

SSN:

- OR -

Employee ID:
If unaware of Employee ID, contact agency appointed payroll administrator



“Home” - Current Pay Stub Page

[Employee Functions - View Current Pay Stub Information]

The “Home” page displays an employee’s current pay stub. The electronic pay stub is identical in appearance and contains the same information as a paper pay stub.

Employees have the ability to [Print Current Pay Stub] or [Save Pay Stub] by clicking the appropriate link.

Current Pay Stub

Actions for Pay Date 4/10/2014 [Print Current Pay Stub](#) [Save Pay Stub](#)

JUDY BAAR TOPINKA 37 501
MAIL
COMPTROLLER - STATE OF ILLINOIS
SALARY EARNINGS STATEMENT
FOR PAY PERIOD ENDING 3/31/2014
SCHEDULED PAY DATE 4/10/2014

THIS IS NOT A DEPOSIT RECEIPT

WARRANT - TRACE NO.
SA4571773 - 0033452

EMPLOYEE ID: 00-0000000
BATES NORMAN
13 ELM STREET
SPRINGFIELD, IL 62702

YEAR TO DATE EARNINGS AND TAXES

GROSS EARNINGS	27174.78
F.I.C.A	2038.88
STATE TAX	1003.26
OTHER COMP.	30.13
NON-TAX INCOME	6541.24
EARNED INC. CRED	0.00

**YEAR TO DATE GROSS EARNINGS PLUS OTHER COMPENSATION
LESS NON-TAXABLE INCOME EQUAL TAXABLE GROSS.**

CURRENT PERIOD EARNINGS AND DEDUCTIONS

SOCIAL SECURITY NO.	BASE PAY	OVERTIME PAY	LUMP SUM	ADDITIONAL GROSS	GROSS EARNINGS
*** - ** - 0000	3842.00	0.00	0.00	0.00	3842.00

DEDUCTIONS:

FEDERAL TAX	STATE TAX	FICA	RETIREMENT
491.15	141.25	288.20	153.85
OP HLTH INS	OTHER INS	UNION DUES	DEF. COMP
74.00	11.08	26.00	700.00

NOTE:

*GROSS PAY INCREASED BY THIS AMOUNT

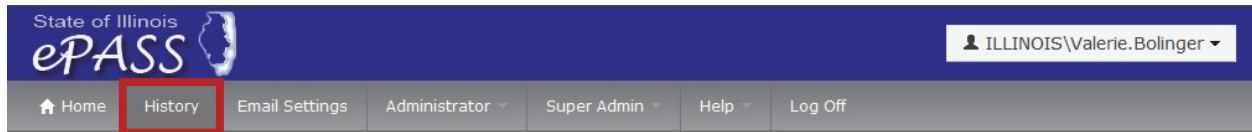
TOTAL DEDUCTIONS	1885.53
EARNED INC. CRED.	0.00
NET PAY	1956.47

“History” – Pay Stub History Page

[Employee Functions - View History of Past Pay Stubs]

The “History” page contains a listing of an employee’s previous pay stubs which are organized by year of issue. ePASS will store up to seven years of pay stub information from the date of inception.

Employees may view a particular pay stub by clicking on the [Date] link of a particular pay stub.



History

Listing of last 7 years' pay stubs by year. Click on Date to get the pay stub detail.

2014

04/10/2014 \$1,956.47	03/25/2014 \$1,956.47	03/25/2014 \$1,956.47
03/10/2014 \$1,956.47	02/25/2014 \$1,956.21	02/10/2014 \$2,056.59
01/24/2014 \$2,126.97	01/10/2014 \$1,855.52	

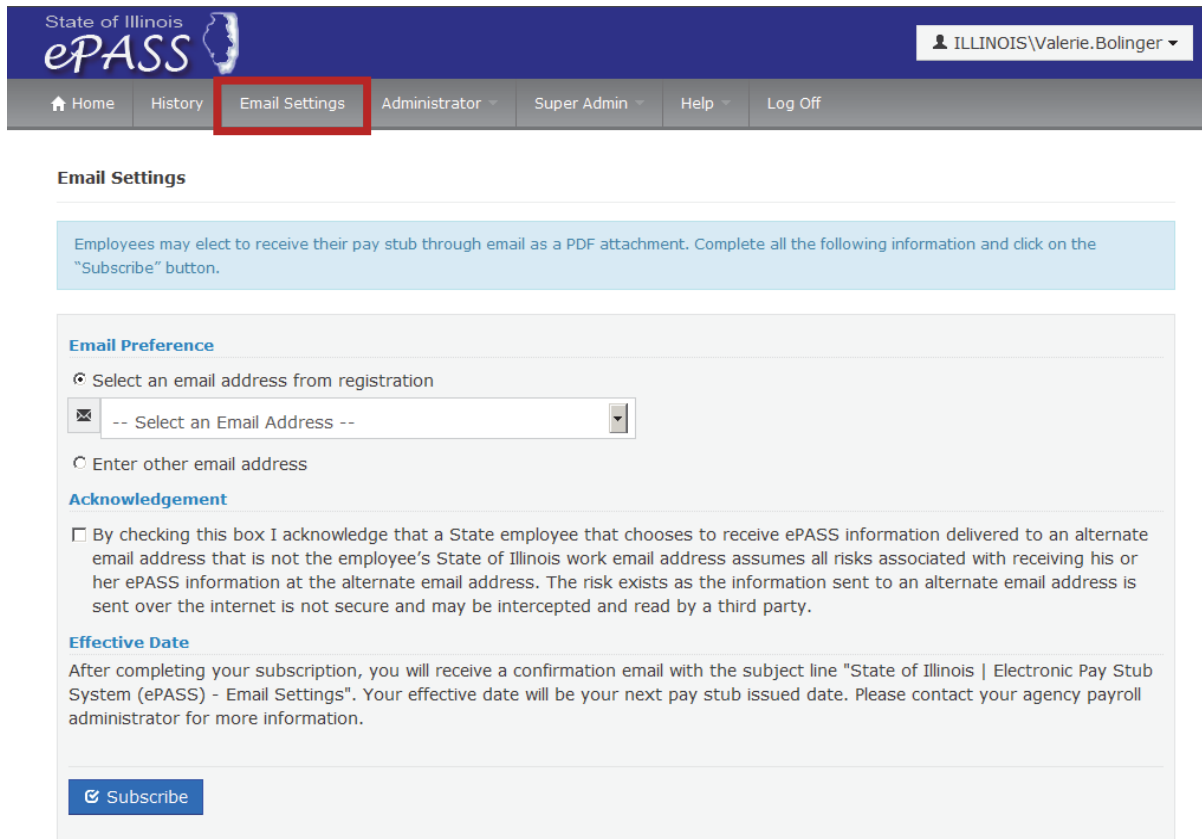
2013

12/23/2013 \$1,851.52	12/10/2013 \$1,951.91	11/25/2013 \$1,851.52
11/08/2013 \$1,920.96	10/25/2013 \$1,920.96	10/10/2013 \$2,242.28
09/25/2013 \$2,382.76	09/10/2013 \$2,678.70	08/23/2013 \$2,563.61
08/22/2013 \$1,415.09	08/09/2013 \$2,001.16	07/31/2013 \$397.94
07/25/2013 \$1,840.49	07/10/2013 \$1,821.91	06/25/2013 \$1,821.91
06/10/2013 \$1,857.44	05/24/2013 \$2,674.55	05/10/2013 \$1,715.31
04/25/2013 \$1,715.31	04/10/2013 \$1,977.16	03/25/2013 \$2,126.84
03/08/2013 \$1,715.31	02/25/2013 \$1,715.31	02/08/2013 \$1,785.31
01/25/2013 \$1,860.02	01/10/2013 \$2,004.13	

“Email Settings” Page

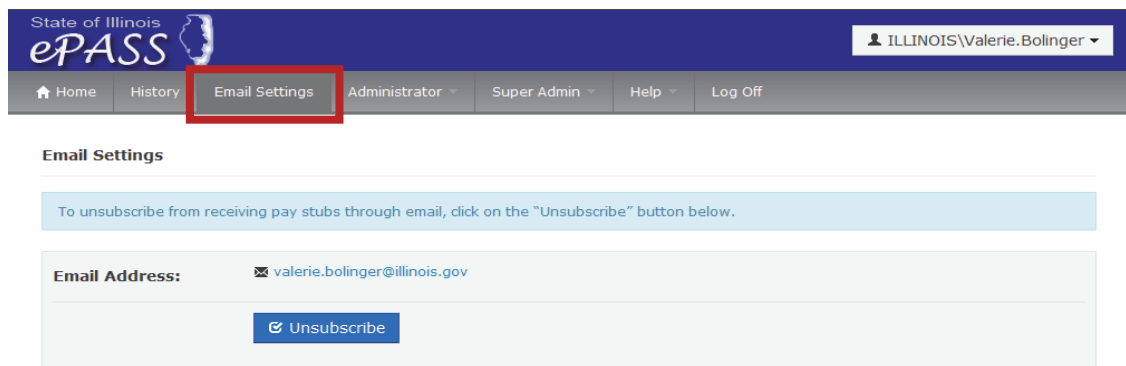
[Employee Functions - Subscribe/Configure Email Settings]

Via the “Email Settings” page, employees may elect to have their pay stub delivered to an email address as a Portable Document Format (pdf) attachment, which preserves the format and layout of the pay stub. Employees should select or enter an email address of choice (*work or personal email address accepted*). Check the [Acknowledgement] box and click on the [Subscribe] button.



The screenshot shows the ePASS administrative interface. At the top, the navigation bar includes 'Home', 'History', 'Email Settings' (highlighted with a red box), 'Administrator', 'Super Admin', 'Help', and 'Log Off'. The user is logged in as 'ILLINOIS\Valerie.Bolinger'. Below the navigation bar, the 'Email Settings' page is displayed. A light blue informational box states: 'Employees may elect to receive their pay stub through email as a PDF attachment. Complete all the following information and click on the "Subscribe" button.' The form contains three sections: 'Email Preference' with radio buttons for 'Select an email address from registration' (selected) and 'Enter other email address'; a dropdown menu showing '-- Select an Email Address --'; 'Acknowledgement' with an unchecked checkbox and a warning paragraph; and 'Effective Date' with explanatory text. A blue 'Subscribe' button is at the bottom.

To stop receiving pay stubs via email, employees should click on the [Unsubscribe] button.



This screenshot shows the 'Unsubscribe' section of the ePASS interface. The navigation bar is identical to the previous screenshot, with 'Email Settings' highlighted. The main content area features a light blue box with the instruction: 'To unsubscribe from receiving pay stubs through email, click on the "Unsubscribe" button below.' Below this, the 'Email Address:' field is populated with 'valerie.bolinger@illinois.gov'. A blue 'Unsubscribe' button is positioned at the bottom of the form.

“Administrator” Page

[Payroll Administrator Functions - Searching Employee Records]

The “Administrator” page allows Payroll Administrators to search for one or more employees based on the selection criteria entered into the available fields. Criteria fields include First Name, Last Name, Last Four Digits of Social Security Number “SSN” or a combination of the three fields. Payroll Administrators can only access employee records for their designated agency.

Note: It is not required to enter all the characters of a value in a field. For example, if you enter “BO” in the Last Name field, the system returns a list of all employees whose last name begins with the letters “BO”. This feature is helpful when searching for employees who have last names with difficult spellings.

State of Illinois
ePASS

ILLINOIS\Valerie.Bolinger

Home History Email Settings **Administrator** Super Admin Help Log Off

Search

Search by first name (begins with) and/or last name (begins with) and/or last 4 digits of SSN.

First Name:

Last Name:

Last 4 SSN:

“Administrator” Page (continued)

[Payroll Administrator Functions - Searching Employee Records]

Employee search results will be displayed in table/column format [Last Name, First Name, Middle Name, Agency, and Last 4 SSN, ePASS Registration Date, Employee ID and Print].

Click on the [Last Name] field for the employee record you wish to review.

If more than 10 entries are listed, click on the down arrow in the “show entries” field to display additional employee records (*up to 100 per screen*).

Search

Search by first name (begins with) and/or last name (begins with) and/or last 4 digits of SSN.

First Name:

Last Name:

Last 4 SSN:

Click on an employee last name to view employee details. (Only first 50 items returned)

Show entries Filter:

Last Name	First Name	Middle Name	Agency	Last 4 SSN	Registered	Print
BOLINGER	VALERIE	L	CMS		3/24/2014 9:26:22 AM	No

Showing 1 to 1 of 1 entries First Previous 1 Next Last

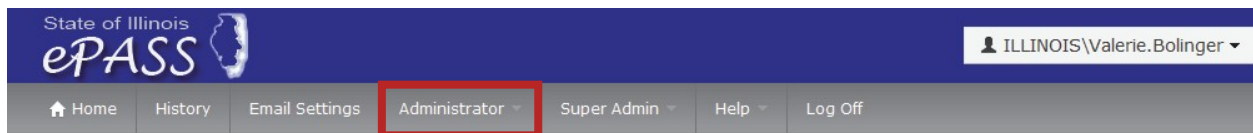
“Administrator” Page (continued)

[Payroll Administrator Functions - Employee Detail Screen]

Details regarding payroll for selected employee will appear on screen.

Payroll administrators have the ability to:

- 1) [\[Change Print Settings\]](#) (Defaulted to No) – Administrators should only select/change to [\[Yes\]](#) to designate pay stubs that require printing.
- 2) [\[Change Email Settings\]](#) (Defaulted to No) – Administrators should select [\[Yes\]](#) when the employee requires that a pdf attachment of their pay stub be sent to a valid email address. This can be a work or personal email address.
- 3) [\[Add New Comment\]](#) – Administrators may use this field to capture pertinent information regarding an employee’s payroll status (e.g. leave of absence, etc.).



Employee Details

This is employee detail information from IOC.

Name: BATES NORMAN
Address: 13 ELM STREET
 SPRINGFIELD, IL 62702
Agency: CMS
Employee Id: 99-1212344
Last 4 SSN: ***-**-1212
DOB: 12/30/1964
Print: Yes ([Change Print Settings](#))
Receive Email: Yes ([Change Email Settings](#))
Email Address: ✉ valerie.bolinger@illinois.gov
Registered: 4/17/2014 10:15:23 AM by ILLINOIS\Valerie.Bolinger
Modified: 4/18/2014 1:39:35 PM by ILLINOIS\Valerie.Bolinger
Comment: ([Add New Comment](#))

Administrators should only select/change to [Yes] to designate pay stubs for printing

Administrators should select /change to [Yes] to designate pay stubs to be sent via email

Administrators may use this field to capture pertinent information regarding payroll/employee status

Date	Created By	Comment Description	Comment
4/18/2014	ILLINOIS\Valerie.Bolinger	Administrative Comment	testing application

(Show/Hide) More Comments

“Administrator” Page (continued)

[Payroll Administrator Functions - Employee Pay Stubs]

To view a specific pay stub for an employee, from the **Actions Column** click on the [Details] or the [View] link.

- **Details** – displays the employee pay stub information.
- **View** – displays/opens the employee pay stub as Portable Document Format (pdf) attachment. Payroll Administrators may print, save or email the pay stub if required.

If more than 10 entries are listed, click on the down arrow in the “show entries” field to display additional employee pay stub records (*up to 100 per screen*).

Employee Pay Stubs

Click on "Detail" link under Actions column for pay stub details.

Actions	Issued	On Hold	Voucher	Pay Code	Dist. Code	Warrant	Trace	Gross Amt.	Comment
Details View	4/10/2014	No	P03B0501	37501	MAIL	SA4571773	0033452	3842.00	No
Details View	3/25/2014	No	P03A0501	37501	MAIL	SA4538964	0000290	3842.00	No
Details View	3/25/2014	No	P03A0501	37501	MAIL	SA4553895	0009957	3842.00	No
Details View	3/10/2014	No	P02B0501	37501	MAIL	SA4537109	0013295	3842.00	No
Details View	2/25/2014	No	P02A0501	37501	MAIL	SA4520959	0006564	3842.00	No
Details View	2/10/2014	No	P01B0501	37501	MAIL	SA4504591	0013056	4010.62	No
Details View	1/24/2014	No	P01A0501	37501	MAIL	SA4487017	0015987	4128.66	No
Details View	1/10/2014	No	P12B0501	37501	MAIL	SA4471813	0015633	3667.50	No
Details View	12/23/2013	No	P12A0501	37501	MAIL	SA4453788	0019533	3667.50	No
Details View	12/10/2013	No	P11B0501	37501	MAIL	SA4437521	0010047	3836.12	No

Showing 1 to 10 of 146 entries

Filter:

First Previous 1 2 3 4 5 Next Last

“Administrator” Page (continued)

[Payroll Administrator Functions - Employee Pay Stub Details]

The Employee Pay Stub Details screen displays a pay stub for a particular date on screen.

Payroll administrators have the ability to:

- 1) Place a particular pay stub **“On Hold”** [Change Hold Status] and provide comment regarding the hold status
- 2) Input a general **“Comment”** [Add New Comment] regarding employee status (e.g. *Direct Deposit form required for new transit routing and account numbers, etc.*).

Note: If a pay stub is placed “On Hold” or a “Comment” has been entered, only designated Payroll Administrator have viewing capabilities of the pay stub and/or the pertinent comments. Comments are retained for historical purposes and cannot be deleted.

Employee Pay Stub Details

← Employee Details

Agency: CMS
 Issued: 4/10/2014
 Pay Period Begin: 3/16/2014
 Pay Period End: 3/31/2014
 Voucher: P03B0501
 On Hold: No (Change Hold Status)
 Comment: (Add New Comment)

Administrators should select/change to [Yes] to place a particular pay stub on Hold

Administrators input general comments regarding a pay stub and/or employee status

Employee Pay Stub

JUDY BAAR TOPINKA 37 501
 MAIL
 COMPTROLLER - STATE OF ILLINOIS
 SALARY EARNINGS STATEMENT
 FOR PAY PERIOD ENDING 3/31/2014
 SCHEDULED PAY DATE 4/10/2014

THIS IS NOT A DEPOSIT RECEIPT

WARRANT - TRACE NO.
 SA4571773 - 0033452

EMPLOYEE ID: 00-0000000

BATES NORMAN
 13 ELM STREET
 SPRINGFIELD, IL 62702

YEAR TO DATE GROSS EARNINGS PLUS OTHER COMPENSATION
 LESS NON-TAXABLE INCOME EQUAL TAXABLE GROSS.

		YEAR TO DATE EARNINGS AND TAXES			
		GROSS EARNINGS			27174.78
		F.I.C.A			2038.88
		STATE TAX			1003.26
		OTHER COMP.			30.13
		NON-TAX INCOME			6541.24
		EARNED INC. CRED			0.00

CURRENT PERIOD EARNINGS AND DEDUCTIONS					
SOCIAL SECURITY NO.	BASE PAY	OVERTIME PAY	LUMP SUM	ADDITIONAL GROSS	GROSS EARNINGS
*** - ** - 9335 ***.** -1212	3842.00	0.00	0.00	0.00	3842.00

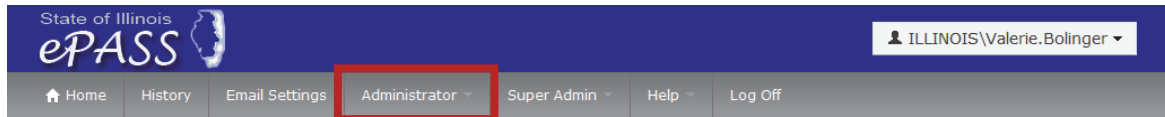
DEDUCTIONS:

“Administrator” Page (continued)

[Payroll Administrator Functions - Processed Pay Stubs]

Payroll Administrators have the ability to view all processed employee pay stubs for their designated agency.

NOTE: Agency payroll is accessible three to four days prior to the scheduled pay date for Payroll Administrators.



Processed Pay Stubs

Pay Stubs loaded from Illinois Comptroller Office (IOC)

Show last 1 row(s) per agency pay stubs loaded from IOC

Show entries Filter:

Agency	Processed Date	Issued Date	# of New Pay Stubs	# of New Users
Central Management Services (CMS - 416)	04/11/2014	04/10/2014	1	1
Central Management Services (CMS - 416)	04/10/2014	04/15/2014	2	0
Central Management Services (CMS - 416)	04/08/2014	03/25/2014	449	0
Central Management Services (CMS - 416)	04/08/2014	04/10/2014	12	10
Central Management Services (CMS - 416)	04/07/2014	04/11/2014	43	0

[Registration Status]

Provides Agency Payroll Administrators with overview/percentages of how many employees in their respective agency have registered and/or have not registered.

Registration Status

This screen show registration status with total by agency

Registration Status by Agency - Pie Chart

■ Not Registered - DHS - 12613
■ Registered - DHS - 4043

Show entries Filter:

Agency	Registered	Not Registered	Total
Human Services (DHS - 444)	4,407 (25.65%)	12,774 (74.35%)	17,181

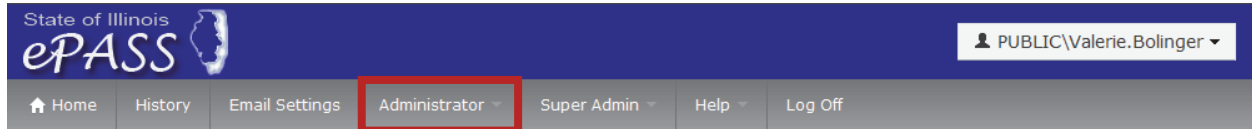
Showing 1 to 1 of 1 entries First Previous 1 Next Last

“Administrator” Page (continued)

[Payroll Administrator Functions - Pay Stubs to Print]

Payroll Administrators have the ability to print multiple pay stubs if the [Print] indicator has been set to [Yes] on an employee record.

Enter or select the appropriate [Issued Date] from the calendar date finder. Click on the [Generate PDF] button and a PDF attachment will be created for printing purposes.



Pay Stubs To Print

Enter or select an issued date from the calendar date finder. Click on the "Generate PDF" button and a pay stub file will be created for printing purposes.

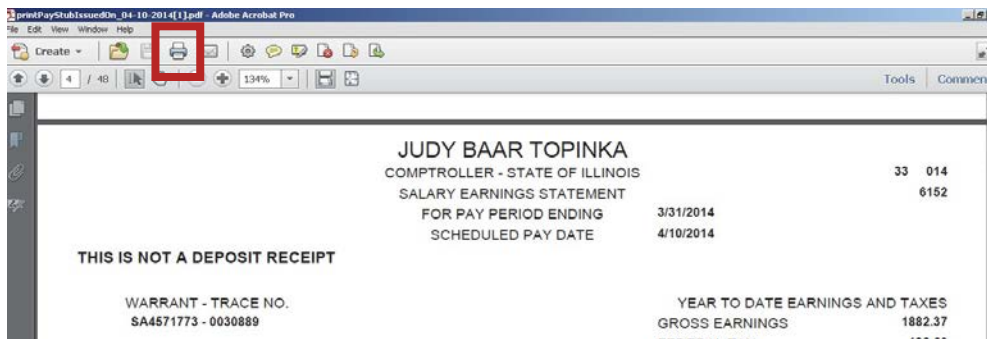
Issued Date:

[Generate PDF](#)

← April 2014 →						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

[To Print]

Click the image of the printer on the menu as shown below to print the pay stub file.



“Administrator” Page (continued)

[Payroll Administrator Functions - Employee Report]

Payroll Administrators have the ability to produce an Employee Report containing all employees currently on their agency payroll.

The Employee Report can be sorted by [Employee Name, Agency, Last 4 Digits of SSN, Employee IDs, Distribution Code, Registration Date, Email Address, and Print option]. The employee report can be exported to Microsoft Excel for additional sorting/reporting capabilities.

If more than 25 entries are listed, click on the down arrow in the “show entries” field to display additional employee records (*up to 100 per screen*).

The screenshot shows the ePASS administrative interface. At the top, there is a navigation bar with the State of Illinois ePASS logo on the left and a user profile dropdown for 'ILLINOIS\Valerie.Bolinger' on the right. Below the logo, a menu contains 'Home', 'History', 'Email Settings', 'Administrator' (highlighted with a red box), 'Super Admin', 'Help', and 'Log Off'. The main content area is titled 'Employee Report' and includes a sub-header 'Listing of all ePASS employees.' Below this, there is a 'Select an Agency:' dropdown menu currently set to 'Central Management Services (CMS - 416)', a 'Go' button, and an 'Export to Excel' button. A 'Show' dropdown is set to '25' entries, with a 'Filter:' input field to its right. At the bottom, a table header is visible with columns: Employee Name, Agency, SSN, Employee Id, Pay Code, Dist. Code, Registered Date, Email Address, and Print.

“Help” – Pay Stub Info Page

[Employee Functions – Pay Stub Info screen]

The “Help” page provides a glossary of terms displayed on an employee pay stub. Pay stubs will differ depending on the type of pay and deductions individual employees receive.

Note: Employees should review the information on their pay stub, especially when there have been recent changes made to their payroll records.

State of Illinois
ePASS
ILLINOIS\Valerie.Bolinger ▾

Home | History | Email Settings | Administrator | Super Admin | Help | Log Off

Pay Stub Info

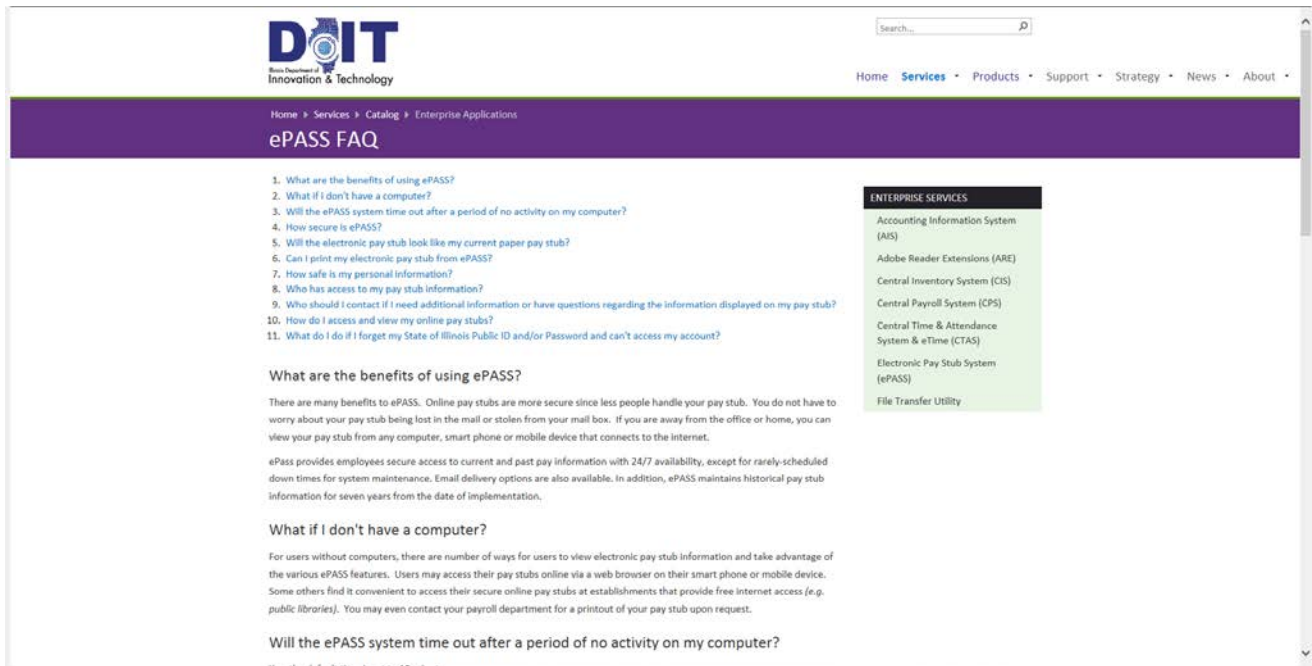
Pay stubs will be available for viewing on the scheduled issued date. Listed below are definitions of the terms found on your pay stub. For additional details regarding your pay stub, please contact your agency payroll administrator.

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #1a3d54; color: white;"> <td>Pay Period Ending Date</td> <td style="text-align: right;">></td> </tr> <tr><td>Payroll Code</td><td style="text-align: right;">></td></tr> <tr><td>Schedule Pay Date</td><td style="text-align: right;">></td></tr> <tr><td>Distribute Code</td><td style="text-align: right;">></td></tr> <tr><td>Employee Name</td><td style="text-align: right;">></td></tr> <tr><td>Employee Address</td><td style="text-align: right;">></td></tr> <tr><td>Social Security Number</td><td style="text-align: right;">></td></tr> <tr><td>Base Pay</td><td style="text-align: right;">></td></tr> <tr><td>Overtime Pay</td><td style="text-align: right;">></td></tr> <tr><td>Lump Sum</td><td style="text-align: right;">></td></tr> <tr><td>Additional Gross</td><td style="text-align: right;">></td></tr> <tr><td>Total Deductions</td><td style="text-align: right;">></td></tr> <tr><td>Net Pay</td><td style="text-align: right;">></td></tr> <tr><td>Message Field</td><td style="text-align: right;">></td></tr> <tr><td>Gross Earnings Total</td><td style="text-align: right;">></td></tr> <tr><td>Federal Tax</td><td style="text-align: right;">></td></tr> <tr><td>F.I.C.A.</td><td style="text-align: right;">></td></tr> <tr><td>State Tax</td><td style="text-align: right;">></td></tr> <tr><td>Other Comp.</td><td style="text-align: right;">></td></tr> <tr><td>Non-Tax Income</td><td style="text-align: right;">></td></tr> </table>	Pay Period Ending Date	>	Payroll Code	>	Schedule Pay Date	>	Distribute Code	>	Employee Name	>	Employee Address	>	Social Security Number	>	Base Pay	>	Overtime Pay	>	Lump Sum	>	Additional Gross	>	Total Deductions	>	Net Pay	>	Message Field	>	Gross Earnings Total	>	Federal Tax	>	F.I.C.A.	>	State Tax	>	Other Comp.	>	Non-Tax Income	>	<div style="margin-bottom: 15px;"> <h4>Pay Period Ending Date</h4> <hr/> <p>This is the last day of the pay period for which the employee is being paid.</p> </div> <div style="margin-bottom: 15px;"> <h4>Payroll Code</h4> <hr/> <p>This is the five-digit code (assigned by the Comptroller) of the payroll on which the employee is paid.</p> </div> <div style="margin-bottom: 15px;"> <h4>Schedule Pay Date</h4> <hr/> <p>This is the actual date the employee is to be paid.</p> </div> <div style="margin-bottom: 15px;"> <h4>Distribute Code</h4> <hr/> <p>This four-position field is the order (within pay code) in which the warrants are printed.</p> </div> <div style="margin-bottom: 15px;"> <h4>Employee Name</h4> <hr/> <p>Name of the employee to which the warrant is issued.</p> </div> <div style="margin-bottom: 15px;"> <h4>Employee Address</h4> <hr/> <p>This is the employee's current mailing address.</p> </div>
Pay Period Ending Date	>																																								
Payroll Code	>																																								
Schedule Pay Date	>																																								
Distribute Code	>																																								
Employee Name	>																																								
Employee Address	>																																								
Social Security Number	>																																								
Base Pay	>																																								
Overtime Pay	>																																								
Lump Sum	>																																								
Additional Gross	>																																								
Total Deductions	>																																								
Net Pay	>																																								
Message Field	>																																								
Gross Earnings Total	>																																								
Federal Tax	>																																								
F.I.C.A.	>																																								
State Tax	>																																								
Other Comp.	>																																								
Non-Tax Income	>																																								

“Help” Frequently Asked Questions Page

[Employee Functions – Frequently Asked Questions “FAQs”]

The “Help” page provides a list of commonly asked questions and answers in order to provide an employee with a better understanding of the ePASS application.

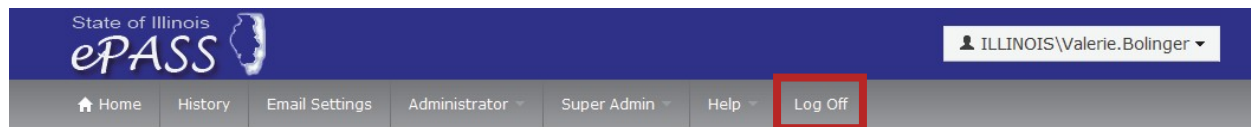


Log Off

[Employee Functions – Log Off of ePASS application]

To exit the application, click the [Log Off] menu selection located on the right hand side of the top navigation menu. Then close your internet browser window.

NOTE: Forgetting to log off poses a security risk with any computer that is accessible to other people and could potentially leave your State of Illinois Public Account open to abuse. To avoid misuse by others, remember to log off or lock your computer whenever you leave it



Procedures in the Event of Non-Receipt of State Pay Stub Copies

When an Electronic Pay Stub System (EPASS) Administrator (Administrator) obtains knowledge that some or all the employees of the Administrator's Agency have not received a copy of their respective pay stub by email for a pay period, the Administrator shall notify the Enterprise EPASS Service Manager (Service Manager) at the Illinois Department of Innovation & Technology (DoIT). The Administrator and Service Manager will collectively work toward determining which employees did not receive their pay stubs and the source attributable to the pay stubs not being timely delivered by email. They will check with DoIT's Personal Information Management (PIM) Division to trace the delivery from DoIT to the receiving email domain(s). They will also check with the receiving domain(s), whether managed by a commercial vendor or Agency-managed, to determine whether any issues were present that contributed to the non-receipt of pay stubs.

Promptly following the Administrator's initial notification to the Service Manager, the Administrator shall prepare to send out a communication to the Agency's employees explaining the options that would be available to the impacted employees to obtain a copy of their pay stub for the pay period. A template, "Communication – EPASS Pay Stubs Non-Receipt", has been provided to EPASS Administrators and is available for use in tailoring the communication to appropriately address the Agency's situation.

Once the source attributable for the non-receipt of the pay stubs has been identified and corrective action has been implemented toward resolution of the incident, the Administrator and the Service Manager will coordinate the re-sending of pay stubs to the impacted employees at the Administrator's Agency. The re-sending will continue until the Administrator and Service Manager mutually confirm in writing that the pay stubs had been received by the impacted employees.

At the successful conclusion of the re-sending, the Administrator and Service Manager will mutually prepare a report detailing the incident, the pay period impacted, the response and corrective actions implemented to ensure that future deliveries would be successful. A copy of the report shall be retained by both. The copy retained by the Service Manager shall be filed in a central repository at DoIT that would be accessible to appropriate individuals having authority to review.

Communication to [Input Agency Name Here] Employees On Alternative Access to [Input Pay Date Here] Pay Stub Copy

Dear Employees of the [Input Agency Name Here]:

As you may know, a number of employees did not receive a copy of their respective State of Illinois pay stubs at their designated Electronic Pay Stub System (EPASS) email addresses this past [Input Pay Date Here]. In a coordinated effort with the Illinois Department of Innovation & Technology, we have identified that this matter pertained to those employees who had [Input Domain Name Here] domains for their EPASS email addresses.

This communication is provided to recommend alternative options to those impacted employees to obtain a copy of their pay stub. The following are recommended for that purpose:

- 1) The first option would be for you to log in to your online EPASS account. This may be accomplished by clicking on the following link, <http://paystub.illinois.gov/>, to access the login screen. You should be able to directly print a copy of your [Input Pay Date Here] online pay stub.
- 2) For those of you who have not yet registered for an EPASS account or have not used your EPASS account for some time and are unsure of how to access it, you may find instructions for establishing a Public Account and for registering with the EPASS System at the following links:
 - a) To establish a Public Account:
https://www2.illinois.gov/sites/doit/services/catalog/Documents/SOIePASS_Public_Account_Creation.pdf
 - b) To register with the EPASS System:
https://www2.illinois.gov/sites/doit/services/catalog/Documents/ePASS_eRegistration.pdf

In the event you encounter difficulty in establishing a Public Account or registering with the EPASS System, please call [Input Name of Agency's EPASS Administrator Here], [Input Agency Name Here] EPASS Administrator, at [Input Agency EPASS Administrator's Telephone Number Here] or send an email to [Input Agency EPASS Administrator's Email Address Here]. [Input Name of Agency's EPASS Administrator Here] can work with you to obtain a copy of your [Input Pay Date Here] pay stub.

We apologize for any inconvenience this may have caused and thank you for your patience.